Employee Relocation Resource Center

Centralized Household Goods Traffic Management Program (CHAMP)

2019 Rate Filing Documents

Household Goods

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August 29, 2019

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 2019-2020 Filing Cycle Special Instructions for the filing of rate offers in the General Services Administration's (GSA's) Centralized Household Goods Traffic Management Program (CHAMP) specific to the Filing Cycle for the period November 1, 2019 through October 31, 2020. This RFO and Special Instructions (hereinafter referred to as RFO) are in accordance with the Household Goods Tender of Service (HTOS), supplements thereto and reissues thereof. Transportation Service Providers (TSPs) who are approved to participate in CHAMP and have agreed to abide by the terms of the HTOS, supplements thereto and reissues thereof, are eligible to file rate offers in accordance with this RFO.

While we strongly encourage TSPs to read the entire RFO, we've highlighted below the major changes new to this RFO and others that have been carried over from previous RFOs that need to be highlighted again.

Due Dates: Rate offers must be submitted in accordance with this RFO by the Initial Filing due date of 10:00 PM Central Time, October 4, 2019 and/or the Supplemental Filing due date of 10:00 PM Central Time, March 23, 2020. Rate offers received after these dates and/or not submitted in accordance with this RFO will not be accepted.

HTOS: The HTOS is being issued and distributed along with this RFO and has an effective date of November 1, 2019. Revisions are identified in the "Revisions Made in New Issuances of the HTOS" table, but TSPs are strongly encouraged to review the HTOS with an effective date of November 1, 2019 in its entirety. In addition to this distribution, it will soon also be accessible at https://www.gsa.gov/portal/content/103864 and GSA' Acquisition Gateway.

GSA Domestic 500A Tariff (GSA500A): The GSA500A-2019 Tariff is also being issued and distributed along with this RFO and has an effective date of November 1, 2019. No revisions were made. In addition to this distribution, it will also soon be accessible at https://www.gsa.gov/portal/content/103864 and GSA's Acquisition Gateway.

International Surface Base-Line Rate Table: The base-line rate per hundred weight (cwt) charges identified in the table included in Section 2-7.2.2.6.1.1. have been revised.

Rate Filing Service Providers (RFSP): TSPs electing to utilize a RFSP to create/upload rate offers must identify to the GSA Contacts identified in Section 1-6. of this RFO who that RFSP will be before rate offers can be uploaded to the Transportation Management Services Solution (TMSS) system for validation and acceptance. If a TSP has a RFSP currently identified to GSA and wants to change the RFSP during the rate filing period, they must do so at least ten (10) business days prior to the rate filing due dates of October 4, 2019 or March 23, 2020. Requests received within nine (9) or less business days of the rate filing due dates will be denied.

Changes to Existing Non-Alternating and Alternating, Agency Specific Standing Route Orders (SROs): Changes have been made to the SROs for the Department of Veterans Affairs (DVADC), Consolidated (CONDI) and the Department of State (DOSDD, DOSDC, DOSHW and DOSSA). Please note that two (2) new destinations serviced under DOSSA have been added and that several have been removed. Changes are identified in Section 3 of this RFO and have been highlighted in "red;" however, TSPs should review Section 3 of this RFO in its entirety for all Agency Specific requirements and changes.

Industrial Funding Fee (IFF):

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

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

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

Mileage Application: Effective November 1, 2019, Web Based Version 33 of ALK Technologies, Inc. will apply (see 2-7.1.1. of this RFO for additional information and application).

International Performance Bond: All TSPs approved to provide International General Transportation and International Move Management Services are required as part of their filings to furnish a performance bond in accordance with Section 2-4.8 of the HTOS and subject to the provisions of Section 1-4 of this RFO. The performance bond MUST clearly identify that the bond is in force for the period **November 1, 2019 through October 31, 2020**, or later. A Certification of Continuation of Bond is acceptable. **A performance bond or Certification of Continuation of Bond currently on file does not satisfy this**

requirement and copies will not be accepted. TSPs filing international rate offers are also required to adhere to the performance bond provisions outlined in Section 1.4.1.3.1. of this RFO. Performance bonds must be submitted prior to the transmission of rate offers as the system will not validate submitted rate offers without a valid bond on file.

Fuel Policy:

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

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

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

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

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

Submission of Rate Offers: All rate offers in TMSS automatically expire on October 31, 2019. 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, 2019, 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, 2019. Rate offers effective during the Supplemental Filing period of May 1, 2020 do not require a change; however, TSPs have the option to modify existing rate offers and/or to add new rate offers during the Supplemental Filing window.

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

1. Utilize the rate filing capabilities of TMSS:
   - TSPs must have access to the "HHG Rate Filing" module within TMSS. A firm's TMSS Group Administrator can give access to this module. Once the "HHG Rate Filing" module has been accessed, a continuation of rate offers button will be displayed as a pop-up screen. The message will prompt the TSP to either accept or reject all rate offers to be carried over to the next rate filing cycle;
   - If a TSP accepts the continuance of rate offers, TMSS will display a statement that rate offers will be carried over during the nightly batch process. TMSS will also display a message to the TSP identifying the number of records that were carried over;
   - If a TSP wishes to change an existing rate offer or add a new rate offer after submitting the request to carry over rate offers, the TSP may go into the "HHG Rate Filing" module the **following day** and do so; and
   - If a TSP rejects the continuance of rate offers, the rate filing module screens will be displayed so that the TSP may begin the rate filing process.

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

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

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

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

Sincerely,

/s/ Robyn L. Bennett

Robyn L. Bennett
Lead Traffic Management Specialist
Employee Relocation Resource Center (QMCG)

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

CHAMP and XTOS Extensions: 2018-2019 Rate Offer Expiration Dates and 2019-2020 Rate Offer Due Dates

1 message

GSA ERRC <gsa@notify.gsa.gov> Thu, Sep 19, 2019 at 2:12 PM
Reply-To: gsa@notify.gsa.gov
To: robyn.bennett@gsa.gov

As provided for under Section 2-10, Extension of Offer by the Government of the General Services Administration's (GSA's) 2018-2019 Centralized Household Goods Traffic Management Program (CHAMP) Request for Offers (RFO) and Extended Storage (XTOS) RFO both issued on August 23, 2018, the Employee Relocation Resource Center (ERRC) is extending the expiration date of all rate offers currently in effect under the 2018-2019 CHAMP and XTOS RFOs by 61 days. As a result, all rate offers that were due to expire on October 31, 2019 will now be extended through December 31, 2019.

The ERRC is also extending the due dates for the submission of rate offers under the 2019-2020 CHAMP and XTOS RFOs both issued on August 29, 2019 from 10:00 P.M. Central Time on October 4, 2019 to 10:00 P.M. Central Time on November 15, 2019.

As a result, GSA's 2019 Household Goods Tender of Service (HTOS), Domestic 500-A 2019 Tariff (GSA500A) and 2019 XTOS Tender of Service that were issued on August 29, 2019 for an effective date of November 1, 2019 will later be re-issued with an effective date of January 1, 2020 to coincide with rate offers accepted under the 2019 -2020 RFOs for an effective date of January 1, 2020.

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.

U.S. General Services Administration

STAY CONNECTED:

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

Supplements Issued to GSA's 2019 HTOS and Domestic GSA500A-2019 Tariff

1 message

GSA ERRC <gsa@notify.gsa.gov> Wed, Oct 30, 2019 at 11:27 AM
Reply-To: gsa@notify.gsa.gov
To: robyn.bennett@gsa.gov

As identified in an email/notice issued by the General Services Administration's (GSA's) Employee Relocation Resource Center (ERRC) on September 19, 2019:

- Rate offers currently accepted in accordance with the 2018-2019 RFO have been extended through December 31, 2019;
- The effective date of the 2019-2020 RFO is now January 1, 2020; and
- The due date for rate offers submitted in accordance with the 2019-2020 RFO is now 10:00 PM Central Time on Friday, November 15, 2019.

As a result, the ERRC is issuing Supplements to both the 2019 Household Goods Tender of Service (HTOS) and the Domestic 500A-2019 Tariff (GSA500A) to change the effective date of these documents from November 1, 2019 to January 1, 2020.

Supplement 1 to the 2019 HTOS

Supplement 1 to the 2019 GSA500A

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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This email was sent to robyn.bennett@gsa.gov on behalf of General Services Administration · 1800 F St. NW · Washington, DC 20405 ·

866-606-8220

SECTION 1
SPECIAL INSTRUCTIONS

1-1. General.

The following Filing Cycle Special Instructions of the General Services Administration (GSA's) 2019-2020 Request for Offers (RFO) are provided in addition to the instructions set out in the Household Goods Tender of Service (HTOS), supplements thereto and reissues thereof. By submission of a rate offer(s) electronically, the submitting Transportation Service Provider (TSP) agrees to the following terms and conditions.

1-1.1. Terms/Conditions for Bills of Lading Issued for Government Shipments.

Per this RFO, all Government shipments handled pursuant to the HTOS will be subject to the terms/conditions of 41 CFR 102-117 and 102-118.

1-1.2. Application.

1-1.2.1. Application of the Household Goods Tender of Service.

Unless otherwise noted, all provisions of the HTOS apply to this RFO.

1-1.2.2. Application of the GSA Domestic 500A-2019 Tariff (GSA500A).

Unless otherwise noted, all provisions of the GSA500A apply to domestic shipments moved under this RFO .

1-1.3. Effective Period.

Except as otherwise provided herein, rate offers made in response to this RFO will be for the period November 1, 2019 through October 31, 2020.

1-1.4. Eligibility to File.

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

1-1.5. Electronic Transmission.

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

1-1.6. Filing Period.

1-1.6.1. Initial Filing.

Only those TSPs approved to participate in CHAMP may submit rate offers in accordance with this RFO. Rate offers are due by 10:00 P.M. Central Time, October 4, 2019 and will be reviewed and processed in accordance with Section 1-2.

1-1.6.2. New Filings.

New TSPs receiving permanent approval and who have not previously been part of CHAMP may submit a rate offer(s) in response to this RFO any time after permanent approval has been granted. Rate offers are due by 10:00 P.M. Central Time, October 4, 2019 and will be reviewed and processed in accordance with Section 1-2.

1-1.6.3. Late Filings.

Rate offers not responding to this RFO as required in Section 1-1.6.1, Initial Filing, may submit a rate offer(s) in response to this RFO during the Supplemental Filing identified in Section 1-2. Rate offers are due by 10:00 P.M. Central Time, March 23, 2020 and will be reviewed and processed in accordance with Section 1-2.

1-1.6.4. Supplemental Filings.

The Supplemental Filing allows a TSP to review and process any changes to its originally accepted rate offer(s) and for the submission of New and Late Filings as defined in Section 1-1.6. Supplemental rate offers must be submitted in accordance with this RFO and are due by 10:00 P.M. Central Time, March 23, 2020 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 29, 2019 and October 4, 2019 or February 17, 2020 and March 23, 2020 which do not meet documentation requirements as stated in Section 1-4 will be considered unacceptable, rate offers will not be included in the database, and the TSP will be notified by email in accordance with Section 1-3 for correction. Corrected documentation must be re-submitted by 10:00 P.M. Central Time on the rate filing closing date of October 4, 2019 or March 23, 2020. In those instances where corrections are not received by 10:00 P.M. Central Time on the rate filing closing date of October 4, 2019 or March 23, 2020, rate offers will be considered unacceptable and TSPs will not be allowed to re-file until the next Supplemental Filing period or until a new RFO is distributed, whichever comes first. All corrected rate offers received by 10:00 P.M. Central Time on the rate filing closing date of October 4, 2019 or March 23, 2020 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 29, 2019 and October 4, 2019 or February 17, 2020 and March 23, 2020 which do not meet the rate filing requirements as stated in this RFO will be considered unacceptable, rate offers will not be included in the database, and the TSP or Rate Filing Service Provider (RFSP) will be notified by email in accordance with Section 1-3 for clarification and/or correction of rate offers. Corrections of deficiencies must be resubmitted by 10:00 P.M. Central Time on the rate filing closing date of October 4, 2019 or March 23, 2020. In those instances where corrections are not received by 10:00 P.M. Central Time on the rate filing closing dates, rate offers will be considered unacceptable and the TSP will not be allowed to re-file until the next Supplemental Filing period or until a new RFO is distributed, whichever comes first. All corrected rate offers received by 10:00P.M. Central Time on the closing dates will be entered into the database in accordance with RFO Section 1-2. **Electronic rate offers and error corrections will be accepted into the system, pending any errors, through the closing time of 10:00 P.M. Central Time on October 4, 2019 or March 23, 2020. A TSP or RFSP which submits a file for the last rate offer(s) validation at 10:00 P.M. CST on the closing day of October 4, 2019 or March 23, 2020 will not have an opportunity to correct any errors detected in that file after the closing time.**

1-1.7.3. Suspect Rate Offers.

TSP rate offers received between August 29, 2019 and October 4, 2019 or February 17, 2020 and March 23, 2020 with suspect rate offers (i.e. discounts that are considered to be in error; for example; 60% or greater discount offered for a domestic shipment) will be included in the database and identified as a “suspect record”. TSPs and/or RFSPs will be notified by email in accordance with Section 1-3 for clarification and/or correction of suspect offers. Corrections of suspect records must be resubmitted by 10:00 P.M. Central Time on the closing date of October 4, 2019 or March 23, 2020. In those instances where corrections are not received by 10:00 P.M. Central Time on the rate filing closing date of October 4, 2019 or March 23, 2020, suspect rate offers will be considered acceptable and the TSP will not be allowed to re-file until the next Supplemental Filing period or until a new RFO is distributed, whichever comes first. All corrected rate offers received by 10:00 P.M. Central Time on the rate filing closing date of October 4, 2019 or March 23, 2020 will be entered into the database in accordance with Section 1-2.

1-1.7.4. Rate Filing Service Provider (RFSP).

If a TSP's rate offer is submitted in accordance with this RFO by a RFSP, the RFSP will be notified of the deficiencies and suspect rate offers and **not** the TSP. The RFSP will be notified by email in accordance with Section 1-3 for correction. Corrected rate offers must be resubmitted by 10:00 P.M. Central Time on the rate filing closing date of October 4, 2019 or March 23, 2020. In those instances where corrections are not received by 10:00 P.M. Central Time on the rate filing closing date of October 4, 2019 or March 23, 2020, rate offers will be considered unacceptable and RFSPs/TSPs will not be allowed to re-file until the next Supplemental Filing period or until a new RFO is distributed, whichever comes first. All corrected rate offers received by 10:00 P.M. Central Time on the rate filing closing date of October 4, 2019 or March 23, 2020 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 29, 2019, as well as any supplements, changes, and/or reissues thereto and the GSA Household Goods Tender of Service (HTOS) with an effective date of November 1, 2019, 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	8-29-19 thru 10-4-19	8-29-19 thru 10-4-19	2-17-20 thru 3-23-20	2-17-20 thru 3-23-20
Computer Entry Date	11-01-2019 or before	11-01-2019 or before	5-01-2020 or before	5-01-2020 or before
Accepted/Effective Date	11-01-2019	11-01-2019	5-01-2020	5-01-2020

1-3. TSP Notifications.

1-3.1. Domestic Rate Filings.

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

1-3.2. International Rate Filings.

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

1-4. Documentation Requirements.

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

1-4.1. TSPs Providing General Transportation and Move Management Services.

1-4.1.1. Trading Partner Agreement.

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

1-4.1.2. Certificate of Insurance.

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

1-4.1.3. Performance Bond - International Only.

All TSPs approved to provide International General Transportation Services and International Move Management Services (MMS) are required as part of its filing to furnish a performance bond, in accordance with the HTOS Section 2-4.8, and subject to the provisions of Section 1-4.1.3.1. The performance bond **MUST** clearly identify that the bond is in force for the period **November 1, 2019 through October 31, 2020, or later**. A Certification of Continuation of Bond is acceptable. **A PERFORMANCE BOND OR CERTIFICATION OF CONTINUATION OF BOND CURRENTLY ON FILE DOES NOT SATISFY THIS REQUIREMENT AND COPIES WILL NOT BE ACCEPTED.**

1-4.1.3.1. Addendum to the Performance Bond - International Only.

All TSPs approved to provide International General Transportation Services and International Move Management Services are required as part of its filing to furnish a performance bond to the PMO in the amount of $75,000. By the submission of an international rate offer to the GSA in accordance with this request, the TSP certifies that it will comply with the following performance bond specifications: THE CONDITIONS OF THIS OBLIGATION ARE SUCH, that the Principal will enter into bill of lading contracts with the Government from time-to-time during the effective period of this bond, for furnishing supplies or services to the Government, that the Government is represented by the department or agencies shown above, and that, based upon the Principal's desires, all such contracts will be covered by one bond, instead of by a separate performance for each contract. This performance bond serves to protect the Government in the event the carrier to whom the actual bill of lading contract is issued fails to effect delivery of the shipment set forth on the bill of lading. By this performance bond, the Surety(ies) underwrites and assumes the Principal's liability to the Government for excess reprocurement costs when, due to the Principal's failure to complete delivery of a shipment, the Federal civilian agency named in the bill of lading deems it necessary to reprocure transportation services from an alternate carrier. The

Government shall be sole beneficiary of this bond in the event the Principal defaults and is unable to perform for whatever reason, including that of filing a petition in bankruptcy or an involuntary bankruptcy. THIS BOND WILL BE CONTINUOUS, and may be canceled at any time by the Surety(ies) upon thirty (30) days written notice to the General Services Administration, Centralized Household Goods Traffic Management Program, Relocation Services Branch (QMCCB), 2300 Main Street, Kansas City, Missouri 64108, representing the Government. Termination under this provision shall not effect or relieve the Surety(ies) of any obligation or liability that may have occurred prior to such termination. The time for commencing collection of monies owed the Government arising under the carrier's contracts with the Government is determined by: Title 28, United States Code, Section 2416; Title 31, United States Code, Section 3716; Title 31, United States Code, Section 3726; and Title 49, United States Code, Section 11706. IN WITNESS WHEREOF, the Principal and Surety(ies) have executed this performance bond and have affixed their seals on the date set forth above.

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

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

1-4.2. Submission To.

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

1-4.3. Place of Receipt.

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

1-4.4. Time of Submission.

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

1-5. TSP Certification Statement.

TSP certification of eligibility for the award of contracts for transportation.

(A) By submission of a rate offer electronically, the submitting TSP certifies that:

(1) Neither the TSP, nor any of its subsidiaries, officers, directors, principal owners, or principal employees is currently suspended, debarred, or in receipt of a notice of proposed debarment from any Federal agency as a result of civil judgment or criminal conviction or for any cause from GSA, or has been placed in temporary nonuse status by GSA for the routes covered by this tender as of the date that this rate tender is offered.

(2) The TSP is not a corporation, partnership, sole proprietorship or any other business entity which has been formed or organized following the suspension or debarment of, a subsidiary, officer, director, principal owner, or principal employee thereof (or from such an entity formed after receipt of a notice of proposed debarment).

(B) The following definitions are applicable to this certification:

(1) A subsidiary is a business entity whose management decisions are influenced by the TSP through legal or equitable ownership of a controlling interest in the firm's stock, assets, or otherwise.

(2) A principal owner is an individual or company, which owns a controlling interest in the TSP's stock, or an individual who can control, or substantially influence, the TSP's management, through the ownership interest of family members of close associates.

(3) A principal employee is a person(s) acting in a managerial or supervisory capacity (including consultants and business advisors) who is able to direct, or substantially influence, the carrier's performance of its obligations under 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
Employee Relocation Resource Center (QMCG)
2300 Main Street
Kansas City, MO 64108

Robyn Bennett, robyn.bennett@gsa.gov

(816) 823-3644

OR

Kim Chancellor, kim.chancellor@gsa.gov

(816) 823-3650

SECTION 2
REQUEST FOR OFFERS

2-1. Application of HTOS.

This Request for Offers (RFO) and any resulting rate offer(s) are subject to the provisions of the General Services Administration's (GSA's) Household Goods Tender of Service (HTOS) with an effective date of November 1, 2019, supplements thereto and reissues thereof.

2-2. Federal Agency Authorized to Use.

2-2.1. Application.

This RFO and any resulting rate offer(s) are for the account of the U.S. Government and authorized cost reimbursable contractors, except when the relocation involves **uniformed service members or its authorized cost reimbursable contractors, under Title 37 of the United States Code, "Pay and Allowances of the Uniformed Services," including the uniformed service members and authorized cost reimbursable contractors serving in civilian agencies such as the U.S. Coast Guard, National Oceanic and Atmospheric Administration and the Public Health Service. However, to the extent that such agencies have requested and authorized assistance from the Department of State to ship HHG moving from/to a domestic location and an international location or between two international locations, the terms of this RFO and any resulting rate offer(s) may apply.**

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 Move Management Services awarded by GSA or a Federal Civilian Agency **(see Section 2-2.1. for exception)** to the extent provided in the contract. Section 2-7.6, Industrial Funding Fee (IFF) applies to such shipments.

2-4. Definitions.

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

The Household Goods Tender of Service (HTOS) with an effective date of November 1, 2019, supplements thereto and reissues thereof is available on the HTOS, RFO and GSA500A Reference Library link on GSA's website.

2-4.2.GSA Domestic 500A-2019 Tariff (GSA500A).

This is the term applied to the source document for the filing of domestic rate offers under this RFO.

2-4.3. Domestic Transportation.

The movement of a relocated Government employee's household goods (HHG) between points in the United States (U.S.) (including the District of Columbia and Alaska but excluding Hawaii) and between points in the U.S. (including the District of Columbia and Alaska but excluding Hawaii) and points in Canada.

2-4.3.1. Code D: Domestic Household Goods – TSP Discretion.

Movement of HHG in a Motor Van or Container from origin residence to destination residence. The actual mode of service is at the discretion of the Transportation Service Provider (TSP). TSPs must advise the Bill of Lading Issuing Officer (BLIO) of their intent to containerize a shipment. When the TSP elects to containerize the shipment at their discretion, it will be at no additional cost to the Agency. **As with all shipments moved under CHAMP and the GSA500A, responsibility for the shipment remains with the TSP to whom the Bill of Lading was issued.**

2-4.3.2. Code C: Domestic Household Goods – Agency Requested.

Movement of HHG in a Container (supplied by the TSP) from origin residence to destination residence when specifically requested by the Agency. Use of commercial best practice containers is authorized (see provisions of Section 2-7.2.1.1.1.). Shipments must always be containerized, will never be owner packed and cannot be left unsecured or outdoors. Containerization must be completed at the owner's residence

unless the BLIO authorizes, in writing, containerization at TSP/Agent warehouse. **As with all shipments moved under CHAMP and the GSA500A Tariff, responsibility for the shipment remains with the TSP to whom the Bill of Lading was issued.**

2-4.4. International Transportation.

This is the term applied to door-to-door container movement of HHG in lift vans between the conterminous United States (including the District of Columbia, Alaska and Canada) and an international country or off-shore location, or between two international countries or off-shore locations in lift vans. A TSP provides complete through service from origin residence to destination residence by surface ocean means.

2-4.5. General Transportation Services.

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

2-4.6. Move Management Services (MMS).

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

2-4.7. Transportation Service Provider (TSP).

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

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. Bill of Lading Issuing Officer (BLIO).

This term applies to the individual or his/her designated representative within the shipping or receiving Agency responsible for HHG traffic management functions.

2-4.10. Unaccompanied Air Baggage (UAB).

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

2-4.11. DUNS Number.

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

2-5. Filing Possibilities.

2-5.1. Filing Instructions.

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

2-5.2. General Government Rates or Charges.

TSPs submitting rate offers pursuant to this RFO may file rate offers that apply to all Federal agencies. The term *general government* will be used to describe such rate offers. Rate offers submitted may be for the TSP's full scope of operation or any part thereof.

2-5.3. Agency Specific Rates or Charges.

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

2-5.3.1. Application of Rates.

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

2-5.4. Combination of General Government and Agency Specific.

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

2-5.5. Alternating Agency Specific Standing Route Order (SRO) Rate Offers.

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

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

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

2-5.7. Move Management Rate Offers.

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

2-6. Move Management Services (MMS).

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

2-7. Special Provisions Affecting Rates or Charges.

2-7.1 General.

2-7.1.1. ALK Technologies, Inc. Mileage

For rate offers effective November 1, 2019, the percentage stated in the submitting TSP's rate offer will be based on mileage provided by ALK Technologies, Inc., Web Based Version **33 (to include the most latest release to Version 33 available in the PC Miler server, for example 33.0.xx.xxxx)**. The parameters to use are:

- **DistanceUnits - "Miles"**
- **VehType - "Truck"**
- **Routing - "Shortest"**
- **HwyOnly - True**
- **Borders Open – False**

One exception is that GSA has determined that all surface HHG shipments between any point in the United States (including the District of Columbia and Alaska) and a Canadian province will be based on the current Rand McNally mileage in place November 1, 2019.

2-7.1.2. Shipments of Unaccompanied Air Baggage

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

2-7.2. Rates or Charges

2-7.2.1. DOMESTIC.

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

The percentage stated in the submitting TSP's rate offer represents a linehaul/transportation discount off the total cost of the move for transportation and all accessorials services based on the rates and charges published in the GSA500A including Full Replacement Value TSP liability as defined in Section 2-7.5 for a specific domestic move. The linehaul/transportation discount does not apply to the GSA IFF, fuel surcharges, charges associated with storage in transit, third party services, or valuation charges when the shipment is declared in excess of the base valuation (See Appendix B of the GSA500A for additional items for which the linehaul/transportation percentage discount does not apply).

2-7.2.1.1.1. Containerized Shipments:

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

2. Security seals must be used on all containerized shipments. All exterior HHG containers/cartons must be sealed with accountable seals at the employee's residence, unless containerization at the warehouse is authorized in writing by the BLIO. Applicable seal control numbers must be entered on the inventory and cross referenced to each container utilized. The employee must initial the inventory attesting to the correct seal numbers listed on the inventory.

(a) Wooden containers must have a minimum of four seals per container and seals must secure the access overlap door and side panels.

(b) Commercially-designed shipping containers of permanent structure must be locked and sealed using a commercially approved tamper-evident device.

2-7.2.1.2. Storage-In-Transit (SIT) Discount.

TSPs submitting rate offers for the movement of HHG must offer a percentage discount applicable to all storage charges, including pickup or delivery out of storage and Full Replacement Value TSP liability as defined in Section 2-7.5. The storage in transit discount does not apply to the GSA IFF, fuel surcharges charges associated with the line haul transportation and accessorials, third party services, or valuation charges when the shipment is declared in excess of the base valuation. For shipments stored outside the 50 mile radius, the bottom line discount will apply to the pick up or delivery out of storage in transit. (See Appendix B of the GSA500A for additional items for which the SIT percentage discount does not apply).

2-7.2.1.3. Unaccompanied Air Baggage (UAB) - Alaska and Canada Only.

The percentage (%) stated in the submitting TSP's rate offer for UAB shipments represents a single-factor rate based on the base-line rate set out below per kilogram (kg) volume weight including Full Replacement Value TSP liability as defined 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.

Weight Group	Base-Line per Kilogram(KG)
45 to 134 kg	US$1.32
135 to 224 kg	US$1.20
225 to 314 kg	US$1.14
315 to 404 kg	US$1.09
405 and over kg	US$1.04

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) Full Replacement Valuation TSP liability as defined in Section 2-7.5.

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) Full Replacement Valuation TSP liability as defined in Section 2-7.5.

2-7.2.1.4.4. Vehicle Sizes.

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

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

2-7.2.1.4.5. POV Fuel Surcharge.

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

2-7.2.2. INTERNATIONAL.

2-7.2.2.1. Household Goods (HHG).

2-7.2.2.1.1. General.

The percentage (%) cited in the submitting TSP's rate offer for the surface HHG represents a single-factor rate based on the Base-Line Rates specified in Section 2-7.2.2.6 per 100 pounds net weight including Full Replacement Value TSP liability as defined in Section 2-7.5 and HTOS Section 9. The application of rate offers from/to the international point for the surface HHG shipment shall be based on the net weight of the shipment in pounds. Minimum weight is 1,000 pounds.

2-7.2.2.1.2. Services Included.

1. Packing, including use of packing containers and materials from origin to destination, and unpacking. Shipping containers and packing materials furnished by the TSP will remain the property of the TSP.

(a) Special provisions applicable for LCD, LED, and Plasma Televisions.

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

The TSP must utilize the original manufacturer's shipping container if available and serviceable.

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

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

2. Servicing and unservicing of appliances, to include front load washing machines.
3. All land, water, and air transportation, EXCEPT:

(a) additional land transportation charges for shipments picked up or delivered from or to storage-in-transit;

(b) bunker fuel charges, port congestion surcharges, and/or war risk surcharges where applicable and when actually billed to the TSP by ocean freight TSP pursuant to regularly filed tariff(s) with the Federal Maritime Commission. Such charges will be separately stated on the BL and supported by prorated paid ocean TSP invoices of the actual amount; and,

(c) shipments of unaccompanied air baggage.

4. Export and import documentation services involving customs clearances.
5. Removal and placement of each article in the residence/warehouse or other building.
6. Hoisting or lowering of an article.
7. Elevator, stair and excessive distance carry, piano/organ carry and/or heavy or bulky item charge (except Item 5 in Section 2-7.2.2.1.3, below).
8. Ferry, tunnel and bridge charges/tolls.

2-7.2.2.1.3. Services Excluded.

1. Storage, waiting time and/or handling charges caused by failure of the origin BLIO to furnish acceptable custom documents or by refusal of customs officials to clear shipment will be billed at charges provided in HTOS, when performed by TSP. When such services are performed by a third party, billing will be at the actual cost charged to the TSP, supported by paid third party invoices when reference applicable rate schedules and/or tariffs when charges are assessed in accordance with such publications.
2. Any Government or public authority ordered charges for inspection, 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 BLIO authorizing the service.
4. When an article cannot be picked up or delivered from a residence by the conventional method (doorways, stairs, elevator to floor) or the structural nature of the residence must be changed to accommodate a pickup or delivery (removal of windows, doors, etc), the TSP, upon approval by the BLIO will be authorized third party service. This exception is directed at the pickups and deliveries from high rise apartment buildings and is not intended to be used for minor hoisting and lowering, such as 1st floor balconies in apartments and single family dwellings.
5. Shipments picked up or delivered to a mini warehouse, which involve a carry in excess of 100 feet between the TSP vehicle and the outside entrance door of the actual storage area, the BLIO may authorize an excessive distance carry charge as defined in the HTOS Section 12.26.

2-7.2.2.2. Rates and Charges for Accessorial Services.

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

2-7.2.2.3. Rates or Charges For Storage-In-Transit (SIT).

The percentage (%) stated in the submitting TSP's rate offer for SIT represents the amount to be charged as a percentage (%) less than, equal to, or greater than the rates and charges set out in the HTOS Section 12 for the storage and pickup/delivery, including Full Replacement Value TSP liability as defined 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 defined 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) Full Replacement Valuation TSP liability as defined in Section 2-7.5.

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 49 CFR, 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 49 CFR 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 49 CFR 176.905. POVs cannot be shipped with more than one quarter of a tank of flammable fuel under any circumstance.

2-7.2.2.5.3. Application of Transit Time.

Transit time schedules for both the domestic and international programs are identified in HTOS Section 10.

2-7.2.2.5.3.1. Transit Time Penalty.

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

2-7.2.2.5.4. POV Transit Time Exceptions.

HTOS Section 10.3 identifies exceptions to POV transit times for specific identified locations.

2-7.2.2.6. Base-Line Rates.

2-7.2.2.6.1. Surface.

2-7.2.2.6.1.1. Surface Base-Line Rate Table.

The following base-line rate table is applicable to the HHG effects surface shipments.

Weight Group	Base-Line Rate per hundred weight (cwt)
1,000 to 1,999 lbs	**US$180.00**
2,000 to 3,999 lbs	**US$115.02**
4,000 to 7,999 lbs	**US$91.17**
8,000 to 11,999 lbs	**US$85.57**
12,000 to 15,999 lbs	**US$80.03**
16,000 and over	**US$69.21**

2-7.2.2.6.2.2. Unaccompanied Air Baggage (UAB)

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

Weight Group	Base-Line per 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 the GSA500A applicable for Alaska, including Section 6 of the applicable GSA500A, supplements thereto and reissues thereof; provided, however, these charges will alternate with all other applicable combination or through rate offers and/or charges that a TSP may have on file on the date that a shipment is picked-up.

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

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

2-7.5. Full Replacement Value.

2-7.5.1. General.

Unless otherwise noted, Full Replacement Value applies to all shipments transported pursuant to the provisions of this RFO (see HTOS Section 9.1). Full Replacement Value is the level of released value used for CHAMP shipments. The cost of providing Full Replacement Value as defined in this provision will be included in the TSP's rate offer. Except as provided in Sections 2-7.5.2.2.and 2-7.5.3.2., a TSP may not charge a Federal Agency for Full Replacement Value.

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

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 Shipments.

Unless otherwise noted, all POV shipments applicable to domestic and international shipments are released at the Current Value of the vehicle based on the National Automobile Dealers Association (NADA) value for the vehicle (see HTOS Section 9.1.3.2).

2-7.5.2. DOMESTIC.

2-7.5.2.1. Transportation.

All domestic Surface and UAB shipments moving pursuant to CHAMP, unless as otherwise noted in this RFO, are released at the base valuation 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 Surface and UAB shipments moving pursuant to CHAMP, unless as otherwise noted in this RFO, are released at a base valuation 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)

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

2-7.6.1. Amount of Charge.

2-7.6.1.1. Domestic.

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

2-7.6.1.2. International.

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

2-7.6.2. Cost Included in TSP's Rate Offer.

The cost of GSA IFF must be included in the TSP's rate offer.

2-7.6.3. First Shipment.

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

2-7.6.4. Supplemental Shipments.

A supplemental shipment of a relocation performed pursuant to the HTOS is defined as any surface shipment, including a POV, or UAB tendered to the TSP by the shipping Federal Agency after the tender of the first component of a shipment for a relocating employee. On a multiple element domestic or international shipment at Government expense (either all or some combination of HHG, POV, or UAB), GSA's IFF will be assessed against both the HHG element of the net transportation charges (includes line-haul, accessorial, packing charges, fuel surcharges, etc… and SIT (to include first day of storage, each additional day of storage and pickup and delivery (drayage)) and the POV element of the total net POV

charge. An IFF is not accessed against UAB shipments unless an agreement has been developed. If there are multiple HHG and/or POV shipments, an IFF is assessed on each HHG shipment and each POV shipment.

2-7.6.5. Payment of Charge.

The TSP will remit the IFF to GSA on a calendar year quarter basis in accordance with the terms of the HTOS. IFF payments remitted to GSA by approved CHAMP TSPs will be based on the number of shipments (HHG and POV) billed pursuant to CHAMP for which service was performed. Calculation of the IFF should be rounded out two decimal points. (example: .345 rounded to .35; .322 rounded to .32)

2-7.6.6. Verification of IFF.

To ensure that the IFF is correctly applied to the calendar year quarter for which submission is received, the check or attached documentation must identify the quarter (i.e.1stqtr00, 3rdqtr00), and the GBL/CBL/BL number or include with the IFF submission a copy of the shipment report containing such information.

2-7.6.7. Failure to Submit IFF.

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

2-7.7. Electronic GSA Form 3080.

In accordance with HTOS Section 7.5.1, TSPs MUST initiate an electronic GSA Form 3080 via the Transportation Management Services Solution (TMSS) system for all shipments moved in accordance with this RFO (HHG, UAB and POV) within thirty (30) calendar days of final delivery.

2-7.8. Extended Storage.

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

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 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.

2-9. Withdrawal of Accepted Rate Offers.

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

2-10. Extension of Offer by the Government.

The Government reserves the right to extend the expiration date of all or part of the rate offers accepted in accordance with the RFO for up to ninety (90) calendar days.

2-11. TERMINATION FOR CONVENIENCE OF THE GOVERNMENT.

The Government, by written notice, may completely or partially terminate a TSP's performance of work under the BL and remove its rate offer(s) in accordance with the RFO and relevant HTOS provisions when it is in the Government's best interest. If a rate offer(s) is removed, the Government shall be liable only for payment for TSP services rendered before the effective date of the TSP's termination. Upon removal of the rate offer as provided in the HTOS, the TSP shall be paid any sum due the TSP for services performed under this rate offer to the date of the TSP's termination by the BLIO, and in the event of partial termination shall be paid in accordance with the terms of this rate offer for any services furnished under the portion of the rate offer that is not removed; provided, however, any such payments shall be without prejudice to any claim which the Government may have against the TSP under the provisions of the HTOS or otherwise and the Government shall have the right to offset any such claims against such payment.

SECTION 3
NON-ALTERNATING - SPECIAL AGENCY PROVISIONS

3-1. General.

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

3-2. Department Of Veterans Affairs (VA) – Domestic and International (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 5-3 and identified as Agency Specific Codes in Section 5-1.

3-2.1. Application – Domestic and International.

While there is no guarantee of any shipments or any future action, the VA maintains a Memorandum of Agreement (MOA) with one or more Move Management Services (MMS) Providers submitting rate offers for DVADC. Shipments handled under any MOA would be for VA's own internal employee relocations for which the VA issues the Government Bill of Lading (GBL) or Commercial Bill of Lading.

3-2.2. Provider – Domestic and International.

The VA is requesting rate offers for the provision of MMS (M rate offers) only for DVADC. TSPs submitting rate offers for DVADC must be approved in GSA's Domestic program and/or GSA's International program and must have accepted M rate offers on file for DVADC for the applicable program (Domestic and/or International). Rate offers for General Transportation Services (G rate offers) will not be accepted.

3-2.3. Released Valuation - Domestic.

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

3-2.4. Excess Released Value - Domestic.

3-2.4.1. 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 a shipment's released value of $7.00 times the net weight of the shipment in pounds or $126,000.00, whichever is less.

3-2.4.2. 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.

3-2.5. Released Valuation – International.

In lieu of the TSP liability at $6.00 as provided for in the Section 2-7.5.3, all international Surface and UAB DVADC 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.

3-2.6. Excess Released Value - International.

3-2.6.1. 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..

3-2.6.2. 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.

3-2.7. Weight Variance – Domestic and International.

In lieu of the weight variance of 115% as provided for in HTOS Section 5.4.3., all DVADC domestic and 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.

3-2.8. Prepayment Audit Requirements – Domestic and International.

TSPs submitting rate offers for DVADC 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.

3-2.9. Postpayment Audit Requirements – Domestic and International.

TSPs submitting rate offers for DVADC 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.

3-2.10. Internal VA Industrial Funding Fee (IFF) – Domestic and International.

The Department of Veterans Affairs Office of Acquisition and Logistics charges an Industrial Funding Fee (IFF) to the internal VA agency using the HHG program on each of the following services: household goods shipment, storage in transit shipment and privately owned vehicle shipment. The Department of Veterans Affairs Office of Acquisition and Logistics will detail the process of collecting and managing the VA IFF in any MOA and may require the collecting, holding, distribution and reporting of the IFF to VA's Finance Center on a quarterly basis.

3-2.11. Volume – Domestic and International.

The VA is estimating that the volume of shipments under this RFO for DVADC is 800 domestic shipments and 40 international shipments.

3-3. Reserved.

3-4. Consolidated – Domestic and International (CONDI).

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

3-4.1. Application.

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

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

3-4.2. Released Valuation - Domestic.

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

3-4.3. Excess Released Value - Domestic.

3-4.3.1. Transportation.

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

3-4.3.2. Storage-in-Transit.

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

3-4.4. Released Valuation - International.

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

3-4.5. Excess Released Value - International.

3-4.5.1. Transportation.

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

3-4.5.2. Storage-in-Transit.

In the event that the employee declares a value greater than $8.50 times the net weight of the shipment in pounds, a storage liability charge of $0.18 per $100 will apply on that portion of the valuation declared in excess of a shipment's released value of $8.50 times the net weight of the shipment in pounds or $153,000.00, whichever is less.

3-4.6. Weight Variance – Domestic and International.

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

3-4.7. Provider – Domestic and International

Only rate offers for the provision of Move Management Services (MMS) (M rates) will be accepted for CONDI. Rate offers for General Transportation Services (G rates) will not be accepted.

3-4.8. Volume.

The estimated volume of shipments under this RFO for CONDI is **2,300** shipments.

3-5. Department of the Treasury, Office of the Comptroller of the Currency (OCC), Washington, DC – Domestic and International (OCCDC)

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

3-5.1. Provider – Domestic and International.

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

3-5.2. Application.

3-5.2.1. Domestic.

The OCC is requesting domestic rate offers for the domestic points identified in Section 5-2.

3-5.2.2. International.

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

3-5.3. Weight Allowance.

3-5.3.1. Domestic.

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

3-5.3.2. International.

As identified above, international shipments for OCCDC are limited to London (925L). Furnished housing is provided and for the most part furniture will not be shipped; however, bed(s) may be shipped if they meet the specifications and approval from the General Service Office at the Embassy in London. International shipments are limited to a 7,200 pound maximum weight entitlement. Unaccompanied Air Baggage (UAB) shipments are limited to a 200 pound maximum weight

entitlement with an additional 100 pounds for each immediate family member relocating with the employee; however the maximum weight entitlement for UAB may not exceed 500 pounds total.

3-5.4. Released Valuation.

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

3-5.5. Excess Released Value.

3-5.5.1. Transportation.

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

3-5.5.2. Storage-in-Transit.

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

3-5.6. Non –Application of Origin Service Charge (OSC) and Destination Service Charge (DSC) – Domestic Shipments Only.

TSPs **MAY NOT** charge an OSC or a DSC (Items 135A and 135B of the GSA500A Tariff) when billing for a domestic shipment moved under OCCDC. All domestic rate offers submitted for OCCDC must be inclusive of all accessorials identified in Paragraph 3-5.7., below, and may not be billed as a separate charge(s).

3-5.7. Application of Rate Offers – DOMESTIC SHIPMENTS ONLY.

All DOMESTIC rate offers solicited for OCCDC must incorporate the following accessorial services:

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

3-5.8. Excess Weight.

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

3-5.9. The Volume.

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

3-6. Social Security Administration (SSA), Baltimore, MD – Domestic and International (SSADI).

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. Provider – Domestic and International.

The SSA utilizes the services of a Move Management Services (MMS) Provider outside of CHAMP; however, the SSA is requesting that the provisions of CHAMP apply for the relocation of their employee's personal effects. As a result, only rate offers for General Transportation Services (G rates) will be accepted for SSADI. Rate offers for the provision of MMS (M rates) will not be accepted.

3-6.2. 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 Surface and UAB SSADI shipments shall be released at $12.00 times the net weight of the shipment in pounds with a maximum TSP liability of $216,000.00 applicable to both shipments in transit and SIT. There will be no additional cost to the SSA 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.

3-6.3.1. Transportation.

In the event the employee declares a value greater than the base valuation of $12.00 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 $12.00 times the net weight of the shipment in pounds or $216,000.00, whichever is less.

3-6.3.2. Storage-in-Transit.

In the event that the employee declares a value greater than $12.00 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 $12.00 times the net weight of the shipment in pounds or $216,000.00, whichever is less.

3-6.4. Weight Variance.

In lieu of the weight variance of 115% as provided for in HTOS Section 5.4.3., all SSADI shipments shall be subject to a 110% weight variance. TSPs must inform SSA's Move Management Services Provider of all instances in which such variances occur as required by HTOS Section 5.4.3.

3-6.5. Non-Application of Origin Service Charges (OSC) and Destination Service Charges (DSC) – Domestic Shipments Only.

TSPs **MAY NOT** charge an OSC or a DSC (Items 135A and 135B of the GSA500A Tariff) when billing/invoicing for a domestic shipment moved under SSADI. All domestic rate offers submitted for SSADI must be inclusive of all accessorials identified in Paragraph 3-6.6., below, and may not be billed/invoiced as a separate charge(s).

3-6.6. Application of Rate Offers – DOMESTIC SHIPMENTS ONLY.

All DOMESTIC rate offers solicited for SSADI must incorporate the following accessorial services:

- ATC charges
- Parking permits
- All long carry charges at origin and at destination
- All stair carries
- One-time elevator charges
- All charges associated with heavy or bulky items, to include pianos/organs (weight additives are allowable)
- All charges for shuttle service
- Extra Labor, long carry and other charges associated with mini-storage
- Debris pickup

3-6.7. Packed by Owner.

For any cartons/boxes "packed by owner (PBO)," the TSP must open the box, inspect the contents, assume liability, provide a detailed description on the inventory and mark it packed by TSP.

3-6.8. Excess Weight.

All excess weight collection actions are handled by SSA. The TSP is not to take any excess weight collection action and is not authorized to waive an overweight payment.

3-6.9. Billing/Invoicing.

Billing/Invoicing must be received within sixty (60) days after delivery/service is performed.

3-6.10. Volume.

The SSA is estimating that the volume of shipments under this RFO for SSADI is 150 shipments with the majority of those shipments being domestic.

3-7. Department of the 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 (MMS) (M rates) will not be accepted.

3-7.3. Released Valuation.

In lieu of the TSP liability at $6.00 as provided for in Section 2-7.5.2. and 2-7.5.3., all Surface and UAB 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 HTOS Section 5.4.3., all ARCWV shipments shall be subject to a 110% weight variance.

3-7.6. Non-Application of Origin Service Charges (OSC) and Destination Service Charges (DSC) – Domestic Shipments Only.

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

3-7.7. Application of Rate Offers – DOMESTIC SHIPMENTS ONLY.

All DOMESTIC rate offers solicited for ARCWV must incorporate the following accessorial services:

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

3-7.8. Application of Rate Offers – DOMESTIC CONTAINERIZED SHIPMENTS ONLY.

In addition to the accessorial services identified in 3-7.7., above, which must be incorporated into ALL DOMESTIC rate offers for ARCWV, the following must also be incorporated for rate offers submitted for Code C Containerized Shipments:

- The first thirty (30) day of SIT and all associated SIT charges including all charges associated with pickup/delivery and warehouse related charges

3-7.9. Pre-Move Survey.

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

3-7.10. Excess Weight.

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

3-7.11. Billing/Invoicing.

Billing/Invoicing must be received within sixty (60) days after delivery/service is performed. When an invoice/bill contains charges for crating, a crating breakdown must be included to ensure only crating in excess of $1,000 is being billed/invoiced. For excess weight shipments, two sets of proper weight tickets must be submitted with the bill/invoice.

When billing/invoicing for international shipments, POV shipments (both international and domestic) and UAB shipments (both international and domestic), the TSP must include with the bill/invoice a copy of the Transportation Management Services Solution (TMSS) query screen specific to the shipment(s) being billed/invoiced (query screen copy must identify shipment specific origin, destination, weight, miles, UAB weight (if applicable) and Vehicle Class (if applicable).

3-7.12. Reporting.

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

3-7.13. Volume.

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

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

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 HTOS Section 5.4.3., all domestic shipments shall be subject to a 110% weight variance. A copy of the pre-move survey must be submitted via email to the booking counselor and to the employee within two (2) days from the date of the pre-move survey. The subject line of the email must contain the Government Bill of Lading (GBL) number, shipment type, last name of the employee and "Pre-move Survey."

3-8.3. Non-Application of Origin Service Charges (OSC) and Destination Service Charges (DSC) – Domestic Shipments Only.

TSPs **MAY NOT** charge an OSC or a DSC (Items 135A and 135B of the GSA500A Tariff) when billing/invoicing for a shipment moved under DEADD. All domestic rate offers submitted for DEADD must be inclusive of all accessorials identified in Paragraph 3-8.4., below, and may not be billed/invoiced as a separate charge(s).

3-8.4. Application of Rate Offers.

All domestic rate offers solicited for the DEA must incorporate the following accessorial services:

- ATC Charges
- All long carry charges at origin
- All long carry charges at destination
- All stair carries
- One-time elevator charge
- All charges associated with heavy or bulky items, to include piano/organ.
- All charges for shuttle service
- Crating up to $250 (any amount above this must be approved by DEA)
- All uncrating
- Extra labor, long carry and all charges associated with Mini-storage.
- All Surcharges or Security fees associated with ocean portion of Alaska Moves

3-8.5. Domestic Volume.

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

3-8.6. Storage-In-Transit (SIT).

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

3-8.7. Excess weight.

DEA will issue a bill of lading and any other shipping document with all charges billed directly to the agency. The government will pay the total charges and the employee will reimburse the Government for the cost of transportation and other charges applicable to the excess weight. (Ref: 41 CFR 302-7.200)

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

TSP personnel at an employee's residence should not initiate discussions with the employee regarding the weight of the employee's household goods. If the employee initiates discussions with TSP personnel at an employee's residence regarding the weight of the employee's household goods, the only acceptable response is "the only way to determine the

actual weight of your household goods is to have the moving van weighed once it is loaded with your household goods" and invite the employee to attend a weigh-in at either origin or destination. For billing purposes, two (2) sets of proper weight tickets are to be provided with excess weight shipments. The TSP is to notify the booking counselor via e-mail within two (2) days once the results of the first set of weight tickets have been obtained.

3-8.8 Shipment of Boats/Kayaks/Canoes.

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

3-8.9. Packed By Owner.

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

3-8.10. Shipment Tracking.

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

3-8.11. 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.

3-8.12. 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.

The US Postal Service utilizes the services of a Move Management Services (MMS) Provider outside of CHAMP; however, the US Postal Service is requesting 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 the USPDC . Rate offers for the provision of MMS (M rates) will not be accepted.

3-9.2. Weight Allowance.

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

3-9.3. Weight Variance.

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

3-9.4. Released Valuation.

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

3-9.5. Excess Released Value.

3-9.5.1. Transportation.

In the event the employee declares a value greater than the base valuation of $10.00 times the net weight of the shipment in pounds, a Full Value Protection Service Shipment Charge of $0.85 per $100 will apply on that portion of the valuation

declared in excess of shipments released value of $10.00 times the net weight of the shipment or $180,000.00, whichever is less.

3-9.5.2. Storage-in-Transit.

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

3-9.6. Non-Application of Origin Service Charges (OSC) and Destination Service Charges (DSC) – Domestic Shipments Only.

TSPs **MAY NOT** charge an OSC or a DSC (Items 135A and 135B of the GSA500A Tariff) when billing for a domestic shipment moved under USPDC. All domestic rate offers submitted for USPDC must be inclusive of all accessorials identified in Paragraph 3-9.7, below, and may not be billed as a separate charge(s).

3-9.7. 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 (While the $250 must be incorporated into the rate offers, TSPs may provide crating up to $2,000 without prior approval. Crating above $2,000 must have prior approval from USPDC)
- All uncrating
- Extra labor, long carry and all charges associated with mini-storage
- All surcharges or security fees associated with the ocean portion of Alaska moves
- Cost of special motorcycle containers (Clip-Lok)
- All fees for reserving parking on streets or apartment buildings

3-9.8. 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 M rate offers submitted under both the Domestic and International programs. If a TSP has approval for both the Domestic and International programs under two separate Standard Carrier Alpha Codes (SCACs), they may submit rate offers under this GSADI as long as all other requirements of GSADI are met.

3-10.4. Prepayment Audit Requirements.

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

3-10.5. Postpayment Audit Requirements.

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

3-10.6. Participation in GSA's Extended Storage Tender of Service (XTOS).

While not a requirement to submit a rate offer for GSADI, it is preferable that TSPs have one or more rate offers accepted under GSA's current XTOS RFO.

3-10.7. Volume.

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

3-11. Reserved.

3-12. 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 Sections 10 and 11 of this RFO. 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 the third request 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 blank until the shipment has delivered. Field 11 should be reported via EDI only after delivery has occurred and cleared from EDI reports for all undelivered shipments. 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 of this RFO. The list of worldwide agents is updated monthly and changes will be shared with the active TSP currently participating.
3. **SCAC Code**: All TSPs used as agents in the United States must be registered with the Directory of Standard Multi-Modal Transportation Service Provider (NMFTA) and have an active Standard Carrier Alpha Code (SCAC). In addition TSPs must be registered and in good standing with the Better Business Bureau. Your packing company SCAC code must be unique to your organization and different from any of your affiliates.

3-12.1.3. Weight Variance.

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

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, to include front load washing machines.
3. Export and import documentation services involving customs clearances. Rate offers must include all costs (Customs Clearance Process, Demurrage/Airport Storage/Port Storage) related to the first eleven (11) days for HHE; first eight (8) days for UAB; first eleven (11) days for POV.
4. Removal and placement of each article in the residence/warehouse or other building.
5. Hoisting or lowering of an article.
6. Elevator, stair and excessive or long distance (origin/destination) carry, piano/organ carry and/or heavy or bulky item (to include piano/organ) charge. Elevator carry also referred to as inside lift. An elevator or lift is defined as part of the permanent structure of the building.
7. Ferry, tunnel and bridge charges/tolls.
8. All fees for reserving parking on streets or apartment buildings.
9. The first 30 Days of SIT and all associated SIT charges are inclusive of the filed rate offers. This includes all charges associated with pickup/delivery and warehouse related charges. SIT at origin for POVs is ONLY permitted when Post reports Diplomatic Accreditation will be delayed at destination pending custom clearance. SIT for POVs will not be authorized for employee convenience. The filed rates are also inclusive for first 30 Days of POV SIT and all associated POV SIT charges at origin when shipments are held pending post permission to ship. TSP must obtain written authorization from the GBLIO or Post prior to placing shipment into SIT. POV SIT shall be billed as a pass-through charge.
10. All rate offers solicited for the DOSDC must incorporate the following accessorial services:
    a. ATC Charges.
    b. All charges for shuttle service.
    c. Crating up to $250 (any amount above this must be approved by the DOS). Regardless of the actual cubic feet of the crate provided, compensation for internal crates will not exceed 3 inches beyond any single dimension (length, width or height) of the item being crated. All crating shall be done at the origin residence as identified on the Bill of Lading; all uncrating shall be done at destination residence as identified on the Bill of Lading. (See Section 12 of this RFO for 14 FAM Exhibit 611.6 Limitations)
    d. Only the standard charge (HTOS Section 12.13) for an additional pickup is allowed for a mini-storage, all other charges associated with the pickup from mini-storage facilities must be included.
    e. Cost of special motorcycle container/crate.
    f. Bunker, War and Security Surcharges including 10-2 Rule Fees.
    g. All POV Fuel Surcharge regardless whether transported via a separate household goods trailer or car carrier.
    h. All sea and air fuel surcharges.
    i. All cost and labor associated with television carton or box (LCD, LED, and Plasma Televisions) regardless of size. TSPs may utilize the owner's previously used shipping container, if available and serviceable.
    j. Demurrage resulting from the packer's discretionary consolidation of HHE and POV shipments.
    k. All taxes including Value Added Tax (VAT), labor/security charges, equipment fees and other administration fees associated with Storage (Port Storage/Demurrage/Bonded Warehouse).
    l. The customer or their designated representative will be allowed a one-time access at the origin warehouse to their effects at no additional charge.
11. All land, water, and air transportation, EXCEPT 3-12.2.2.below:
12. **All trucking/transportation costs for UAB/CNS shipments (inbound/outbound) for Baghdad routed through Erbil. This is inclusive of all Customs Clearances, labor and administrative fees.**

3-12.2.2. Services Excluded from Rate Offer that Require Pre-Approval for Payment.

1. International Accessorial Service Rules for Labor Charges. Shipments originated from the United States to destinations abroad may not exceed 120% of the charges as identified in HTOS Section 12.7.

Waivers may be considered only under extraordinary circumstances and if submitted at least 3 work days prior to the pickup date.

2. Port Storage; demurrage; bonded warehouse; 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 40101(e) and is provided under a bilateral or multilateral air transportation agreement.

3-12.3.1. Air Transport Agreements.

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

3-12.3.2. Cargo Preferences in Air Transport Agreements.

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

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 (passengers and cargo) on <u>flights only between the United States and Saudi Arabia</u>.

2. Air Transport Agreement between the United States and **Australia**, 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 points 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.

6. Air Transport Agreement between the United States of American and the **Kingdom of the Netherlands** in respect of **Curacao** signed September 2016.

Each Party grants the other Party the right to perform international air transportation between points on the following routes:

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

7. Air Transport Agreement between the Government of the United States of American and the **Government of the Republic of Azerbaijan** signed April 2016.

Each Party grants the other Party the right to perform international air transportation between points on the following routes:

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

3.12.3.3. Other Situations.

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

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

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

1. no U.S. flag air carrier can provide the specific air transportation needed;
2. no U.S. flag air carrier can accomplish the agency's mission;
3. no U.S. flag air carrier can meet the time requirements in cases of emergency;
4. there is a lack of or inadequate U.S. flag air carrier aircraft; or
5. to avoid an unreasonable risk to safety when using a U.S. flag air carrier.

TSPs must request a Foreign Flag waiver within three calendar days for UAB and seven calendar days for HHE, CNS and POV from the permission date granted from post or the packout end date (whichever is greater) via e-mail to the booking

office. Excessive requests of foreign flag waivers not deemed necessary for any service lanes may result in the TSP's removal from that lane for the duration of the RFO for DOSDC. Failure to file Foreign Flag Waiver when a Foreign Flag carrier is required and is used may result in immediate removal of the TSP from that lane and or denial of payment. **TSPs must submit supporting documentation, which verifies DNA (Determination of Non Availability) of U.S. Flag service when requesting a Foreign Flag waiver.**

Under 48 CFR 47.403-3 Disallowance of expenditures. (a) "Agencies shall disallow expenditures for U.S. Government-financed commercial international air transportation on foreign-flag air carriers unless there is attached to the appropriate voucher a memorandum adequately explaining why service by U.S. flag air carriers was not available, or why it was necessary to use foreign-flag air carriers."

3-12.4. Transit Times on International Shipments for HHE, CNS and Privately Owned Vehicles (POV).
In lieu of the transit times identified in HTOS Section 10, the following criteria shall be used for determining international Required Delivery Dates (RDD) on the DOS shipments to and from the United States and foreign countries:

3-12.4.1. Transit Times on International Shipments for UAB and HHE by Air.
RDD for UAB and HHE by air shipments is 18 Days**. In Iraq only, the RDD by air is 25 days.**

3-12.4.2. Transit Times on International Shipments.
Required delivery dates for shipments going between international locations are specified in the chart in Section 3-12.5. These RDDs will be adjusted as historical data becomes available to validate transit times.

Late Delivery Reduction. - INTERNATIONAL ONLY. (In lieu of HTOS Section 8.4.1)
A late delivery reduction of $100.00 per day will be payable to the Federal agency paying the transportation charges, for each calendar day or fraction thereof, when the actual transit time for direct delivery shipments exceeds the transit time as defined in Section 3-12.5, subject to the following items:

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

3-12.4.3. Calculating Transit Times.
Transit times **for HHE/POV shipments** will be calculated from the last day of pick up until the shipment is available for delivery. **Transit times for UAB shipments will be calculated from the last day of pick up until the shipment arrives at final destination airport.** 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 ALMArchive@State.gov. The GBL issuing office may specify a group email for notifications or waive this requirement. Missed RDD reports shall include the shipment number and "Missed RDD Report" in the subject line. Contact the DOS Tender Administrator for a copy of the Missed RDD Form. TSPs shall be notified via email by the GBL issuing office of missed RDDs and they will have 14 days from transmission of the notice to apply for exceptions to the RDD. A report will be provided to all ITGBL providers listing total shipments completed within the calendar year and RDD statistics. Forwarders will have 10 days from receipt of this report to rebut any shipments that were completed within the month prior to receiving the report. Failure to respond in a timely fashion may alone be grounds to apply the missed RDD reduction (HTOS Section 8.4.1). In cases where HTOS Section 8.4.1 applies, payment shall be made within 30 days of notice. Failure to meet the RDD resulting from the TSPs discretionary consolidation of HHE and POV will not be considered an acceptable exception to the RDD.

3-12.5. Transit Times on International Shipments for surface HHE, CNS and POV.

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

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
CABO VERDE	75		LATVIA	56		KINGDOM OF ESWATINI (formerly 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		NORTH 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
India	Chennai, Hyderabad, Kolkata, Mumbai and New Delhi
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
Thailand	Bangkok and Chian Mai
United Kingdom	London, Edinburgh and Northern Ireland

3-12.7. Released Valuation –International.

3-12.7.1. Transportation.
In lieu of the TSP liability at $6.00 as provided for in Sections 2-7.5.3, for Surface and UAB shipments 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 17,000 shipments.

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

3-12.11. Instructions for Lift Vans to be used for shipment of Household Effects.
Containers/Lift Vans to be used for a surface shipment of household effects must be new, soundly constructed of ¾ inch plywood, lined with a waterproof barrier, and reinforced with an inside framework with a base for easy access for forklift or any other lifting equipment. Wooden containers must be heat treated or fumigated in compliance with ISPM 15 standard, and/or the requirements of the destination country. Full consideration should be given to eliminating damage to the effects

from exposure to inclement weather, salt water, salt atmosphere, possible violent external forces incident to ocean and/or inland transportation, and rough handling, to insure safe and undamaged arrival of the effects at the destination. Caulking compound must be used when wooden container panels are assembled to insure watertight joints. The DOS will not accept containers constructed of Oriented Strand Board (OSB). The dimensions of a standard container/lift van are 87 x 47 x 87 inches. Any special requests for unusual size lift vans shall be specifically stated in the written authorization.

Sealing Lift Vans at residence

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

Lining and Banding of All Shipping Containers

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

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

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

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

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

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

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

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

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

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

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 per side (length/width/height) due to the overwrap material and small manufacturing variance in the cardboard, in no case shall the internal dimensions exceed 15 cube feet except for written authorization for unusual circumstances.

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

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

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

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

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

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

K. D containers are not to be used.

3-12.13. Billing through Department of State.

US Bank/**Syncada** Participation:

TSPs submitting a rate offer(s) in accordance with this RFO for DOS traffic are required to register with US Bank/**Syncada** as a DOS trading partner. US Bank/**Syncada's** fee for this service is currently 1.405% of the invoice price, which is paid by the TSP. The 1.405% service fee is tied to the Wall Street Journal Prime Rate.

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

Once all required information has been submitted to US Bank/**Syncada**, the TSP **will receive a Carrier Agreement** to sign and return to US Bank/**Syncada** (no more than two weeks after receipt of the **Carrier Agreement**). Once **US Bank/Syncada receives the Carrier Agreement, they will establish** a "trading partner" relationship between the TSP and the DOS. The TSP will then receive an introductory package from US Bank/**Syncada** and will be provided additional information regarding the system and training.

Those TSPs currently doing business with the DOS in US Bank/Syncada do not have to register again, *unless* they are submitting rate offers under a SCAC that they have not used with DOS previously. If a TSP is submitting rate offers under a new SCAC, the TSP must follow the registration instructions to get that SCAC registered as one of DOS's trading partners.

In order to most efficiently streamline the auditing process and help expedite the payment of TSP vouchers, the supporting documents must be attached to each TSP invoice in US Bank/**Syncada**. Invoice numbers must not contain a comma, colon, semi-colon, apostrophe, parenthesis, nor any coded data.

When billing charges for transportation and services, TSP shall not bill for services until such services are completed. TSP must maintain copies of the following documents and attach them to US Bank/Syncada as supporting documentation:

- **Accomplished original BOL or Work Order.**
- **Rated copy of the Air waybills or Ocean bill of lading. Showing gross and/or net weight, dimension. Air waybills or Ocean bill of lading must indicate the actual carrier for each leg of the transit (each leg must have IATA).**
- **When a foreign-flag carrier is used, Justification certificate issued by the Department of State, Travel and Transportation Management Division.**
- **Certified weight ticket if requesting payment for more weight than listed in the Department System ILMS.**
- **When accessorial services are used, Justification certificate issued by the Department of State, Travel and Transportation Management Division**
- **When payment to include fuel surcharge is allowed by contract, the fuel surcharge must be individually listed as a line item on the Air bill.**

NOTE: The DOS's system will only accept one 1(one) Invoice per Work Order Number. Once an invoice has moved to the "Approval Final," "Payment Initiated" or "Payment Settled" status in* US Bank/Syncada*, 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/Syncada for additional payments as DOS's 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). If a TSP identifies an over-payment, the TSP must contact TTM Analysis (TTM_Analysis@state.gov) with the WO Number that was over-paid, the amount to be refunded, and a brief explanation of the cause. The TTM Analysis auditors will create the E-bill in US Bank/Syncada and notify the TSP when it is ready for approval (DOS wants to create the E-bills so that the DOS can ensure that its fiscal information is captured and its finance office in Charleston, SC will know where to return the money when it appears on their monthly statement).

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

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

3-12.15. Shipment of Boats, Kayaks or Canoes.

The DOS will not authorize the shipment of boats, kayaks or canoes. These items are defined as an open craft of a size that can accommodate an individual(s) to sit in it. The TSP shall refuse the shipment of boats, kayaks, or canoes.

Acceptance of boats, kayaks or canoes renders the TSP solely responsible for all related handling costs including returning the boat, kayak, or canoe to the point of origin.

3-12.16. Packed By Owner.

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

3-12.17. Non-Acceptance of Locked Gun Cabinets and Other Similar Items.

TSPs shall 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). Note: TSP persons prohibited from handling firearms are convicted felons; persons under indictment for felonies; adjudicated “mental defectives” or those who have been involuntarily committed to mental institutions; illegal drug users; illegal aliens and most non-immigrant aliens; dishonorably discharged veterans; those who have renounced their U. S. citizenship; fugitives from justice; persons convicted of misdemeanor crimes of domestic violence; and persons subject to certain domestic violence restraining orders.

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. Please complete the Claims Report provided for in Section 13 (Do Not Alter Format) and forward to email address ITGBLDC@state.gov. Include “ITGBL Claims Report” in the subject line. TSP will be notified by the DOS Tender Administrator via email communication and advised when Claims Report is due to be submitted.

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

3-12.21. Pickup and Delivery Hours.

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

3-12.22. Multiple Tender Numbers.

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

3-12.23. Shipment Consolidations.

Before consolidating multiple UAB shipments or HHE and POV shipments check with the Embassy to determine if doing so will cause customs delays. Consolidation is not an acceptable reason for missed RDDs and does not relieve the TSP of Released Valuation as defined elsewhere in RFO and Special Instructions. Excess demurrage caused by consolidation of HHE and POV shipments is not an acceptable 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. In accordance with section 3-12.2.1.3., rate offers must include all costs (Customs Clearance Process, Demurrage/Airport Storage/Port Storage) related to the first eleven (11) days for HHE; first eight (8) days for UAB; first eleven (11) days for POV shipments.

3-12.25. Additional TSP Responsibilities.
The (ITGBL Freight Forwarder's) TSP's vehicle must be in good condition and with the name of the company permanently (Non Magnetic) affixed/placed on the outside of the vehicle.

3-12.26. GSA Form 3080 Household Goods Carrier Evaluation Report:
TSPs will initiate the 3080 via the electronic 3080 module in GSA's Transportation Management Services Solution (TMSS) system. TSPs can access the 3080 module by going to TMSS and clicking on the link to TMSS/CHAMP Shipments. TSPs can then click on the link to Electronic GSA 3080 along the right-hand side of the log on page and then click on "Initiate." When completing the 3080 information for shipments booked by the DC office, for the Agency Move Coordinator (AMC) email enter DC3080@state.gov and enter 0190000105 for the requested Federal Agency ID Code (FAIC). For shipments booked by the DOS offices other than the DC office, please enter 0190000105 for the FAIC and enter the email of the AMC booking the shipment. Alternate email address for DA ELSO is Despatch_Agency_ELSO_ITGBL@state.gov and the preferred email address for USAID is DC3080@state.gov. It is imperative that this information be entered correctly when submitting 3080s for delivered DOS shipments. **Under no circumstances shall the TSP send the customer a 3080 form soliciting the Traveler's Social Security Number.**

3-12.27. Forms Required for the Exportation of POV.
Exhibit 1 List of Forms
Exhibit 2 Power of attorney format
Exhibit 3 Supplemental Reporting form
Exhibit 4 Reporting locations

3-12.28. Forms Required for the Importation of Personal Effects including POVs.
WITH THE EXCEPTION OF THE II RC-159 THE FOLLOWING DOCUMENTS MUST BE PROVIDED TO THE TSP BY THE TRAVELER PRIOR TO PICKUP OF THE HHG or POV FOR US IMPORTATION. **Do not request the SSN in association with any form.** If an SSN is requested the passport number shall be used in its place.

Exhibit 5 CBP Form 3299 for Free Entry of Unaccompanied Articles	(All)	Dated 10-2009
Exhibit 6 DOT HS-7 Declaration for Motor Vehicles Importation	(POV Only)	Dated 5-2006
Exhibit 7 EPA 3520-1 Air Pollution Compliance	(POV Only)	Dated 7-2017
Exhibit 8 II RC-159 Treasury Department Supplemental Declaration	(All)	See 3-4.9.4

3-12.29. Mold Mitigation.
TSPs are expected to mitigate mold from occurring in all personal property shipments. Should mold occur, the TSP is responsible for all costs associated with the clean-up and/or removal of the mold. In accordance with HTOS Section 9.1.3.2.1, the maximum TSP liability for a lost, destroyed or damaged POV is the current value of the vehicle based on the National Automobile Dealers Association (in the month of landing converted to local currency) plus the cost of transportation, delivery and customs clearance (if applicable) to the owner at destination residence and the cost of rental of a comparable vehicle for the period of time during which the vehicle is unavailable for employee use. However, the liability for the cost of rental shall not exceed the current value of the vehicle. The quality of repair, cleaning or replacement must equal or exceed the standards applied in the CONUS. The maximum TSP liability to replace or repair lost, destroyed, or damaged personal property, other than a POV, is $8.50 times the net weight of shipment in pounds in accordance to Section 3-12.7.

3-12.30. TSP Company (SCAC) Affiliation.
All TSPs submitting a rate offer(s) for the DOS must be independent companies without any financial interests in any other TSP submitting a rate offer(s) for the DOS under this RFO. Should it become known that multiple TSPs are tied either financially or through shared staff, all TSPs involved will be considered ineligible until at least the next open window filing period identified under this RFO or a future RFO and will be predicated on the Tender Administrator's approval.

3-12.31. Baltimore, MD and Norfolk, VA as Authorized Ports for the DC Area.
Baltimore, MD and Norfolk, VA are authorized ports in the DC area. If TSPs cannot utilize Baltimore or Norfolk for a shipment, TSPs are required to seek approval to use a different port through the tender administer. This update will allow the TSPs to consider the new requirement when offering rates.

3-12.32. Additional Provisions.

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

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. It is expected that 95% of all domestic shipments under DOSDD will be delivered to the DOS storage facility in Hagerstown, MD for NTS.

3-13.2. Released Valuation.

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

3-13.3. Excess Released Value.

3-13.3.1. Transportation .

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

3-13.3.2. Storage-in-Transit.

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

3-13.4. Non-Application of Origin Service Charges (OSC) and Destination Service Charges (DSC) – Domestic Shipments Only.

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

3-13.5. Application of Rate Offers.

All domestic rate offers solicited for the DOSDD must incorporate the following accessorial services:

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

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

3-13.6. Services Not Authorized

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

3-13.7. 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 third party service provider, cannot exceed the discounted pricing identified in Item 120 of the GSA500A. Waivers may be considered only under extraordinary circumstances.

3-13.8. Domestic Volume.
The DOS is estimating that the volume of shipments under this RFO is 2,300 shipments.

3-13.9. 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 locations in the 48 contiguous states as origins and destinations. The majority of the domestic van line shipments affiliated with international moves originating outside of the DC area will go to our DOS Hagerstown storage facility.

3-13.10. Sub-Forwarding.
TSPs accepted under DOSDD shall not sub-forward for any other TSPs accepted under DOSDD. Neither shall they tender for sub-forwarding to any other TSP doing business with the DOS. TSPs filing rate offers under DOSDD may choose to work with other business partners so long as they are not doing business with the DOS under this DOSDD. In all cases, the TSP to whom DOS issues the move and the work order will be responsible for all aspects of the move. The TSP shall be the primary POC for DOS customers and for DOS counselors.

3-13-11. Storage In Transit (SIT).
TSPs are required by the DOS to bill all SIT charges based on the destination listed on the Bill of Lading, not the actual SIT location. Any shipment placed in SIT outside the 50-mile radius shall be considered SIT at TSP's convenience unless the issuing office authorized in writing SIT over 50-miles from the destination listed on the Bill of Lading.

3-13.13. Billing through Department of State.
US Bank/**Syncada** Participation:

TSPs submitting a rate offer(s) in accordance with this RFO for DOS traffic are required to register with US Bank/**Syncada** as a DOS trading partner. US Bank/**Syncada's** fee for this service is currently 1.405% of the invoice price, which is paid by the TSP. The 1.405% service fee is tied to the Wall Street Journal Prime Rate.

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

Once all required information has been submitted to US Bank/**Syncada**, the TSP **will receive a Carrier Agreement** to sign and return to US Bank/**Syncada** (no more than two weeks after receipt of the **Carrier Agreement**). Once **US Bank/Syncada receives the Carrier Agreement, they will establish** a "trading partner" relationship between the TSP and the DOS. The TSP will then receive an introductory package from US Bank/**Syncada** and will be provided additional information regarding the system and training.

Those TSPs currently doing business with the DOS in US Bank/Syncada do not have to register again, *unless* they are submitting rate offers under a SCAC that they have not used with DOS previously. If a TSP is submitting rate offers under a new SCAC, the TSP must follow the registration instructions to get that SCAC registered as one of DOS's trading partners.

In order to most efficiently streamline the auditing process and help expedite the payment of TSP vouchers, the supporting documents must be attached to each TSP invoice in US Bank/**Syncada**. Invoice numbers must not contain a comma, colon, semi-colon, apostrophe, parenthesis, nor any coded data.

When billing charges for transportation and service, TSP shall not bill for services until such services are completed. TSP must maintain copies of the following documents and attach them to US Bank/Syncada as supporting documentation:

- **Accomplished original BOL or Work Order.**
- **Rated copy of the Air waybills or Ocean bill of lading. Showing gross and/or net weight, dimension. Air waybills or Ocean bill of lading must indicate the actual carrier for each leg of the transit (each leg must have IATA).**
- **When a foreign-flag carrier is used, Justification certificate issued by the Department of State, Travel and Transportation Management Division.**
- **Certified weight ticket if requesting payment for more weight than listed in the Department System ILMS.**
- **When accessorial services are used, Justification certificate issued by the Department of State, Travel and Transportation Management Division**
- **When payment to include fuel surcharge is allowed by contract, the fuel surcharge must be individually listed as a line item on the Air bill.**

NOTE: The DOS's system will only accept one 1(one) Invoice per Work Order Number. Once an invoice has moved to the "Approval Final", "Payment Initiated" or "Payment Settled" status in* US Bank/Syncada*, 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/Syncada for additional payments as DOS's 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). If a TSP identifies an over-payment, the TSP must contact TTM Analysis (TTM_Analysis@state.gov) with the WO Number that was over-paid, the amount to be refunded, and a brief explanation of the cause. The TTM Analysis auditors will create the E-bill in US Bank/Syncada and notify the TSP when it is ready for approval (DOS wants to create the E-bills so that the DOS can ensure that its fiscal information is captured and its finance office in Charleston, SC will know where to return the money when it appears on their monthly statement).

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

3-13.13. 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. The TSP shall not quote a dollar amount for the overweight to the employee or the counselor. The DOS office will pull the rate offer from TMSS and collect from the employee. If it was an OTO bid, the overweight cost shall be quoted to the booking office. All collections shall be handled by the DOS and not the ITGBL forwarder. **Under NO circumstances is the TSP authorized to waive an overweight payment.** The TSP shall report weights accurately and not modified to fit the employee's entitlement. Once payment has been received, the DOS will notify the TSP that the shipment can be forwarded to destination. This hold time does not count against the transit time.

3-13.14. 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.

3-13.15. Packed By Owner.

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

3-13.16. 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). Note: TSP persons prohibited from handling firearms are convicted felons; persons under indictment for felonies; adjudicated “mental defectives” or those who have been involuntarily committed to mental institutions; illegal drug users; illegal aliens and most non-immigrant aliens; dishonorably discharged veterans; those who have renounced their U. S. citizenship; fugitives from justice; persons convicted of misdemeanor crimes of domestic violence; and persons subject to certain domestic violence restraining orders.

3-13.17. 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.

3-13.18. 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. Please complete the Claims Report provided for in Section 13 (Do Not Alter Format) and forward to email address ITGBLDC@state.gov. Include “ITGBL Claims Report” in the subject line. TSP will be notified by the DOS Tender Administrator via email communication and advised when Claims Report is due to be submitted.

3-13.19. 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 who perform services at the owner’s residence shall be neat and in proper company issued uniform identifying them as employees of the company. TSP personnel must have company (contractor) issued photo identification which reflects company name and/or logo with employee’s name. TSP personnel must also be fluent in language of foreign country. The TSP shall not employ a Tiered Helpdesk designed to improve Enterprise Efficiency for service calls related to DOSDD.

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

3-13.21. Multiple Tender Numbers.
A TSP shall not submit multiple tender numbers when submitting rate offers for the same type/mode of domestic or international moves. Only one tender number shall be submitted for Domestic Code D shipments, one tender number for Domestic Code C shipments and one tender number for International shipments. Submission of multiple tender numbers could result in the DOS selecting only one or not selecting any at all.

3-13.22. 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.

3-13.23. 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.

3-13.24. 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”.

The inventory shall not list the articles of furniture as words such as "Household Goods" or other general non descriptive terms. Special care shall be exercised to ensure that the inventory reflects the true condition of the property. General terms such as "marred," "scratched," "soiled," "worn," "gouged," shall be avoided unless they are supplemented with a detailed statement describing the degree and location of the exception. Inventory

description of weapons must include make, model and serial number. If the shipment contains alcohol the TSP shall provide a detailed list containing the type of alcohol, the volume in liters, and the amount of bottles.

All cartons and wrapped items must be marked with item numbers, description of contents and must be indicated on the inventory. Each piece must be identified with an inventory number, shipment number, and full name of employee including middle initial if known. A record (i.e., packing list/bingo form) must be made (at time of loading) for each shipping container listing the contents of each container by inventory number. All items numbers must be on the outside of wrapped items.

3-13.25. 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.

3-13.26. GSA Form 3080 Household Goods Carrier Evaluation Report:

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

3-13.27. Forms Required for the Exportation of POV.

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

3-13.28. Forms Required for the Importation of Personal Effects including POVs.

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

Exhibit 5 CBP Form 3299 for Free Entry of Unaccompanied Articles	(All)	Dated 10-2009
Exhibit 6 DOT HS-7 Declaration for Motor Vehicles Importation	(POV Only)	Dated 5-2006
Exhibit 7 EPA 3520-1 Air Pollution Compliance	(POV Only)	Dated 7-2017
Exhibit 8 II RC-159 Treasury Department Supplemental Declaration	(All)	See 3-4.9.4

3-13.29. Computer Software Requirement:

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

3-13.30. Rugs/Carpets Destined to Permanent Storage:

All rugs and carpets destined to permanent storage shall be moth flaked, rolled, and wrapped in kraft paper, without folding, at the residence. Rugs which are 2.75 meters by 3.65 meters (9 FT X 12 FT) or larger must be identified on the inventory by color and size. The TSP shall be held responsible for all costs associated with additional services resulting from incorrect servicing of all rugs and carpets. The cost shall be $50.00 (USD) per rug/carpet not to exceed $300.00 per shipment.

3-13.31. TSP Company (SCAC) Affiliation.

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

3-13.32. Additional Provisions.

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

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

3-14.1. General.

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

3-14.2. Application.

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

3-14.3. Volume.

Between May 1, **2018** and April 30, **2019**, there were approximately **261** shipments with an average weight of **4,108** pounds. However, and as with all estimates, there is no guarantee of shipments and the DOS reserves the right to discontinue any services at its discretion without recourse from the selected TSPs.

3-14.4. Rate Offers.

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

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

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

3-14.6. TSP Responsibilities.

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

3-14.7. Claims.

In lieu of the TSP liability at $6.00 as identified in 2-7.5.3, for Surface and UAB shipments 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 estimated count and gross weights for shipments for period November 1, **2018** through May 1, **2019** 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
Bujumbura	**HHE**	**46**	**2,036**
Ouagadougou	**HHE**	**59**	**3,023**
Dar Es Salaam	HHE	5	2,768
Lusaka	HHE	1	1,801

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 applicable Destination Code(s) of **2520, 9720**, 8650 and/or 9900 must be used; however, rate offers accepted under DOSSA will apply only to the Post(s) identified above and not the entire country(ies) represented by the applicable Destination Code(s). 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 the Post(s) identified above 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 the 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 ready 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 has 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 prior to its delivery commencement 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 a new vehicle, a 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 exportation 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. (For 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(j)]

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. This 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 final 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/or 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 thus 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 tires, wipers, bright trim 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 item's manufacturer identifying the applicable FMVSS to which the item does not conform and describing the final or 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 show and display, and I state that 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 or an alien 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 to be imported is eligible for importation, and NHTSA has granted me permission in writing to import the vehicle for that purpose. If the Administrator of NHTSA dismisses my petition or decides that the vehicle is not eligible for importation, or if I withdraw my petition or fail to submit a petition covering the vehicle within 180 days from the date of entry, then 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 dismissal, denial, 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
79154-M3/d

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

EPA

United States Environmental Protection Agency
Declaration Form
Importation of Motor Vehicles and Motor Vehicle Engines Subject to Feder
U.S. E.P.A., Compliance Division, 2000 Traverwood Drive, Ann Arbor, MI 48105 www.epa.gov/otaq/impo

This form must be submitted to the U.S. Customs and Border Protection (Customs) (42 USC 7522, 7 (including motorcycles, disassembled vehicles, kit cars, light-duty vehicle/motorcycle engines) imp not required for motor vehicles that are imported by their original manufacturer and are new and ar mity and bear an EPA emission control label. One form per shipment may be used, with attachment describe each vehicle or engine as below. Check the box below indicating the provisions under wh Offroad vehicles/engines and heavy-duty engines must use form 3520-21. Note: Although only impo quire specific written authorization from EPA, Customs may request EPA review of importer docum this form. A nonconforming vehicle that is ineligible for the exemptions or exclusions listed below, commercial importer (ICI) under codes A, C, J, or Z. For codes A, C, J, and Z, EPA does not authoriz

Penalties: Any person who knowingly makes any false or fraudulent statement, or omits or conceals a mat prisoned for up to 5 years, or both (18 USC 1001). Any person who improperly imports a motor vehicle (inc to $44,539 per vehicle or engine (42 USC 7524), and may be subject to forfeiture of the entire importation I 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-du

1. Port code:	2. Entry date: (mm/dd/yyyy)	3. Customs entry number:	4. Vehicle Identification Num Family/Test Group Name:
5. Manufacture date (mm/yyyy):		6. Manufacture (make):	7. Model:
8. ICI imports only, codes A, C, J, Z:			9. EPA Exemption Number,

Names, Addresses, and Telephone Numbers of Relevant Pa

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

10. 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):	11. Owner:	12. Storage contact:	13. Signatu 14. Date: 15. Name,

U.S. conforming and "identical" vehicles

☐ **code B - U.S. certified** - unmodified vehicle bearing a U.S. EPA emission control label in en

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 op
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 t
5000 rpm.

☐ **code W - non-chassis-mounted engine** to be used in a light-duty vehicle or light-duty truck or motorc
cate 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 othe
1996 model years operates on fuel other than gasoline or diesel or methanol fuel, or (3) for 1997 and late
line or diesel or methanol or ethanol or compressed natural gas (CNG) or liquid petroleum gas (LPG), incl
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 regis
lic roads or highways, or sold or leased in the U.S. **Customs bond required.** EPA requests that the vehic
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 registere
roads or highways (except operation that is integral to the purpose of the testing program) or sold or lease
requests that the vehicle be bonded for at least its full value. EPA letter of approval must be attached to th

☐ **code K** - imported for **display** (solely for public or business purposes, and not for private purposes or
with 40 CFR 85.1511(b)(4). May not be registered or licensed for use on or operated on public roads or hi
purpose of the display) or sold or leased in the U.S. **Customs bond required.** EPA requests that the vehi
of approval must be attached to this form.

☐ **code N** - imported by member of the armed forces or personnel of a foreign government on assignmer
authorized in writing by the U.S. Department of State, or a member of the armed forces of a foreign count

☐ **code O** - imported by nonresident for personal use by an individual for a period up to a year. EPA lette

Independent commercial importer (ICI) imports

☐ **code A** - imported by an ICI for modifications in accordance with a valid EPA certificate of conformity is
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 r

☐ **code J** - imported by an ICI for the purpose of pre-certification testing in order to obtain an EPA certific
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 manu
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 EF
Customs, for research, development or testing purposes in accordance with 40 CFR 85.1706. This is a te
vehicle is subsequently covered by an applicable EPA certificate of conformity, it is released from the rest

☐ **code Q** - imported, owned, and controlled directly by an original equipment manufacturer (OEM) on EF
Customs, for storage pending receipt of the applicable EPA certificate of conformity, which is pending an

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

4-1.2. Performance Evaluation.

4-1.2.1. DOMESTIC. For the 2019-2020 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 2019-2020 Filing Cycle, evaluation of the TSP's service performance will be based on data collected from Traffic Managers for a twelve (12) month period and a Customer Satisfaction Index (CSI) measuring each individual TSP's performance against the average level of performance will be assigned. In those instances when there was no data furnished, the TSP will be considered "Unindexed" and its performance will not be a factor in the evaluation.

4-1.3. Value Index (VI).

4-1.3.1. Computation. A TSP's VI is computed at the time **each** cost comparison is run. The computation uses the following steps:

(1) A base total charges is computed for the cost comparison by adding together
- Total Transportation Charges (line-haul, packing, and accessorial);
- SIT Charges for 30 days (pickup/delivery & storage);
- The greatest vehicle price offered by all TSPs for that cost comparison, if applicable; and
- The UAB Charge, if applicable (average of the weight breaks found in the base-line rate table in Section 2-7).

This base total is absent any discounts or percentages.

(2) The average charge by all TSPs on that route is calculated.
(3) The average discount is calculated by subtracting the average charge from the base total charges (#1 and #2 above)
(4) The charge for each individual TSP is calculated based on its offered discounts/percentages/rates.
(5) Each individual TSP's discount is calculated by using the absolute value (abs) of the amount determined by subtracting the TSP's charge from the base total charges (abs (#1 and #4 above)
(6) The Discount Index (DI) for each TSP is computed by dividing each TSP's discount by the average discount and multiplying the result by 100 (#5/#2, above)*100).
(7) The VI for each TSP is finally computed by summing 70% of the TSP's Customer Satisfaction Index (CSI) with 30% of the DI ((.7*CSI)+(.3*#6, above)).

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

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

4-2. Acceptance.

4-2.1. Domestic.

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

4-2.2. Agency Specific.

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

4-2.3. International.

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

4-3. Cost Comparison Listing.

4-3.1. Definitions.

4-3.1.1. New TSP. New TSP as used in this provision means a TSP approved to participate in the GSA's CHAMP after February 1, 2019.

4-3.1.2. Indexed TSP. Indexed TSP as used in this provision means any TSP, except a new TSP, for which GSA can calculate a CSI.

4-3.1.3. Unindexed TSP. Unindexed TSP as used in this provision means any TSP, except a new TSP, for which GSA cannot calculate a CSI for this Filing Cycle.

4-3.2. TSP Categories.

4-3.2.1. Category 1. All new TSPs will be listed on the cost comparison in cost ascending order.

4-3.2.2. Category 2. Category 2 TSPs are those with VI of 100.0 or greater. All TSPs with a VI equal to or greater than 100.0 as computed in accordance with Section 4-1.3 will be listed in VI descending order. TSPs with a VI less 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.

SECTION 5
FILING CODES AND ABBREVIATIONS

5-1. Agency Specific Codes.

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

Federal Agency Name	Location	Code	Application	Type
Federal Bureau of Prisons Relocation Service	Washington, DC	FBPDC	Domestic & International	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 & International	Non-Alternating
Department of the Interior, Interior Business Center Department of the Interior, Geological Survey Department of Agriculture, Forest Service Department of the Interior, National Park Service - (refer to Section 3-4)	Denver, CO Reston, VA Albuquerque, NM Omaha, NE	CONDI	Domestic & International	Non-Alternating
Department of the Treasury, Office of the Comptroller of The Currency - (refer to Section 3-5)	Washington, DC	OCCDC	Domestic & International	Non-Alternating
Social Security Administration - (refer to Section 3-6)	Baltimore, MD	SSADI	Domestic & International	Non-Alternating
Department of the Treasury, Administrative 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 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 Section 6.

5-2.1. Interstate Identification Codes.

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

Points in the States of Illinois, Indiana, Kentucky, and Ohio	IL00 IN00 KY00 OH00	1000
Points in the States of Arkansas, Alabama, Louisiana Mississippi, and Tennessee	AR00 AL00 LA00 MS00 TN00	1100
Points in the State of Florida	FL00	1200
Points in the States of Georgia, North Carolina, and South Carolina	GA00 NC00 SC00	1300
Points in the States of Delaware, District of Columbia, Maryland, Virginia, and West Virginia	DE00 DC00 MD00 VA00 WV00	1400
Points in the States of Connecticut, Rhode Island, Massachusetts, New Jersey, New York, and Pennsylvania	CT00 RI00 MA00 NJ00 NY00 PA00	1500
Points in the States of Maine, New Hampshire, and Vermont.	ME00 NH00 VT00	1600

Points in Alaska:		
- Anchorage, Alaska	AN00	2200
- Cordova, Alaska	CV00	2201
- Fairbanks, Alaska	FB00	2202
- Juneau, Alaska	JN00	2203
- Ketchikan, Alaska	KN00	2204
- Kodiak, Alaska	KD00	2205
- Petersburg, Alaska	PB00	2206
- Sitka, Alaska	SA00	2207
- Wrangell, Alaska	WG00	2208
Points in Canada:		
- Alberta, Canada	AB00	2300
- British Columbia, Canada	BC00	2301
- Manitoba, Canada	MB00	2303
- New Brunswick, Canada	NB00	2304
- Newfoundland and Labrador	NL00	2313
- Northwest Territory, Canada	NT00	2311
- Nova Scotia, Canada	NS00	2306
- Ontario, Canada	ON00	2307

- Prince Edward Isle, Canada	PE00	2308
- Quebec, Canada	PQ00	2309
- Saskatchewan, Canada	SK00	2310
- Yukon, Canada	YT00	2312

Note: If submitting a rate offer for an <u>intra-state Alaska</u> shipment, please use the service area pairs (AN00 – WG00 for Origins and 2200 – 2208 for Destinations) listed above, in lieu of the intrastate identification codes in Section 5-2.2.

5-2.2. Intrastate Identification Codes.

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
Cabo 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 – All other points	4550
- Chennai	455C
- Hyderabad	455H
- Kolkata	455K
- Mumbai	455M
- New Delhi	455N
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
Lao People's Democratic Republic	5300
Latvia	122L
Lebanon	5400
Lesotho	123L
Liberia	124L
Libya	112L
Lithuania	5420
Luxembourg	5700
North 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

Kingdom of eSwatini (formerly Swaziland)	135S
Sweden	8500
Switzerland	8550
Syria	8580
Tahiti	350T
Taiwan	2810
Tajikistan	136T
Tanzania	8650
Thailand – All other points	8750
- Bangkok	875B
- Chian Mai	875C
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.

Transportation Service Providers (TSPs) or Rate Filing Service Providers (RFSPs) submitting rate offers in response to this Request for Offers (RFO) 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 Transportation Management Services Solution (TMSS) rate filing screens for the creation/addition/deletion of rates offers, must adhere to the following format requirements set out in Section 6-2 below. A TSP or RFSP must have access to the "HHG Rate Filing" module in TMSS before they can create and/or upload rate offers. A TSP or RFSP must contact their Group Administrator for access to the rate filing module if they do not already have access within TMSS. **TSPs electing to utilize a RFSP to create/upload rate offers must identify to the GSA Contacts identified in Section 1-6. of this RFO who that RFSP will be before rate offers can be uploaded to TMSS for validation and acceptance. If a TSP has a RFSP currently identified to GSA and wants to change the RFSP during the rate filing period, they must do so at least ten (10) business days prior to the rate filing due dates of October 4, 2019 or March 23, 2020. Requests received within nine (9) or less business days of the rate filing due dates will be denied.** TSPs and RFSPs may use the TMSS help screens for additional assistance with rate filing. Submissions received from TSPs or RFSPs not conforming to format requirements will not be accepted by TMSS and the TSP or RFSP will be notified as set out in Section 1-1.6.

Important Notes on the Rate Filing Process:

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

6-2. Header Records.

6-2.1. Header Record.

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 TSP
Separator	1	53-53	\ [backslash]
Effective Date--YYYYMMDD	8	54-61	**Initial Filing, New Filings**: must be 20191101 **Late Filings, Supplemental Filings**: 20200501
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 \20191101\ \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) Enter “12” for **GCTS**, General Containerized (Domestic Only) Transportation Services; Enter “13” for **ACTS**, Agency Specific Containerized (Domestic Only) Transportation Services; Enter “14” for **GCMS** General Containerized (Domestic Only) Move Management Services; Enter “015” for **ACMS** Agency Specific Containerized (Domestic Only) Move Management Services.
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 01,03,12,14 -

			ZERO FILL. For Tender Identifier 02,04,13,15 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***: For Tender Identifiers 01,02,03, 04,12,13,14,15: *INTERSTATE* – use the ORIGIN Service Area Codes in Section 5.2.1; *INTRASTATE* - use the Service Area Codes in Section 5.2.2 (For intrastate Alaska, use the ORIGIN Service Area Codes in SECTION 5.2.1) ***International***: For Tender Identifiers 05,06,07,08: Use Service Area Codes in Section 5-2.2 and 5.3
Separator	1	19	Use a comma (,)
Destination	4	20-23	***Domestic***: For Tender Identifiers 01,02 03, 04,12,13,14,15: *INTERSTATE* - use the DESTINATION Service Area Codes in Section 5.2.1; *INTRASTATE* - use the Service Area Codes in Section 5.2.2 (For intrastate Alaska, use the DESTINATION Service Area Codes 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 01,02,03,04,12,13,14,15 – Linehaul/Transportation Discount: Enter the Linehaul/Transportation 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 04,12,13,14,15 - 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 (,)
Accessorial	4	56-59	***Domestic including Alaska and Canada :*** For Tender 01,02,03,04,12,13,14,15 - 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, 04,12,13,14,15 - **Applies to Alaska and Canada shipments only**: Enter the UAB percentage being offered; for example: 0045 (45%). For all points **except Alaska and Canada** ZERO FILL; example: 0000 ***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,CA00,1400,0045,000050,000050,000050,0045,0000,0000,703-555-1234,703-555-1234,JDOE@XYZ.COM
02,1236,DEADC,OK00,1100,0045,000050,000050,000050,0045,0000,0000,703-555-1234,703-555-1234,JDOE@XYZ.COM
03,1300,00000,CA00,0500,0045,000050,000050,000050,0045,0000,0000,703-555-1234,703-555-1234,JDOE@XYZ.COM
04,1301,FBPDC,MD00,0100,0045,000050,000050,000050,0045,0000,0000,703-555-1234,703-555-1234,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
07,1302,00000,3940,210H,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
12,1234,00000,MN00,1300,0045,000050,000050,000050,0045,0000,0000,703-555-1234,703-555-1234,JDOE@XYZ.COM
13,1236,ARCWV,MO00,1200,0045,000050,000050,000050,0045,0000,0000,703-555-1234,703-555-1234,JDOE@XYZ.COM
14,1300,00000,CA00,0400,0045,000050,000050,000050,0045,0000,0000,703-555-1234,703-555-1234,JDOE@XYZ.COM
15,1301,GEOVA,MD00,0100,0045,000050,000050,000050,0045,0000,0000,703-555-1234,703-555-1234,JDOE@XYZ.COM

TIPS:

1. Rate Edit Criteria: The following is a list of the rate edit criteria used during the review and validation of TSP rate submissions to insure that the requirements as provided in this request are met.

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

2. International Discounts:

(a) 40% offered discount means 40% of the baseline rate;
(b) 100% offered discount means 100% of the baseline rate;
(c) 115% offered discount means 115% of the baseline rate or 15% more than the base line rate.

SECTION 7
ELECTRONIC SUBMISSION

7-1. Rate Tender Transmission.

The below information applies only to rate offer submissions when Transportation Service Providers (TSPs) or Rate Filing Service Providers (RFSPs) are not using the Transportation Management Services Solution (TMSS) rate filing screens for the creation/addition/deletion of rate offers, but instead are manually creating rate offers to "upload." **TSPs electing to utilize a RFSP to create/upload rate offers must identify to the GSA Contacts identified in Section 1-6. of this RFO who that RFSP will be before rate offers can be uploaded to TMSS for validation and acceptance. If a TSP has a RFSP currently identified to GSA and wants to change the RFSP during the rate filing period, they must do so at least ten (10) business days prior to the rate filing due dates of October 4, 2019 or March 23, 2020. Requests received within nine (9) or less business days of the rate filing due dates will be denied.**

7-1.1. Electronic Transmission.

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

7-1.2. Format Requirements.

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

7-1.3. File Preparation.

In order to upload the file, it must be saved and transmitted as an unformatted ASCII (TEXT ONLY) flat file (i.e. no tab characters, etc.). The file must not have a top, bottom, right, or left margin.
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 4, 2019 or March 23, 2020.*** Users will need to connect to their directory via the File Download Module, using the instructions referenced in 7-1.4.1 to download the error file(s) if any. TSPs and RFSPs will receive notification of rate filing deficiencies in accordance with Section 1-1.7.

Calendar Year 2018 Domestic Traffic Volume

	Inbound	Outbound	Intra
Alberta, Canada	15	12	-
Alaska	132	193	18
Alabama	125	138	10
Arkansas	102	88	7
Arizona	397	368	53
British Columbia, Canada	21	20	-
California	760	810	190
Colorado	374	326	23
Connecticut	28	48	2
District of Columbia	323	114	-
Delaware	20	17	-
Florida	461	517	77
Georgia	312	294	32
Iowa	61	68	3
Idaho	186	127	20
Illinois	184	248	13
Indiana	63	111	8
Kansas	66	78	4
Kentucky	82	98	9
Louisiana	90	127	4
Massachusetts	96	155	-
Manitoba, Canada	4	5	-
Maryland	769	668	16
Maine	27	26	1
Michigan	132	138	12
Minnesota	118	130	8
Missouri	133	157	13
Mississippi	128	78	10
Montana	199	101	28
New Brunswick	3	-	-
North Carolina	201	215	12
North Dakota	53	34	1
Nebraska	67	65	1
New Hampshire	35	46	1
New Jersey	119	179	3
New Mexico	285	211	23
Nevada	124	153	10
New York	189	259	11
Nova Scotia	3	4	-
Ohio	105	147	5
Oklahoma	123	105	21
Ontario, Canada	90	91	-
Oregon	268	253	57
Pennsylvania	175	249	18

OTOs	23

Quebec, Canada	16	24	-
Rhode Island	13	26	-
South Carolina	129	132	5
South Dakota	70	79	8
Tennessee	170	155	10
Texas	548	628	147
Utah	151	174	21
Virginia	1,123	1082	71
Vermont	20	27	-
Washington	349	269	33
Wisconsin	107	71	10
West Virginia	91	87	5
Wyoming	97	105	14

ITGBL Local Agents

Country:

Post: Ciudad Juarez **Bureau:** WHA

Local Agents:

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
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

ITGBL Local Agents

Country: Afghanistan

Post: *Herat* **Bureau:** SCA

Local Agents:

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

Local Agents:

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

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

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

Country: Albania

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

Local Agents:

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

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

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

Country: Angola

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

Local Agents:

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

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

Country: Argentina

Post: *Buenos Aires* **Bureau:** WHA

Local Agents:

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

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

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

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

Country: Armenia

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

Local Agents:

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

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

ITGBL Local Agents

Country: Australia

Post: *Canberra* **Bureau:** EAP

Local Agents:

	NUSS Relocations Nigel Saunders nigelsaunders@nuss.com.au 02 9425 4600
	Wridgways Kirby Holland E-Mail Kirby.Holland@santaferelo.com Ph. 02 6297 5444
	Allied Pickfords Ron Doolan E-Mail Ron.Doolan@alliedpickfords.com.au Ph. 02 8868 2820
	Santa Fe Wridgways Melbourne, Australia Gregg.Watt@santaferelo.com M: +61 459 026 460 www.santaferelo.com
	Grace Removals Rebecca Powell RPowell@grace.com.au 02 6260 1344

Local Agents:

	4) 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	
	3) 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	
	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 **	**
	2) Grace Removals Group 195/201 Princess Highway, Hallam Victoria, Australia Tel: 613 9796 5155 Fax: 613 9796 5221	

ITGBL Local Agents

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

Local Agents:

Allied Pickfords
Tony Donellan
Group Manger (WA)
80 Sheffield Road
Welshpool WA 6106
Tel: +61 8 9334 5555
Fax: +61 8 9334 5511
Email:
Tony.donellan@alliedpickfords.com.au
www.alliedpickfords.com.au

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

Santa Fe Relocation Julie McDermott National Import Rates/Information Head Office
Melbourne, Australia Tel: +61 3 9554 7300 Email:
CorporateSalesAU@santaferelo.com
www.santaferelo.com

Grace Removals
POC: Chelsea Smith
Customer Service Co-ordinator
Email: csmith@grace.com.au
236 Berkshire Road
Welshpool WA 6058
Australia
TEL: +61 8 94540926

Local Perth Agent Michelle Donaldson Import Co-Ordinator 314 Berkshire Road Forrestfield, WA 6058 Tel: +61 8 9359 7319 Fax: +61 8 9359 7378 Email:
michelle.donaldson@santaferelo.com

Local Agents:

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

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

Website: www.alliedpickfords.com.au

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

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**

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 **

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**

Country: Austria

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

Local Agents:

2)Santa Fee
Relocation Services
Interdean Internationale 2) Santa Fe Relocation Services
(Post shipping contractor)
Eitnergasse 5
A-1230 Vienna
Austria
POC: Gyula Kiss
(Corporate Account Manager)
Tel: 43 1 865 4706-13
Fax: 43 1 865 4708
Email: gyula.kiss@santaferelo.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

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

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

Country: Azerbaijan

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

Local Agents:

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

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

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:

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 **

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 **

ITGBL Local Agents

Country: Bahamas

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

Local Agents:

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

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

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

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

Country: Bahrain

Post: *Manama* **Bureau:** NEA

Local Agents:

3) Writer Relocations Bahrain
(Registered in Bahrain as Moving
Systems W.L.L)Office 204,
Salahhudin Center Building
Building 100
Road 402
Block 304
Manama
Kingdom Of Bahrain
P.O. Box 2431
Tel: +973-17214270, Fax: +973-
17214271
Abdul Karim Nizar : Country
Manager : 00973 39958481 :
abdul.nizar@writercorporation.com

Simmi Joshi : Sales Manager :
00973 39957123 :
simmi.joshi@writercorporation.com
Tom Pappachan : Move
Coordinator :
tom.pappachan@writercorporation.com
Glen Ignacio : Move Coordinator :
glen.ignacio@writercorporation.com

)Unique International Logistic CO. S.P.C
P.O. Box 15349
Al Rashid Building, Manama, Kingdom of Bahrain
AL Rashid Building, No:389, Flat No:41 Road
No:1912 Block No:319
POC : Mr. Aleem – General Manager
Tel: +973-17290273, Fax: +97317006848
Email : mail@uniquelogistic.org ,
Military@uniquelogistic.org Url: uniquelogistic.org

) Circle Freight International
P.O. Box 5069
Manama, Kingdom of Bahrain
POC: Mr. Sunil Kumar - Manager
Tel: +973-17-735-355 or +973-17-
731-904
Fax: +973-17-735-193
Email:
Sunil@circlefreight.com.bh
Group Email: operations@circlefreight.com.bh

Country: Bangladesh

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

Local Agents:

Homebound Packers and Shippers
Address: 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
POC: Henry Jacob (Mr.)
E-mail: henry.jacob@homeboundbd.com
Web: www.homeboundbd.com

ITGBL Local Agents

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. Dale Stoute, 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:

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

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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

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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

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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

M&TM Freight LLC 220075, 6B-1 Promyshlennaya St.
Minsk, Belarus
Phone: +375 44 797 4341
Viber: +357 99751100
WatsApp: +375 44 797 4341 Contact person:Reinier Reints P: +7-495-268-02-11 (ext. 164)
M: +7 (916)-812-43-61
E: reinier.reints@mtm-net.ru
w: www.mtm-moving.ru
A: 125362, str. Vishnevaya, 9, Building 1, office № 504, 5 floor BC «IMPERIAL PARK»
Moscow, Russia

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:

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:Luc Putters
Tel 00-32-2-255-80.95
e-mail ; luc.putters@putters.be

Country: Belize

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

Local Agents:

1)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

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

3)MB Pariente
1053 Graduate Crescent
West Landivar
Belize City, Belize
POC: Miguel Pariente
Tel:501-223-7833
Cel:501-671-3779
Email: mbpariente@gmail.com

ITGBL Local Agents

Country: Benin

Post: *Cotonou* **Bureau:** AF

Local Agents:

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

AGS FRASERS
Zone OCBN, Rue Clinique LA Lumiere
01 BP 417 Cotonou
Manager: Frederic Leomant
Email: managerbenin@
Deputy Manager: Arthur DESAULES
agsmovers.com
Tel: (229)21335403
Cel: (229)97978333/97978323
*** No POV in incoming

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 ***INCOMING
SHIPMENTS ONLY

ITGBL Local Agents

Country: Bermuda

Post: *Hamilton* **Bureau:** EUR

Local Agents:

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

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

ITGBL Local Agents

Country: Bolivia

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

Local Agents:

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

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

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

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

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:

3) Intermove Moving & Relocation Services
Sarajevo, Bosnia and Herzegovina
Put života 14, 71000 Sarajevo
BiH Contact person: Vladan Kuharevic
Office Manager
T: + 387 33 525 143
M: + 387 63 377 562
F: + 387 33 525 143
E: vladan@intermovebosnia.com
***Bonded Facility

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

1) Move One ***
Ismeta 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

ITGBL Local Agents

Country: Botswana

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

Local Agents:

	1) ELLIOTT INTERNATIONAL UNIT 4/B/2, PLOT 22098 BDC WESTERN INDUSTRIAL ESTATE GABORONE TEL; 391 2531 CTC: BRENT ROUSE EMAIL: brent.r@elliottmobility.com
	2) AGS FRASERS INTERNATIONAL PLOT 14398, NEW LOBATSE ROAD GABORONE WEST INDUSTRIAL GABORONE TEL: 392 2558 CTC: GERRY NAUDE EMAIL: gerry.naude@agsfrasers.com
	3) CROWN RELOCATIONS PLOT 14387, NEW LOBATSE ROAD GABORONE WEST INDUSTRIAL GABORONE TEL: 316 5253 STEPHEN GOULDING EMAIL: sgoulding@crownww.com EMAIL: gaborone@crownrelo.com
	MR MOVE WORLDWIDE UNIT H IMAGE PARK PLOT 28900, GABORONE WEST GABORONE TEL: 392 7595 CTC: NIELS HENRIKSEN EMAIL: move@info.bw

Country: Brazil

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

Local Agents:

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

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

3)Sirva Worldwide Relocation & Moving.
Alameda Marmoré, 503
18o andar Alphaville, Barueri, SP
CEP: 06454-040
POC: Renato Lima
Renato.lima@sirva.com
+ 55 11 4134 4848

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:

1) TRANSPORTES FINK LTDA:
CNPJ: 00.649.887/0001-43
ESTRADA DOS BANDEIRANTES, 2856
JACAREPAGUA, RIO DE JANEIRO, BRASIL
CEP: 22775-110, PH: (+5521)3410-9716
POC: Larissa Saporito (in/out shipments)
EMAIL: lsaporito@fink.com.br
POC: Laura Ganon , General Manager
lganon@fink.com.br

2) TTEAMWORK INTL MOVING :
CNPJ: 09.505.187/0001-50
AVENIDA BRASIL, 33809
BANGU, RIO DE JANEIRO RJ – BRASIL
CEP: 21852-002
Ph# (+5521) 3942-7136
POC: Lucilene Manhães
lucilene@teamworkintl.com.br
POC: Ron Radnik , General Manager
ron@teamworkintl.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

2)Sirva Worldwide Relocation & Moving.
Alameda Marmoré, 503
18o andar Alphaville, Barueri, SP
CEP: 06454-040
POC: Renato Lima
Renato.lima@sirva.com

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

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

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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

ITGBL Local Agents

Country: Burma

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

Local Agents:

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

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

MEBS Global
Block C, Room F-09
2nd Floor Pearl Condominium
Kabar Aye Pagoda Road, Bahan Township
Yangon, Myanmar

POC : Karolina Kolehmainen
Country Manager
Email - karolina@mebs-global.com
Mob: +95-9-4286-57-223

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

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

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

Country: Cambodia

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

Local Agents:

3. Transpo International (Cambodia) Ltd.
Beton Street, Mol village,
Sankat Dongor, Khan Dongkor,
Phnom Penh, Cambodia
POC: Mr. Paul Glew
Tel: 855-23-212-070
Fax: 855-23-212-045
E mail: paul.glew@asiantigers-cambodia.com
** bonded facility **

1. Worldbridge Int'l Cambodia Co., Ltd.
2nd Floor, Building # 99, St. Samdach Pan (St. 214),
Sangkat Beoung Raing, Khan Daun Penh,
Phnom Penh, Cambodia
POC: Mr. Piseth Sok
POC: Mr. Senghout Ong
Tel: 855-23-224-452
Fax: 855-23-224-453
Email: customservice@worldbridge.com.kh
Email: senghout_ong@worldbridge.com.kh
** bonded facility **

2. JVK-NAGA Movers Ltd.
1157 National Road #2, Bldg B,
Sangkat Chakangrea Leu, Khan Mean Chey,
Phnom Penh, Cambodia
POC: Mr. Mark Donohoe
POC: Mr. Michael Grisaffi
Tel: 855-23-216-781
Fax: 855-23-216-751
Email: cambodia@jvkasia.com
Email: mark.donohoe@jvkasia.com
Email: michael.grisaffi@jvkasia.com
** bonded facility **

4. Crown Relocations International Co., Ltd.
#21-19 Street 1982,
Sangkat Phnom Penh Thmei, Khan Sen Sok,
Phnom Penh, Cambodia
POC: Mr. Reasmey Tith,
POC: Mr. Andrew Soon
Email: treasmey@crownww.com
Email: asoon@crownww.com
Tel: 855-23-881-004
Fax: 855-23 884-451
** 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

Country: Canada

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

Local Agents:

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

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

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

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

Local Agents:

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) 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

3) 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

ITGBL Local Agents

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

Local Agents:

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:

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

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

Local Agents:

Boyd Moving and Storage
1255 Humble Place Ottawa Ontario
Canada K1B 3W2
Bonded warehouse # 431-BW-5675
POC: Simon Collantine 613-688-5410
POC: Lise McKenzie 613-688-5463

AMJ International
2644 Glenfield Drive Ottawa, ON
Canada K1G 5N3
Bonded warehouse # 431-SH 4875
POC: Simon Collantine 613-688-5410
POC: Lise McKenzie 613-688-5463

Cassidy's Transfer & Storage Ltd.
128 Willowlea Rd. Ottawa Ontario Canada K0A 1L0
Bonded warehouse # 431-SH-050
sub 4874
POC: Simon Collantine 613-688-5410
POC: Lise McKenzie 613-688-5463

Outaouais Moving
150 Jean Proulx Gatineau, QC
Canada J8Z 1V3
Bonded warehouse # 431-SH-4876
POC: Simon Collantine 613-688-5410
POC: Lise McKenzie 613-688-5463

Macdonald Moving and Storage
10 Émile Bond St. Gatineau, QC
Canada J8Y 3M7
Bonded warehouse # 431-SH-505 sub 4877
POC: Simon Collantine 613-688-5410
POC: Lise McKenzie 613-688-5463

ITGBL Local Agents

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

Local Agents:

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

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

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

4) Tippet Richardson Blair Mathieu
General Manager
106 Ridgetop Rd, Toronto, Ontario, M1P 2J9
Phone: 416-292-4555 Ext. 235 / Toll Free: 1-800-718-7664
Cell: 416-722-4940 / Fax: 416-292-4593
E-mail: bmathieu@tr1927.com
www.tr1927.com

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

Local Agents:

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

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

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

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

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

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

Local Agents:

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

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

ITGBL Local Agents

Country: Cape Verde

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

Local Agents:

	2) TIBA - Cabo Verde Rua Andrade Corvo num.17-2º Plateau - Praia - Santiago POC: Ineida Garcia –email: igarcia@tibagroup.com/capeverdedesk@tibagroup.com – Tel: (238) 261-8541 and Cell: (238) 918-3815 Email: llima@tibagroup.com/ capeverdedesk@tibagroup.com Angela Rodrigues Email: arodrigues@tibagroup.com Cell:(238) 910-2262
	4)CV Cargo, Lda Agente Transitario CV Cargo Cidade de Lisboa, CP-80C Fazeda- Praia Cabo Verde POC: Hermar Silva Phone: (238) 530-9637 Cel: (238) 581-9899 Fax: (238) 261-8344 Email: hsilva@cvcargo.com
	3)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
	1) AGS Cabo Verde Mudancas LDA 24, Rua da UCCLA - Achada Sto. Antonio CP 225-A Praia, Cape Verde POC:Yoann Lacerda Tel: 238 262 36 22 Email : manager-caboverde@agsmovers.com Website: www.agsworldwide-movers / www.agsfrasers.com

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

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

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

Country: Chad

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

Local Agents:

Country: Chengdu

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

Local Agents:

	Sirva International Freight forwarding (Shanghai) Co., Ltd., Chengdu Branch Address: Room 1303, building 2, Dading Century Plaza, No. 387 Tianren road, High-Tech Zone, Chengdu, China 610094 POC: Rick Yuan Tel: 86- 28-85126262/86-13348855569 Fax: 86-28-8512 6449 Email: rick.yuan@sirva.com or rick.yuan@alliedpickfords.com.cn
	UniGroup Relocation 808-2, Idealism Center, No. 38, Tianyi Street, High-Tech Zone, Chengdu, China POC: Aimee Zhang Tel: +86-28-8528 7058 / +86 13060022902 Fax: +86-28-8528 7078 Email: aimee_zhang@unigrouprelocation.com and Ray_Yao@unigroup.com
	Asian Tigers K.C. Dat(China) Ltd. Chengdu Office, Address: Room 502, KEN Building, No. 22, Section 1, First Ring Road South, Wuhou District, Chengdu, China POC: Cynthia Gao Tel: 86 10 64151188 *124/86-13911812797 Email: cynthia.gao@asiantigers-china.com and jekyll.zhang@asiantigerschina. Com
	SINO SANTA FE INTERNATIONAL TRANSPORTATION SERVICES CO., LTD Address: Fl. 2, Tower 3, Ascott Raffles City, Section 4, South Renmin Road, Wohou District, Chengdu, China POC: Amanda Qiao Tel: 86-28 85226788/86 13942095112 Email: Stepheny.Peng@santaferelo.com; Cherie.Kwan@santaferelo.com; amanda.qiao@santaferelo.com

Country: Chile

Post: *Santiago* **Bureau:** WHA

Local Agents:

	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.
	REMSSA Contact: Maria Eugenia Rojas Phone: (562) 2775-9990 E-mail: remssa@remssa.cl Address: Lope de Ulloa 1.885, Quinta Normal, Santiago-Chile
	DECAPACK Contact: Ivonne Gutierrez Phone;+56.2 2488 10 00 E-mail: ivonne.gutierrez@decapack.com Address: Claudio Arrau 9452 Pudahuel Santiago – CHILE

Country: China

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

Local Agents:

2)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

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4)Continental International Moving
26B, Bldg B, Bauhinia Court,
No. 30 DongSanHuan BeiLu,
Chaoyang District,
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

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5)JVK International Movers Ltd.
B-18C, Oriental Kenzo,
No.48 Dongzhimen Wai St.,Dongcheng District
Beijing China 100027
POC: Michael Wan / Kenny Wang
Tel: +86 10 8447 7685
Fax: +86 10 8454 9994
Email: michael.wan@jvkasia.com

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3)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

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1)Asian Tigers K.C. DAT (China) Ltd.
No. 19, Shunchi Road, Airport Logistics Zone,
Shunyi District, Beijing China 101300
POC: Wilson Fan, General Manager
Tel: (86-10)-6415-1188 ext 120
Fax: (86-10)-6417-9579
Email: ITGBL@asiantigers-china.com
Website:www.asiantigers-mobility.com

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6)Santa Fe Relocation Services
No. 1A, Street No. 8 Beijing
Airport Logistic Zone
Beijing China 101300
POC: Scott Piusz, General Manager, North China
Tel: (86-21)-6233-9700 ext 241
Cell: (86)-13764322474
Email:Scott.Piusz@santaferelo.com
Website: www.santaferelo.com

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7)UniGroup Worldwide Moving
Room 7A 16, East Wing, Hanwei Plaza,
No 7 Guanghua road, Chaoyang district,
Beijing China 100004
POC: Aimee Zhang, Branch Manager
Tel: (86-10)-6561-0688 ext 101
Fax: (86-10)-6561-6980
Cell: (86) 130-6002-2902
Email:Aimee_zhang@unigrouprelocation.com
Website: www.unigroupworldwide.com

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8)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

9) 2) AGS Four Winds International Transport Service (Shanghai) Co., Ltd
Beijing Branch Address: Room 2809, Block B, Building 402,
Wang Jing Yuan, Chaoyang District,
Beijing 100102, China.
POC: Eddie Ma, Branch Manager
Email: eddie.ma@agsfourwinds.co
Tel: (86-10)-8424 3050/3059 Ext. 211
Fax: (86-10)-8424 3050 Ext. 201
Cell: (86)-13701376062
Website: www.agsfourwinds.com

Country: China- All other points

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

Local Agents:

2)NIPPON EXPRESS (CHINA) CO.,LTD.WUHAN BRANCH Room 2109, Wuhan Shipping International Square,
No.250 Jianghan Road, Jiang'an District, Wuhan Hubei Province, China Henry Wang (Branch Manager Wuhan) Tel: 027-8574 3569 Fax: 027-85718163
Mobile: 177-4065-7251
E-Mail: wanghai@nittsu.com.hk

4)Wuhan Oriental Link Supply Chain Co.,Ltd
CR28-01 of 36th Floor,Wuhan New World Intl. Trade Tower, Wuhan China
POC: Ms. Luisa Yue(Branch Manager Wuhan)
Mobile: +86 186 9406 2602
Email: luisa@orientalink.cn

3)Santa Fe Relocation
Shanghai, China
Room 1701-02, The 17/F, Tower B, The Place, 100 Zunyi Road, Shanghai 200051
POC: Scott Piusz
General Manager – Moving, South China
T: +86 21 6233 9700
M: +86 13764322474
Email: Scott.Piusz@santaferelo.com

1)AGS Four Winds
Wuhan Ms. Monica Lee
email:Monica.lee@agsfourwinds.co m
Branch Manager
Tel :+86 27 8571 7850
Fax:+86 27 8571 5196
Mobile :+86 139 7140 3013
Address :Room 2028,20/F, Zhongshan Plaza,557 Jiefang Avenue,Wuhan ,Hubei Province,430022 China .

Country: Colombia

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

Local Agents:

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

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

1) Aviomar S.A.
Avenida El Dorado #96 - 47
Bogota, Colombia
POC: Miguel Angel Florez, General Manager, e-mail address: mflorez@aviomar.com.co , cell Phone #: 313 293 5407 , Phone #: 555 1757
BONDED Facility

Portan S.A.
Calle 19 # 32 - 49
Bogota, Colombia
POC: Paula Colmenares, Manager
pcolmenares@portan.com
Tel: 277-0401/ 277-0441/ 565-8421/ 562-1232/ 562-1253
Fax: 562-0618

Country: Congo, Republic of

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

Local Agents:

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

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

Country: Costa Rica

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

Local Agents:

Adriana Montesdeoca
Mudanzas Mundiales S.A.
Ph (506) 2207-6936
Central (506) 2207-6900
E-mail amontesdeoca@gmm.cr
www.gmm.cr

Patricia Fuentes
ABC Mudanzas
Tel:(506) 2258-2400
Toll Free USA & Canada
1-877-750-0237
Fax:(506) 2256-1039
Email: pfuentes@abc-movers.com
Skype: pfuentes70

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

Fabian 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
www.apaworldwide.com

Country: Cote D'Ivoire

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

Local Agents:

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

Packing Service International
G30 Rue Des Majorettes à Bietry
07 B.P. 66
Abidjan 07, Cote d'Ivoire
POC: Denys Vaillant, Director
Tel: (225) 21-25-27-17
Fax: (225) 21-25-28-13
Email: demenagement@packing-service.com

Country: Croatia

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

Local Agents:

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

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

Tomić d.o.o.
Savska cesta 141
10000-Zagreb

POC: Diana Tomic
Tel:+ 385 1 6055148
Fax.:+ 385 1 6055940
E-mail: diana.tomic@tomic-spedicija.hr

Gosselin Croatia
Međimurska ulica 21
10000 Zagreb
Croatia
POC: Zoran Bilandzija
Phone:+385 1 5805 728
Mob: +385 95 3908120
E-mail: ZoranB@gosselingroup.eu

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

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

Country: Cuba

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

Local Agents:

ITGBL Local Agents

Country: Cyprus

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

Local Agents:

1Orbit Moving & Storage Ltd
International Relocations and Exhibition Logistics
End Sfakion & Ksirokambou street
Omonia 3048, Limassol, CYPRUS
(Main: + 357-25751155
Fax: + 357-25755820
(Mob: + 357-99687563
*Email: natasha@orbitcy.com
Web: www.orbitcy.com
POC: Natasha Tavoukjian (CEO)

Columbia Worldwide Movers Ltd
Neas Genias 101, 4150 Limassol
Cyprus
Tel: +35725716020
Fax: +35725716021
POC: Zoe Thouki
POC number +357 99579807
POC email address: zoeth@columbiamovers.com
Official email: info@columbiamovers.com.cy
www.columbiamovers.com

Country: Czech Republic

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

Local Agents:

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

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6)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

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

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

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2)Gosselin Worldwide Moving Group
Jeremiasova 947
155 00 Praha 5, Czech Republic
POC: Roberto Rojas
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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4) Move One Relocations, Prague
Vinohradska 25
120 00 Praha 2, Czech Republic
Jaroslav Mackovic

Moving Operations Manager
- Slovakia and Czech Republic

Email: jaroslav.mackovic@moveoneinc.com
Office: +421 263 531 303
Mobile: +421 905 879 969
Skype: moskjaroslav

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7)Voerman Czech, spol. s r.o.
Emmanuel Cassassolles
Business Development Manager
Modletice 85
251 01, Modletice
Czech Republic
+420 724 116 111
ecassassolles@voerman.com

www.voerman.com
www.eurohome-relocation.com
www.ulsi.nl

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

Country: Denmark

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

Local Agents:

2) Aspire Mobility
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:

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

1) ETS. MARILL
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

ITGBL Local Agents

Country: Dominican Rep.

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

Local Agents:

1) L&G International Movers
POC: Jose Lopez
Tel: (809) 530-4494
Email: jlopez@lginternationalmovers.com

International Moving Manager
INTERNATIONAL PACKERS, SRL
Carretera de Manoguayabo Km 1 1/2
Santo Domingo Oeste, República
Dominicana POC: Odile
Espinal
□: 1-809-379-0303 EXT. 19
□: 1-829-727-0115
□: http://www.internt-packers.com.do

3) 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

2) La Rosa Del Monte Express
POC: Maria Arias
Tel: (809) 687-6620
Email: domrep@larosadelmonte.com

Country: DR Congo

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

Local Agents:

	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
	2) 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.comg
	1) Socodam (forwarding and packing) Avenue Colonel Ebeya Kinshasa Gombe P.O.C: Dambana Jean Paul 243-999916667 243-819916667 Socodam2005@yahoo.fr Socodamcontracting.office@yah
	4)Ets Jade Avenue Akula,24 Kinshasa Kingabwa, DRC Tel: 243-819505056 P.O.C: Bijou Van Eycken Email: vaneyckenb@yahoo.fr ; ebutab@yahoo.fr ***Packing/ Shipping/Clearing
	5)AGS Kinshasa Kinshasa/ Limete P.O.C: Julien Porcher Email: managerkinshasa@ agsmovers.com; importkinshasa@ agsmovers.com ***Packing/ Shipping/Clearing

Country: East Timor

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

Local Agents:

	2) 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
	1) 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

Country: Ecuador

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

Local Agents:

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

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

3) 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:

1) ECUADORIAN TRANSPORT
Address: Malearte N6772, entre Av. Legarda y Occidental. Quito, Ecuador
POC: Gustavo Lopez, Manager
Tel: 011- 593 2 6034710 / 6036281
Fax: N/A
E-mail: operaciones@ecuadoriantransport.com; grace@ecuadoriantransport.com

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

3)INTERNATIONAL SHIPPING & STORAGE – INSA
Address: Eloy Alfaro Avenue and Las Anonas corner. Quito, Ecuador
POC: Maria E. Avalos, Manager
Tel: 011- 593 2 2406065 / 066
Fax: 011 – 593 2 2406067
E-mail: mavalos@insa.com.ec

2) GLOBAL TRANSPORT
Address: Bartolomé Sánchez N71-69 y Enrique Guerrero. Quito, Ecuador
POC: Pablo Calero, Manager
Tel: 011- 593 2 2480-372 / 406 / 2472-587
Fax: 011 – 593 2 2480-406
E-mail: cjaramillo@globaltransportecuador.com

ITGBL Local Agents

Country: Edinburgh

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

Local Agents:

See agents for Lndon.

ITGBL Local Agents

Country: Egypt

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

Local Agents:

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

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

2)

3) DHL Global Forwarding
36, Deliverande Street
Heliopolis, Cairo, Egypt
POC: Mrs. Amani Habashi,
Removals Department Manager
Tel: (02) 417 2040
Cell: (02) 10-9990286
Fax: 002 02 2910616
Email: amani.habashy@dhl.com

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

Post: *Cairo* **Bureau:** NEA

Local Agents:

	2) Allied Pickfords Company - Egypt Mr. George Kmeid Vice-President Sales Email: george@alliedpickfords-eg.com Tel: +202-35390 831/2 Fax: +202-35390 383 Mobile: +2 (010) 958-0109
	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
	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
	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
	3) DHL Global Forwarding 36, Deliverande Street Heliopolis, Cairo, Egypt POC: Mrs. Amani Habashi, Removals Department Manager Tel: (02) 417 2040 Cell: (02) 10-9990286 Fax: 002 02 2910616 Email: amani.habashy@dhl.com
	4) United Trans Company Mr. Adel Guirguis General Manager Email: trans@grpunited.net Tel: +202 2460 33 70 Fax: +202 2460 33 80 www.grpunited.net

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

AGS Movers
POC:Thierry Stalin Phone: 240-555-266-850 Email: direction-malabo@agsmovers.com

Country: Eritrea

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

Local Agents:

3) Eritrean Clearing & Forwarding Agent, Pvt. Ltd. Co.
55 Liberty Avenue 1t floor No .08
PO BOX 671
Asmara, Eritrea
POC: Yonas Tekie
Tel: 291-1-123688
Fax: 291-1-1120795
Email: ecfa@gemel.com.er

2) IBEX TRANS SERVICES
POC. Eyob O.Yesus
Tel : +291 1 126929 Fax: 291 1 127061
Mobile:- +291 7 115891
P.O.BOX : 1643
Email : ibex@tse.com.er OR ibex_operation@gemel.com.er

1) Global Plc. Clearing & Forwarding, Packing Moving Warehouse
Blue Building No. 2
Asmar, Eritrea
POC: Ghebrekidan Kidane
Tel: 291-1-124445/ 124870
Fax: 291-1-124338
Email: global@gemel.com.er ***** PLEASE USE GLOBAL FOR ALL OUTBOUND SHIPMENTS ****

Country: Estonia

Post: *Tallinn* **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:

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

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

Country: Fiji Islands

Post: *Suva* **Bureau:** EAP

Local Agents:

Williams & Gosling Ltd.
PO Box 79
Suva, Fiji
POC: Gina Pickering
Email: GinaP@wgfiji.com.fj
POC: Romana Andrews
Email: RomanaA@wgfiji.com.fj
Tel: 679-3312633
Web-site: www.wgfiji.com.fj
**bonded facility **
Info@wgfiji.com.fj

POC: Phillip Bali
Managing Director
Movements International Fiji Ltd
Lot 16 Sub Division Rokobili,
Queens Road, Suva, Fiji Islands
P O Box 12158
Suva
E: phillipb@mifiji.com.fj
P: 7739476/3319476
M: 9922668
POC: Jonathan Latchman
Operations Team Leader
E: operations@mifiji.com.fj
P: 7739476/3319476
M: 9925678

Country: Finland

Post: *Helsinki* **Bureau:** EUR

Local Agents:

1) Oy Victor Ek Ab
Malmin Kauppatie 8, 00700 Helsinki, Finland
POC: Mr. Antti Lind
Tel: 358 9 1251 370
Email: antti.lind@victorek.fi

3) Alfa Quality Moving Oy
Ruosilankuja 6, 00390 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

4)Travelcargo International Removals
Koivulehdonkuja 2
01510 Vantaa, Finland
POC: Mattias Sjöberg
Mattias.sjoberg@travelcargo.fi
Tel: +358-440801094

2) Helsingin KTK Oy/ Master Mover
Kivikonlaita 33, 00940 Helsinki, Finland
POC: Arja Laitinen
Email: arja.laitinen@helsinginktk.fi
Email: mastermover@helsinginktk.fi
Tel: 358-9-77787220

Country: France

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

Local Agents:

See Paris

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

Local Agents:

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

Local Agents:

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

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

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

Local Agents:

GAMBLIN - Contact: Mr. Charles-Henri LALLOUETTE
Address: Eco River Parc - 30 rue des Peupliers
92000 NANTERRE, France
Tel: +(33) 1 56 47 17 00
E-MAIL: ch.lallouette@gamblin.fr

TEAM Allied - Contact: Nathalie Henenbelle
Address: 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

NEER SERVICE FRANCE - Contact: Mr. cedric ZIBI
Address: 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

E-mail: cedricz@neerservice.fr

SANTA FE - Contact: Mr. Franck Arigno
Address: 6 rue René Razel 91400 Saclay, France
TEL: +(33) 1 80 38 31 00 - FAX: + 33 (0) 1 69 35 08 55
E-MAIL: Franck.Arigno@SantaFeRelo.com

CROWN RELOCATIONS - Contact: Mr. Patrick Houssin
Address: 7 rue Gustave Eiffel - 78300 Poissy, France
Tel: +(33) 1 30 06 75 37
Fax: +(33) 1 30 06 75 48
E-mail: phoussin@crownww.com

PRODEMIS - Contact: Ms. Brigitte Pagnoud Address: 10 rue du Meunier - Zac du Moulin - BP 14026
95722 Roissy CDG Cedex, France
Tel: +(33) 1 41 02 94 41 - FAX: +(33) 1 41 02 94 49
E-mail: Bpagnoud@prodemis.fr

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

GROSPIRON - Contact: Ms. Armelle Peloille
Address: 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: a.pelloille@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@agsdemenagement.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

ITGBL Local Agents

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

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 revaz.chanturia@interdean.com.ge
TEL: +995 322 91-70-88
FAX: +995 322 91-70-88
Address: 5B N. Ramishvili St., Tbilisi-0179, 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

Country: Germany

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

Local Agents:

Santa Fe Relocation Services
Hauptstr. 07
14979 Grossbeeren, Germany
POC: Thomas Breitreiter
Tel:49-33701-21413
Email: Thomas.Breitreiter@SantaFeRelo.com

Corporate Logistics
Osdorfer Ring 4
14979 Grossbeeren
phone:+49 (0) 33701742260
Fax:+49 (0) 33701742262
Ralf Kessel Ralf.kessel@corporate-logistics.eu

Froesch GMBH & Co. KG Maerkische Allee 45
14979 Grossbeeren, Germany
POC: Tobor Bellovice
Tel: 0049 (0) 33 701 / 532 60
Email: tibor.bellovics@agsfroesch.com

Paramount Transportation Systems
Attn: Mr. Stefan Schaudinn
Senior Account Manager
Grossbeerenstraße 2-10
12107 Berlin, Germany
Phone: +49 (0) 30 4089 2040
Fax: +49 9)0 6107989229
Emial Stefan.schaudinn@pts-moves.com
Web: www.pts-moves.com

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

Local Agents:

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

Local Agents:

See Berlin

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

Local Agents:

1) Company Friedrich Kurz GmbH
Walter-Zapp-Strasse 4
35578 Wetzlar, Germany
Phone: 011-49-6441-9232-0 or 011-49-6441-9232-16
Fax: 011-49-64419232-22
Contacts are:
Barbara Galir, General Manager; Email: Barbara.Galir@Kurz-Moving.de
PH: 011-49-6441-9232-16
Beatrix Kaup, Export; Email: Beatrix.Kaup@Kurz-Moving.de
PH: 011-49-6441-9232-18
Stephanie Kuhl, Import; Email: Stephanie.Kuhl@Kurz-Moving.de
PH: 011-49-6441-9232-90 info@kurz-moving.de

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

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:
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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

Country: Ghana

Post: *Accra* **Bureau:** AF

Local Agents:

3) UT Logistics
2nd floor, Dennis House Building
PMB 193, Tema
Ghana, West Africa
M: (+233) 202 640259
Email: servicedesk@ut-logistics.com
Website: www.ut-logistics.com
Official/Group email address: servicedesk@ut-logistics.com
Contact person & tel. # for Documents, Export, Import and Invoices/Payments: Ms Fidelia Otchere, +233-202-640259

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6).Hull Blyth Ghana
Managing Director: Christian Holm
Email: Christian.Holm@Hull-Blyth.com
Mobile: 055 659 3221

Physical Address:
Gateway House, Fishing Harbour Road
P.O. Box 214, Tema, Ghana
Tel: +233(0)303 219 219
Fax: +233(0)303 219 220
Website: www.hull-blyth.com
Email: enquiresghana@hull-blyth.com

POC 1: David Hepburn
Email: David.Hepburn@Hull-Blyth.com
Mobile: 054 433 8093

POC 2: Martin Adams
Email: Martin.Adams@hb-gh.com
Mobile: 054 011 6501

Group Contact Email Addresses:
Air Freight: airfreight@hb-gh.com
Ocean Freight: oceanfreight@hb-gh.com

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5)Bbold Logistics Ghana Limited
Address: P.O.Box CO1008, Tema
Country, Ghana
Main Phone Number: +233 (303) 216979
Main Fax Number: +233 (303) 211478
Main Point of Contact: Claud 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

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4)Worldwide Movers Ghana Ltd
Mailing Address: PO Box CT10216, Cantonments,
Accra, Ghana
Physical Address:
PSB Plaza, 3rd Floor
Plot #87 Spintex Rd.
Accra, Ghana
+233 302-971-258
http://www.worldwidemoversafrica.com/ghana.html
Grant Jones:
grant.wwmaf@icloud.com
+233 260-840-559

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2) DOXA WORLDWIDE MOVERS LTD
Official/Group email address: - doxavl@yahoo.com
/ doxavanlines@gmail.com
Contact person & tel. # for Documents: - Matthew
Ackun - 0244263999 / 0207056074
Jacob
Tampuri- 0203001178
Contact person & tel. # for Export: - Matthew
Ackun 0244263999 / 0207056074
Gideon
Adatsi -0277316118
Contact person & tel. # for Import: - Matthew
Ackun -0244263999 /
0207056074
Jacob
Tampuri - 0203001178
Contact person & tel. # for Invoices/Payments:
Bernard Arthur Tey - 0243425809
Matthew
Ackun -0244263999 / 0207056074

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7).ADD GROUP LTD
Managing Director: Peter Osei
Email: posei@addgrouphome.com
Mobile: 054 861 6660

Physical Address:
9 Mempeasem Avenue, East Legon
Tel: +233(0)501 300 106, +233(0)548 616 660
Email: servicedesk@addgrouphome.com
Website: www.addgrouphome.com

POC: Mrs. Rosina Asiedu
Email: rasiedu@addgrouphome.com
Mobile: 024 902 5889

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: Jonathan Combarieu
Email: manager-ghana@agsmovers.com

Email: import-ghana@agsmovers.com
export-ghana@agsmovers.com

Country: Greece

Post: Athens **Bureau:** EUR

Local Agents:

2) Celebrity Int'l Movers
102 Kapodistriou Av.,
14235 N. Ionia
Tel : 011 30 210 2720103
Fax : 011 30 210 2720105
POC : Mrs. Marissa Tejada Benekos
Email : marissa@celebrity.gr

4)ATTICA MOVERS LTD
19 SYNGROU AVENUE
ATHENS/ 11743 GREECE
TEL. 0030-210-9216773 fax. 0030-210-9222395
You may contact me ,DIMITRA KOTSANIDOU
email dkotsanidou@atticamovers.gr

3) Matrix Relocations Ltd
26 Skoufa str.,
10673 Athens Greece
Tel :+30 211 800 0660
Fax : 011 30 210 6104493
POC : Mr. S. Michos
Email : sergios.michos@matrixrelo.com
itgbl@matrixrelo.com

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

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

Local Agents:

1) Matrix Relocations Ltd
26 Skoufa str.,
10673 Athens Greece
Tel :+30 211 800 0660
Fax : 011 30 210 6104493
POC : Mr. S. Michos
Email :
sergios.michos@matrixrelo.com
itgbl@matrixrelo.com

2) Celebrity Int'l Movers
102 Kapodistriou Av.,
14235 N. Ionia
Tel : 011 30 210 2720103
Fax : 011 30 210 2720105
POC : Mrs. Marissa Tejada Benekos
Email : marissa@celebrity.gr

3) Orphee Beinoglou International Forwarders SA
27th km Old National Road
Athens-Korinth
Elefsinia Location
GR-19200 Elefsina/Athens
S.B. (0030) 210 9466 100 (ext. 302 & 303 & 312)
FAX : (0030) 210 55 41 035
Cell. : (0030) 695.5-190.888
POC: Lina Dekouli
E-mail: ldekouli@beinoglou.gr

4)ATTICA MOVERS LTD
19 SYNGROU AVENUE
ATHENS/ 11743 GREECE
TEL. 0030-210-9216773 fax. 0030-210-9222395
You may contact me ,DIMITRA KOTSANIDOU
email
dkotsanidou@atticamovers.com

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:

2)Asian Tigers Mobility
Room 1707, New Ploy Tower
No. 2 Zhong Shan Liu Road
Guangzhou, China
POC: Sarah Lee
Email: sarah.lee@asiantigers-china.com
Tel: (8620) 8666-2655
Fax: (8620) 8667-8944

3) Santa Fe Relocation Services
Room 1308, West Tower
Yongcheng International Commercial Center
Tiyu East Road
Tianhe District
Guangzhou 510620, China
POC: Thomas Morocz
Email: Thomas.Morocz@santafe.com
Tel: (8620) 3887-0630
Fax: (8620) 3887-0629

1) AGS Four Winds International Movers
Room 705, R & F Golden Jubilee Business Center
No. 5 Fuchang Road
Haizhu District
Guangzhou, China
POC: Kenny Zheng
Email: Kenny.zheng@agsfourwinds.com
Tel: (8620) 8363-3735
Fax: (8620) 8363-4356st

Country: Guatemala

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

Local Agents:

1) Swiss Global Movers
3 Calle 6-70, zona 13
Pamplona
Guatemala City, Guatemala
POC: Liliana Salguero
Tel: 502-2259-0600
Fax: 502-2472-3413
Email: liliana.salguero@cropa.com.gt
Website: www.cropa.com.gt

2) Internacional de Mudanzas, S.A. 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

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:

2) Transit Fret (Transfret):
AGENCE GUINEE BISSAU
RUA General Omar Torrijo
No. 33 Bissau
Tel: +245 20 74 05
Fax: +245 20 74 06
EMAIL: Transfret@yahoo.ca

1) AGS Frasers Senegal
Av. Malick Sy
BP: 2704 - Dakar, Senegal Carretera del Aeropuerto, KM 4.
Malabo.
Guinea Ecuatorial.
POC: Jean Noel Boulnois
Tel: 221 822 54 30
Cell: 221 637 72 80
Email: tdicasal@orange.sn

Country: Guyana

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

Local Agents:

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

Country: Haiti

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

Local Agents:

1) EMBALLAGE ADVENTISTE
Diquini 63, Carrefour, Haiti
Email: info@emballageadventiste.com
POC: Mr. Delide Meme
Tel: 509-2813-1376 / 77 Cell phone: 509-3759-3128

2) CONCORDE WORLDWIDE MOVERS
7, Rue Garnier
Bourdon, Haiti
Tel: 509-2813-7457; (509) 3657-2660
USA 1-646-233-1260 POC: Mr. Reynald Lally and Mr. Schopenhawer Louis:
impexpconcorde@gmail.com Tel: (509) 4754-2018 Email:
concordeoffice@gmail.com
impexpconcorde@gmail.com
concordehaiti@gmail.com
rlally@concordehaiti.com

Country: Holy See

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

Local Agents:

See Rome, Italy.

Country: Honduras

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

Local Agents:

1) Airlift International
Boulevard Suyapa (100 mts. North of Emisoras Unidas)
Tegucigalpa, Honduras
POC: Mario Nunez Lacayo
Tel: (504) 2232-0485; (504) 9992-2576
(504) 2232-0488 and 2232-0490 Email:
mnunez@mudanzasairlift.com;
areyes@mudanzasairlift.com

2) Mudanzas International
Edificio Internacional
Boulevard Suyapa (frente la UNAH)
POC: Maritza Rodríguez de Lacayo
Tel: (504) 2239-1901; (504) 2239-1903
(504) 2232-5676 E-mail:
mudintl@yahoo.com
info@mudanzasinternational.hn

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

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

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

Country: Hungary

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

Local Agents:

Gosselin Mobility Hungary
Liliom Utca 1/B FSZT 3
1094 Budapest
Hungary
Zsolt Sarandi
General Manager
Tel. +36 1 261 2651
FAX.+36 1 260 1055
CELL.+36 309 324127
E-mail. ZsoltS@gosselingroup.eu
WEB www.gosselinmobility.eu

Move One Hungary Office address:
1117 Budapest, 11th district, Neumann Janos u 1/E, 5th floor
Email: budapest@moveoneinc.com
Phone: +361 266 0181

Santa Fe Relocations Kft.
H-1211 BUDAPEST, Szállító u. 6. (2nd floor)
POC: Anthony Heszberger
Tel: (361) 888-6750
Fax: (361) 277-2877
Email: Anthony.Heszberger@SantaFeRelo.com
Email: Andrea.Laskovics@SantaFeRelo.com
Website: www.santaferelo.com

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

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

ITGBL Local Agents

Country: India

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

Local Agents:

	Universal Relocations 76, Chamiers Road, Nandanam, Chennai - 600018 POC: Ms.Sangeetha C Dave, Director & CEO Dir: 91-44 40408844 Board Line: 91-44 - 40408800 M:91-7299078516 E: sanju@universalrelocations.com
	Globe Moving & Storage Co. Pvt. Ltd. # 3M-105 | 3rd Floor | 3rd Main Road | East of NGEF Layout | Kasturi Nagar Bangalore 560043 | INDIA POC: Ajit Venkatesh R, Director Email: ajit@globemoving.net Tel : +91-80-42115151
	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

Local Agents:

3) Govias & Govias / G. M. Govias & Sons
Int'l Packers& Movers/ Customs House Agent
Catholic Center Annex, Armenian
Street, Chennai – 600 001
POC : Mr. Fredric Govias, General Manager
Mobile: +91-9840030312
Tel : + 91 – 44 –25382192 – BOARD
Tel : + 91 – 44 – 42161599 –DIRECT
Fax : + 91 – 44 – 25382030
Email id: fredrick@goviasgroup.com

1) Globe Moving
3M-105 | 3rd Floor | 3rd Main Road | East of NGEF Layout | Kasturi Nagar
Bangalore 560043 | INDIA
POC: Deepak Narain, Branch Manager
Boardline: +91-080-46414545
Cell No. : + 91- 9845041208
Email id: deepak.narain@globemoving.net

4) Writer Relocations
105, Dr. Ambedkar Road, Mumbai 400 033
POC : Ms Prajakta Date, Assistant Manager – International Moving
Mobile: +91-9840030312
Tel : + 91 – 022 –66170112 – BOARD
Email id: prajakta.date@writercorporation.com

5) Santa Fe India Pvt. Ltd.
1st Floor, Plat No. 287/A, Road No. 12, Banjara Hills
Hyderabad – 500 034
POC: Mr. Mark Anthony, Move Coordinator
Mobile: +91-9866591735
Tel: +91- 040-42627676
Email: mark.anthony@santaferelo.com

2) AGS/Four Winds International Movers
Gopal Industries, Plot No. 19
IDA, Balangar, Hyderabad - 5000037
POC: Anita Takdare, Branch Manager
Boardline: +91-040-23074593
Cell No. : + 91- 7702037373
Email id: anita.takdare@agsfourwinds.com

ITGBL Local Agents

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

Local Agents:

1) Writers Relocations
1/1 Central Plaza, 2/6 Sarat Bose Road
Kolkata 700020, West Bengal, India
POC: Mr.Ankit Mondal- Branch Deputy General Manager
Tel: +91-9674160490
Fax: 91 33 24756189
Email: ankit.mondal@writerrelocatioin.com
Website: www.writercorporation.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: Mr. Bhaswar Bose
Email:bhaswarbose@crownww.com
Tel: + 91-33 2659 4554
Cel: 91 85 8406 2747

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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:
bdmkol@pmrelocations.com),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

ITGBL Local Agents

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

Local Agents:

3) PM RELOCATIONS

Address - 125, Damji Shamji Industrial Estate, LBS Marg, Vikhroli (W), Mumbai 400 083.
POC: Mr. Dharmender Singh – dharmender@pmrelocations.com
Mobile No: +91-9717498936

1) WRITER RELOCATIONS
Address - 105, Dr. Ambedkar Road, Mumbai 400 033, India

POC: Mr. Austin Da Gama - austin@writercorporation.com
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Mr. Rohinton Kasad - kasad@writercorporation.com
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Board line: +91-22-6617 0100 / 0111 | Office: +91-22-6617 0112
www.writercorporation.com

2) AGS FOURWINDS INDIA PVT. LTD

Address - 402 The Ambience Court, Plot No. 02, Sector 19-D, Vashi, New Mumbai: 400 703
POC: Ms. Leena Barros - leena.barros@agsfourwinds.com
Mobile No: +91-9920164821
sales2.mumbai@agsfourwinds.com

Post: *New Delhi* **Bureau:** SCA

Local Agents:

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

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

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

Country: Indonesia

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

Local Agents:

	3) Asian Tigers Lane Moving & Storage (PT. Citra Air) K awasan Industri Gudang Taman Tekno B lok C, No.2, Sektor XI, Bumi Serpong Damai T angerang-Jakarta, 15314, Indonesia P hone: +62 21 7561999 F ax: +62 21 7800013, 7800749 bill.lloyd@asiantigersindonesia.com w ebsite : www.AsianTigersGroup.com	POC:Bill Lloyd
	4) PT. Pacific Removindo (Allied Pickfords Indonesia) Jl. TB Simatupang kav. 89 Tanjung Barat, Jakarta 12530, Indonesia POC: Arditama Email:arditama@alliedpickfords.co.id Tel : +62 21 7807851 Fax : +62 21 7824205 +62 81 2106 2515 (Arditama) Website: www.alliedpickfords.co.id	
	5) AGS Four Winds Indonesia Menara Bidakara 2, Level 10 Unit 3, Jl. Jend. Gatot Subroto Kav. 71-73 Tebet, Jakarta 12870, Indonesia POC: Kathy Scalabre Email: Enquiries-Jakarta@agsfourwinds.com Tel: +62 21 8370 8395 Fax: +62 21 8370 8391 Website: www.agsmovers.com	
	6)BRAMA INDONESIA LOGISTICS (PT. BRAMA INDONESIA LOGISTIK) Pergudangan Taman Tekno Block L2 No. 12 BSD City – Tangerang Selatan Tel/Fax : +62 21 7564579 / 7564878 POC : Ade Ardian, email: ard@brama-logistics.com, cell: +6281380762070 Muad Suleman, email: man@brama-logistics.com, cell: +62816744850 Website: http://www.brama-logistics.com	
	2)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	
	1) Supra Raga Transport (SRT) PT. Ritra Building, 3rd Floor JL Warung Buncit Raya No. 6 Jakarta 12740, Indonesia POC: Mr. Ananda Tel: (62) (021) 798-2220 Fax:(62) (021) 798-2205 Email: removal-div@srt.co.id Website: www.srt.co.id	

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

Asian Tigers
Kawasan Gudang Tanrise Southgate No. A-11
Jl. Nangka Sruni Terusan A. Yani
Gedangan, Sidoarjo 61254, Indonesia
Telephone/facsimile: +6231 8918798
Website: www.asiantigers-mobility.com
Contact person: Ms. Wina Karliana, Branch Manager, cellphone: +628118204588, email: wina.karliana@asiantigers-indonesia.com

ALLIED PICKFORDS
Angtropolis Commercial Estate
Jl. Margomulyo 46 Blok C-3
Surabaya 60183, Indonesia
Telephone: +62 31 7498377
Faximile: +62 31 748 3372
Website: www.alliedpickfords.co.id
Contact person: Ms. Emma Rumawas, Moving Consultant
Mobile: +62 81217202017
Email: emma.rumawas@alliedpickfords.co.id

ITGBL Local Agents

Country: Iraq

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

Local Agents:

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

Desert Road CCS Ltd.
Address: Iraq, Baghdad, Baghdad International AirPort, Cargo Village
POC: Hazim Mithael, Operations Director
phone: 001 210 396 2008
phone : 00964 (0) 790 198 6142
e-mail : operations@desertroad.net

Post: *Basrah* **Bureau:** NEA

Local Agents:

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

Desert Road CCS Ltd.
Address: Iraq, Baghdad, Baghdad International AirPort, Cargo Village
POC: Hazim Mithael, Operations Director
phone: 001 210 396 2008
phone : 00964 (0) 790 198 6142
e-mail : operations@desertroad.net

Post: *Erbil* **Bureau:** NEA

Local Agents:

2) Desert Road Ltd
Baghdad International Airport
Baghdad
Email: operations@desertroad.net
Tel(1): 001 210 396 2008

1) Paxton International
413 Ishtar, Ankawa
Erbil, Iraq
Tel (1): +9647809143828
Tel (2): 703 321 7600
Email: erbil@paxton.com

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:

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

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

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 –
Lior Sanderowitz / liors@Globus-Intr.co.il 972-529408682
Ofer Grinberg / oferg@globus-intr.co.il 972-52-6845418

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:

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

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,

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,

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

Country: Italy

Post: *Florence* **Bureau:** EUR

Local Agents:

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

4)AYS AT YOU SERVICE S.r.l.
Via delle Querce snc – Loc. Castagnetta
00071 Pomezia (Roma)
POC: Massimo Santori
Ph.: +39-06-9122-600
Fax: +39-06-9182-1718
Email: m.santori@ayssrl.eu

3)De Vellis Servizi Globali S.R.L.
Via Volturno, 7
00185 Rome, Italy
POC: Fabrizio Simi
Ph.: +39-0775-89881
Fax: +39-0775-8988211
Email: Fabrizio.Simi@devellis.it
Christian.Devellis@devellis.it
Ivan.Devellis@devellis.it

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

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

Local Agents:

3)De Vellis Servizi Globali S.R.L.
Via Volturno, 7
00185 Rome, Italy
POC: Fabrizio Simi
Ph.: +39-0775-89881
Fax: +39-0775-8988211
Email: Fabrizio.Simi@devellis.it
Christian.Devellis@devellis.it
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2)Zumstein S.r.l.
Via Albert Einstein, 12
00015 Monterotondo (Rome), Italy
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Ph.: +39-06-9069-696
Fax: +39-06-9069-729
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4)AYS AT YOU SERVICE S.r.l.
Via delle Querce snc – Loc. Castagnetta
00071 Pomezia (Roma)
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Ph.: +39-06-9122-600
Fax: +39-06-9182-1718
Email: m.santori@ayssrl.eu

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

Post: *Naples* **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

4)AYS AT YOU SERVICE S.r.l.
Via delle Querce snc – Loc. Castagnetta
00071 Pomezia (Roma)
POC: Massimo Santori
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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
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3)De Vellis Servizi Globali S.R.L.
Via Volturno, 7
00185 Rome, Italy
POC: Fabrizio Simi
Ph.: +39-0775-89881
Fax: +39-0775-8988211
Email: Fabrizio.Simi@devellis.it
Christian.Devellis@devellis.it
Ivan.Devellis@devellis.it

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

Local Agents:

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
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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
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4)AYS AT YOU SERVICE S.r.l.
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00071 Pomezia (Roma)
POC: Massimo Santori
Ph.: +39-06-9122-600
Fax: +39-06-9182-1718
Email: m.santori@ayssrl.eu

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

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) Yamato Logistics Co., Ltd. Yamato Tamachi Boldg.,5F. 5-27-6, Shiba, Minato-ku, Tokyo 108-0014 Japan POC: Mr. Hisaaki Maeda Tel: 03-5418-5524 Fax: 03-5418-5527 Email: h-maeda@y-logi.com Website: http://www.y-logi.com/ylc/english/index.html *Has access to military bases/SOFA 380 Clearance	
	2) Crown Moving Service 125-2 Kiba 2-chome Tobishima mura Ama-gun, Aichi, Japan 490-1444 POC: Mr. Hiroyuki Kobayashi TEL: 0567-57-0633 FAX:0567-57-0634 Email: h.kobayashi@crown-moving.net Website: http://www.crown-moving.net/ Email: h.kobayashi@crown-move.com *Has access to military bases/SOFA 380 Clearance	
	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	

Post: *Naha* **Bureau:** EAP

Local Agents:

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

Ryukyu Logistics Co., Ltd.
2-17-13 Minato-Machi
Naha, Okinawa Japan 900-0001
POC: Mr. Koichiro Nakazato
E-mail: koichiro@ryukyu-logi.com
Mr. Keiichiro Chinen
E-mail: keiichiro@ryukyu-logi.com
Mr. Taiki Sunagawa
E-mail: taiki@ryukyu-logi.com
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

Post: *Osaka-Kobe* **Bureau:** EAP

Local Agents:

Nippon Express Co., Ltd.
Osaka Chuo Bldg., 4F, 1-1-18 Kita-Horie, Nishi-ku
Osaka 550-0014 Japan
POC:Mr. Ryohei Konishi (ryoa-konishi@nittsu.co.jp)
Tel: 81-6-6538-3530
Fax: 81-6-6838-3538

**bonded facility **

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

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

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

Local Agents:

Nippon Express Co., Ltd.
Overseas Removals Business Branch
Foreign Corporate Accounts Group
Nittsu Bldg, 11F, 1-9-3, Higashi-Shimbashi
Minato-ku, Tokyo 105-8322 Japan
TEL : 03-6251-6553
POC: Mr. Ryohei Konishi ryoa-konishi@nittsu.co.jp
http://www.nipponexpress.com/

** bonded facility **

Nihon System Service Co., Ltd.
2-6-6 Wakasu Koto-ku Tokyo 136-0083
Tel: 81-3-5534-7233
Fax:81-3-5534-7240
Email: POC: Yoshichika Ito tokyo.overseas@nss-japan.com
Website: http://www.nss-japan.com/Eng/index.html

Yamato Global Logistics Japan Co., Ltd.Kinpai Third Bldg. 4F, 1-14-5, Shinkawa, Chuo-ku Tokyo, 104-0033 JAPAN
POC: Mr. Hisaaki Maeda
Telephone : 03-5542-3320 | Mobile : 090-4370-1100 E-mail : h-maeda@y-logi.com http://www.y-logi.com/service/kaigai/english/index.html

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

Local Agents:

2) Nihon System Service Co., Ltd.
2-6-6 Wakasu Koto-ku Tokyo 136-0083
Tel: 81-3-5534-7233
Fax:81-3-5534-7240
POC: Yoshichika Ito & Yoji Yasuda: tokyo.overseas@nss-japan.com

1) Nippon Express Co., Ltd.
Overseas Removals Business Branch
1-9-3, Higashi-Shinbashi, Minato-ku
Tokyo 105-8322 Japan
POC: Ryohei Konishi: ryoa-konishi@nittsu.co.jp
POC: Hiroyasu Funakoshi: hi-funakoshi@nittsu.co.jp
Tel: 81-3-6251-6553
Fax: 81-3-6251-6551

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

Local Agents:

1) Nippon Express Co., Ltd.
NITTSU Bldg. 10F
1-9-3 HigashiShinbashi, Minato-ku, Tokyo, Japan 103-0014
POC: Shingo Maki Shib-nari@nittsu.co.jp
ITGBL_nippon@nittsu.co.jp
Tel: 81-3-6251-6300
Fax: 81-3-3251-6299

2) Nihon System Service Co., Ltd.
1F B Senju Soko, 26 Wakasu, Koto-ku, Tokyo
POC: Yoshichika Ito: yito@nss-japan.com
POC: Toshiaki Yokose: tokyo.overseas@nss-japan.com
Tel: 81-3-5534-7233
Fax: 81-3-5534-7240

Country: Jordan

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

Local Agents:

	4) Midtrans Logistics& Investment Amman, 11192 – Jordan Tel: +962 6 5676925 - Ext. 200 Fax: +962 6 5676934 E-mail: midtrans@maltrans.com ; Salkhatib@maltrans.com POC: Mr. Shadi Al Khatib /Logistics Manager Mobile: +962 79 5887000
	2) Levant Express Services Amman, 11118 – Jordan Tel No. 00962-6-4627042 /4610698 Fax No. 00962-6-4627042 E-mail : levantex@go.com.jo POC: Mr. Raja El Issa / General Manager, Mobile : 00962-79-5522890
	1) CML Safe Pak Amman, 11821 – Jordan Tel +962 6 537 7772 Fax +962 6 537 7106 Email: HHG@CML-JO.COM ; maysoon.kharroub@cml-jo.com; raja.khouri@cml-jo.com POC: Mr. Raja Khouri/CEO Mobile:+962-79-5761133
	3) Middle East Express Services(MEDEX) 178 Wasfi Al Tal St. I Frist floor office 14-15 IAmman, Jordan Tel + 962 6 I5355900 Fax + 962 6 I5355909 Mob + 962 7 97997 434 E-mail: m.refai@medexpac.com and mohd.najjar@medexpac.com POC: Mr. Mohannad Al-Refai/Managing Director, Mobile: +962-79-8668262

Country: Kazakhstan

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

Local Agents:

c. **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

a. EURASIA Service
174 A Seyfullin Avenue, Office 20
Almaty, Kazakhstan
POC: Igor Vorobtsov, Director
Tel: 7 7272 341155
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Cell: 7 777 241 3222
Email: eurasiatranskz@gmail.com

b. MOVEONE, 134 Dostyk Avenue, Business Center "Pioneer 2" Office 413, Almaty, Kazakhstan
POC: Sabina Sokolova, Email: sabina.sokolova@moveoneinc.com
Tel: +7727-313-0758/0759
Cell: +7771-300-7066

Post: *Astana* **Bureau:** SCA

Local Agents:

Globalink Logistics Group Tel: +7 727 2588880 (Ext. 478)
Mob.: +7 771 800 90 25
Akmaral Abdrakhmanova
Coordinator, CTD Department, Almaty
t.ahamed@globalinkllc.com
a.abdrakhmanova@globalinkllc.com

010000, Astana, Kazakhstan
12, Saryarka Street
Tel : + 7 7172 58 08 97 (107)
Mobile: + 7 7772982111
Fax : + 7 7172 58 08 99
web: www.globalinkllc.com

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

Move One
Email: christopher.ma@moveoneinc.com
Mobile: +7 771 507 0573
Skype: mo_christopher.ma
Christopher Ma Adil Auzbekov
Country Manager - Kazakhstan
Email: adil.auzbekov@moveoneinc.com
Phone: +7 771 300 7066
Office: +7 727 313 0759
Skype: mo_adil.auzbekov

ITGBL Local Agents

Country: Kenya

Post: *Nairobi* **Bureau:** AF

Local Agents:

	MEBS Global Reach Limited MMID Building, Unit 3B, Westlands Road, Westlands, Nairobi P. O. Box 13768 – 00800 Nairobi Tel: +254-20-3748847 POC: Eric Ducroix, Director, East Africa Operations Cell: +254-786-238-228 Email: educroix@mebs-global.com
	GlobalFreight Logistics Ltd. Markfirst House Jomo Kenyatta International Airport P.O. Box 45787- 00100 Nairobi, Kenya POC: Arbi Mussani Tel: 254 20 827777/822455 Fax: 254 822722 /822179 Email: arbimussani@globalfreight.co.ke , info@globalfreight.co.ke POC: George Nyamosi, Operations Manager Email: g.nyamosi@globalfreight.co.ke
	Bollore Africa Logistics Kenya Limited Airport North Road, Embakasi P. O. Box 46586 - 00100 Nairobi POC: Sue West, Packing and Removals Manager Tel: +254-20-6421534 Cell: +254-722-207 191 sue.west@bollore.com
	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
	AGS Frasers POC: Gil Recizac +254 20 2107073 +254 77 0513186 manager-kenya@agsmovers.com

Country: Korea

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

Local Agents:

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

Local Agents:

3). PML International Movers Ltd.

P: #804, Shinpoong Flostar, 756-1, Janghang Dong, Ilsandong gu, Goyang-Si, Gyuonggi-Do, Korea
E-mail: kay@pmlintl.com / Kayleepml@gmail.com
Tel: 82-31-907-1616, Fax: 82-31-907-1617
POC: Kay Lee/ Director
Cell: 010-9174-2746

2). Santa Fe Relocation Services Korea

P: #209, 2nd Floor, Woonsin Mickellan Bldg., 15-8 Jingwan 2-ro, Eunpyeong-gu, Seoul 03306 Korea
Email: thomas.morocz@santaferelo.com / korea@santaferelo.com
Tel: 82-2-797-3138, Fax: 82-2-2-797-3386
POC: Thomas Morocz / General Manager
Cell: 82-10-9161-4699

1). Young Jin Trade & transportation Co., Ltd.

P: 475 Sangdo 1 Dong, Dongjak Gu, Seoul Korea
E-mail: sh4142@gmail.com
Tel: 82-2-825-6345, Fax: 82-2-825-6344
POC: Shin, Hyun Kyoung / President

4). Hanjin Best Pac., Co., Ltd.

P:Room 302, Namyeong Bldg, 85-3, Galwol dong, Yongsan-Gu, Seoul, Korea
E-mail: sspark@hanjinbestpac.co.kr
Tel: 82-2-718-4061, Fax: 82-2-718-4093
POC: Sang-Sun Park / President
Cell: 82-10-8765-8614

5). AsianTigers Transpack Co. Ltd.

P: #901, Hoseo Univ. Venture Tower, 319, Kasan-dong, Keumshun-Ku, Seoul 153-802, Korea
E-mail: Joseph.song@asiantigers-korea.com
Tel: 82-2-3489-2500, Fax: 82-2-598-3925/6
POC: Joseph Song/President

Country: Kosovo

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

Local Agents:

3) Matrix Relocation Kosovo
A1 Richard Holbrooke St
10 000 Pristina
POC: Mr. Ekrem Qerreti
Email1: ekrem.qerreti@matrixrelo.com
Email2: pristina@matrixrelo.com
Tel: +381 38 548 888
Cell: +377 44 15 49 67

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

MAK Move
International Removal Services
Ekrem Rexha nn
Pristina, Kosovo

POC: Toni Markushevski
Tel. : +389 70 233-456; +389 2 3096-697;
e-mail: pristina@makmove.com.mk
info@makmove.com.mk
for handling POVs and GOVs shipments

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

Country: Kuwait

Post: *Kuwait* **Bureau:** NEA

Local Agents:

2) Al-Sawan Cargo Co.
POC: Jabbar Mukhtar
Cargo Manager
jms@alsawan.com
Al Sawan Company
Al Gazali Street
P.O. Box 576
Safat 13006 - Kuwait
Tel: +965-22270500 EXT: 1302/1303
Fax: +965-22270509
Cell: +965-9902-6461

DUNS # 53-515-2151

CAGE/NCAGE # SDSX6

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1)Al-Ghanim Freight
Alghanim Transportation Logistics & Solutions
Al-Rai Industrial Area, Blcok 1, Street 12, Plot 750, Kuwait
PO Box 22, 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
Direct Line: +965-2476-8284 (Mildred)
Cell: +965-9727-7852 (Mildred)
Mildred Serrao
E-mail: MSerrao@Alghanim.com

---

4)Gulf Agency Company (Kuwait)
Farwaniya, Dajeej Area
Block 1, Street 79
Plot No. 47, Faisal Center
Behind Kuwait Finance House
Website: moving.kuwait@gac.com
POC: Mr. Vincent Fernandes - Manager
Tel (board): 00965 222 05 800
Fax: 00965 243 47 325
Direct: 00965 222 05 831
Cell: 00965 97205128
Email: vincent.fernandes@gac.com
Ms. Afra Cardozo – Team Leader
Direct Tel: 00965 222 05 829
Cell: 00965 99046994
Email: afra.cardozo@gac.com
Ms. Tinu Thomas – Moving coordinator
Direct Tel: 00965 222 05 831
Cell: 00965 97252855
Email: tinu.thomas@gac.com
Mr. Joselee Fernandes – Moving Consultant
Direct Tel: 00965 222 05 832
Cell: 00965 97267448

---

5)Global Freight Systems, Co.
W.L.L.
Sultan Ben Essa Complex
Dajeej, Farwaniya, Kuwait
POB 22389, Safat 13084 Kuwait
POC: Nisha Kailash
knisha@global-freight.net
Tel: +965-2431-6530
Fax: +965-2431-6478/ 2431-9177
POC: Priya Mathew
Email: priya@global-freight.net
Tel: +965-2431-6530
Cell: +965-9007-7369
Fax: +965-2431-6478/ 2431-9177

3)TransCrate Logistics Trading Co. W.L.L.
P.O. Box 540, Safat, 13006
Office 23, Block 3, Plot 31,
Mirqab, Jasim Boodai Street.
Kuwait.
Tel: +965-180-4949 Fax: +965 22-44-7723

POC: Mario Rodrigues
HR & Admin Manager
Email: mrodrigues@transcrate.com
Mob: +965-97668686

POC: Lennon Blasco Dsilva
Business Development Manager
Email:ldsilva@transcrate.com
Mob: +965-96005079

POC: Mohammed K. Al Nasrallah
Commercial & Warehouse Director
Email:malnasrallah@transcrate.com
Mob: +965-99993745

POC: Marzouq D. Alghanim
Managing Director
Email:malghanim@transcrate.com
Mob: +965-99720333

Country: Kyrgyzstan

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

Local Agents:

2) Globalink Logistics Group
Bishkek, Kyrgyzstan
POC: Muhamat Attaev, Acting Business Coordinator
Email: m.attaev@globalinklogistics.com
Web-site:
www.globalink.bz/kyr.htm **
bonded warehouse**

1) American Resources International Cargo - A.R.I. Cargo
Bishkek, Kyrgyzstan
Tel: 996-312-660077
Fax: 996-312-661311
Email: Bishkek@aricargo.com
Web-site: www.aricargo.com **bonded facility **

4)Move One LLC
Company mail address—
kyrgyzstan@moveoneinc.com,
dubai@moveoneinc.com
POC: Sabina Sokolova - Country manager
Tel: +996 312 905353 ex1216, +996 776 585514
Cel:+996 555 585514
Fax: +996 312 905353 ex1216
Email: sabina.sokolova@moveoneinc.com
Web-site: www.moveoneinc.com

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

ITGBL Local Agents

Country: Laos

Post: *Vientiane* **Bureau:** EAP

Local Agents:

3/ Schenker (Lao) Sole Co., Ltd.
House No. 347, unit 20, Donepamai Road
Thongkhang Village, Sisattanak District Vientiane,
01160, Lao P.D.R
Tel : + 856-21-316485-6 Fax : + 856-21-316487
ATTN: Siriluk Cherdchan (Meow)
Schenker (Lao) Sole, Manager
Mobile : +856 20 55520989
Email : siriluk.cherdchan@dbschenker.com

1/ GEOTRANS LOGISTICS & MOVERS
UNIT 24, BAN PHONPAPAO THONG
SOKPALUANG ROAD, SISSATANAK DISTRICT
TEL/FAX: (856 21) 313 619 & 312 720
E-MAIL ADDRESS: Salikoun@geotrans.laopdr.com
ATTN: MR. VIRA SALIKOUN

2/JVK International Movers
C/O : TOP Mover Sole Co.,Ltd
Khamphengmueng Road
Ban Phonpapao Thong
Tel: 856 21 453630 and 313505 / Fax: 856 21 312376
E-MAIL ADDRESS: nok@jvkasia.com
ATTN: Ms. Savandaly Samountry (Nok)

Country: Latvia

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

Local Agents:

	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	
	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	
	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 **
	1) Gosselin Mobility Baltics Jurkalnes iela 15/25, gate 15 Riga, Latvia LV-1046 POC: Olga Konstantinova Tel: (371) 67800 800 Fax: (371) 67800 801 Email: OlgaK@gosselingroup.eu	** bonded facility **

Country: Lebanon

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

Local Agents:

2) Net Logistics
POC: Maral Sassine
Commercial Director
Beirut Port
Beirut, Lebanon
Tel: +961 1 560066 /+961 70
119987
Email: maral.sassine@thenetlogistics.com
Website: www.thenetlogistics.com
(Packing, forwarder & clearing agent)

1) 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

3)Fast Bollore POC
Fidèle Harb
Tel : + 961 (0)1 560 804/+ 961 (0) 1 560 812/ ext. :
245
Mobile : +961 76 766188
f.harb@fast-bollore.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:

3.MSC Mediterranean Shipping Company (Liberia) Ltd
Piah Badell Nipeh
Somalia Drive, Monrovia, Liberia
+231 8885 90900
+231 7702 49883
+231 8885 90921
www.msc.com

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

2.)Global Logistics Services (GLS)
Paul King
2nd and 3rd floor Kashour Building
Broad and Johnson Street
Monrovia, Liberia
+231 8865 53400
+231 8806 55857
Jamaal.king@glsbusiness.com

4) 6.OBT Shipping Ltd
Rune Dyhr
Somalia Drive,
Liberia Monrovia
+231 77759 0903
+231 77759 0911
libops@obts.dk

Country: Libya

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

Local Agents:

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

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

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) UAB SERVEKT
Dubingiu 53
08216 Vilnius
Lithuania
POC: Vytautas Kaneckas
Tel: +370 5 2641407
Fax: +370 5 2641407
Cell: +370 686 66665
Email: Vilnius@servekt.eu

Country: Luxembourg

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

Local Agents:

3) Santa Fe Relocation Services
17, rue Louis Ackermann
L-1899 Kockelscheuer, Luxembourg
POC: Mr. Alexandre AUBRY
Tel : +352 48 44 22
Mobile : +352 691 480 619
Fax : +352 40 29 79
Email : Luxembourg@santaferelo.com
alexandre.aubry@santaferelo.com

2) Team Allied Relocations
32, rue Jos Kieffer
L-4176 Esch-sur-Alzette, Luxembourg
POC: Mr. Miguel Gouverneur Tel: 352 44 22 52
Fax: 352 45 55 47
Email: Miguel.Gouverneur@teamrelocations.com

1) Lux-Connex
101, rue des Artisans
L-1141 Luxembourg,
Luxembourg
POC: Alain Gallion
Tel: 352 40 24 40
Fax: 352 48 48 25
Email: manny.krier@lux-connex.lu
alain.gallion@ lux-connex.lu

Country: Macedonia

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

Local Agents:

4) Mak Move - Skopje
International Removal Services
str. Gjorce Petrov 10-2/5
1000 Skopje, Macedonia

POC: Mr.Toni Markushevski
Tel. : +389 70 233-456
Tel/Fax: +389 2 3096-697
E-mail: info@makmove.com.mk
skopje@makmove.com.mk
Web: www.makmove.com.mk

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2) ORBIT DOOEL
Member of Orphee Beinoglou Group
Pero Nakov 144
1040 Skopje
TEL. +389-2-2550661
FAX. +389-2-2551550
orbit@orbit.mk
www.beinoglou.gr
POC: Mrs. Edit Pop Gavrilova
Manager
Mobile: +38975 300 469
Email: popgavrilova.edit@orbit.mk

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3)Intermove LTD
International Relocation Services
164 Str., No.46
1000 Skopje
T/F: +389 2 3215 340
M: +389 70 340 632
E: jasminka.trpenoska@intermove.com.mk

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

---

1) Move One
23ti Oktomvri 11A
1000 Skopje
Tel: +389-2-3090022
Web: www.moveoneinc.com
POC: Marija Naumoska
Move Coordinator
Mobile: +38972 272 787
Email: marija.naumoska@moveoneinc.com

Country: Madagascar

Post: *Antananarivo* **Bureau:** AF

Local Agents:

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

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

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

Country: Malawi

Post: *Lilongwe* **Bureau:** AF

Local Agents:

1) Cargo Management Logistics GlobalKamuzu International Airport Office Mpico Building 1st Floor P.O. Box 40666 Lilongwe 4 Malawi Phone number: 265 (0) 1 700 530/501
Contact person/s:Maureen Mzumara Operations Director/Flemmings Kapunda – Managing Director
Fax number:265 (0) 1 700 503

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

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

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
cyril.quenneville@agsfourwinds.com

Santa Fe Relocation Services Sdn. Bhd.
No. 1, Jalan Jururancang U1/21, Seksyen U1
Hicom Glenmarie Industrial Park
40150 Shah Alam, Selangor
Malaysia
+60 3 7805 4332
Main Contact Person (POC):
Mr. Rolf Beutel – Managing Director

My Moving Mobility (M) Sdn Bhd
Address: Lot 4 Jalan Kuari, Kampung Cheras Baru,
56100 Kuala Lumpur, Malaysia.
POC: Mr Khairul Sim
Title: Branch Manager, Kuala Lumpur, Malaysia
Email address: khairul.sim@mymoving.com.my
Phone number: +603 4288 4211
Fax number: +603 4288 2411

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3) My Moving Mobility (M) Sdn Bhd formerly known as (S&M Moving & Logistics (M) Sdn Bhd)
Address: Lot 4 Jalan Kuari, Kampung Cheras Baru,
56100 Kuala Lumpur, Malaysia.
POC: Mr Khairul Sim
Title: Branch Manager, Kuala Lumpur, Malaysia
Email address: khairul.sim@mymoving.com.my
Phone number: +603 4288 4211
Fax number: +603 4288 2411

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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

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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

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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

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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

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:

Galea Moving & Transport

33, Cappadocia street,
Qormi.Malta
POC: Mr. Justin Galea Managing Director
Tel:+35621446325
Cell: +35699588402
Email: Justin@galeatransport.com
luke@galeatransport.com
Web-site: www.galeatransport.com/facebook

Thomas Smith & Co Ltd
POCMr. Glenn Desira (Freight Executive) Contact number +35622058114 e-mail gdesira@tcsmith.com

Secondary POC Denis Galea ,Group General Manager +35622058450
E-mail: dgalea@tcsmith.com

Cube Relocations

18, Triq Hal-Warda
Attard ATD 1406, Malta
POC: Chris Vassallo
Tel: 356 2721 2721
Fax: 356 2142 1197
Cell: 356 9949 3400
Email:Chris@cuberelocations.com; cuberelo@onvol.net; moves@cuberelocations.com
Web-site: www.cuberelocations.com

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

Country: Mauritania

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

Local Agents:

1) AGS Frasers Mauritania
Zl du Ksar - Lot 71
BP 3936 Nouakchott, Mauritania
POC: Thibault Malezieux
Tel: 222 4 525 99 40/41
Fax: 222 525 99 41/42
Cell: 222 658 25 55
POC: FRANK BONNET
Email: direction-mauritanie@agsmovers.com

2) TERRE AIR MER MAURITANIE
Contact: Olivier LACHAUT
Address: Quartier MEDINA - BP 3058
Email : olivier@tamm-di.com
NOUAKCHOTT - MAURITANIE
TEL : +222 45 21 84 10 FAX : +222 45 29 23 83
PORTABLE MAURITANIE : +222 36 20 37 37
PORTABLE FRANCE : +33 6 64 91 01 98
www.tamm-di.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: *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:

3) Transcontainer S.A. de C.V.
Dr. Gustavo Baz # 295 F,
Col. Viveros de la loma, Tlalnepantla, Estado de México, 54080
Direct Line: (5255) 5361 7884
Phone: (5255) 5398 2323 Ext: 116
Fax: (5255) 5398-7716
Contact: Edith Mayén.
edithm@transcontainer-group.com

1) Mudanzas Gou, S.A. de C. V.
Nva. Sto. Domingo 163
Frac. Industrial San Antonio
Azcapotzalco, 02760 Mexico D.F.
Office +52-55-50622631
Mobile +52-1-55-54180323
Contacts: Norma Arredondo
n.arredondo@mudanzasgou.com
José Luis Romero jl.romero@mudanzasgou.com
Carlos Morales (Mérida)
merida@mudanzasgou.com

2) Empaques y Mudanzas
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

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
	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
	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
	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
	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:

4)Moreno International
Av. Pio X #516
Col. Pio X
Monterrey, NL, Mexico
C.P. 64710
POC: Rebeca Cruz
Email: rebeca@movers.com.mx
Toll Free from the UA
Phone: 1-888-814-3732
Phone: +52 (81) 8130-55-30

5)Thelsa Mobility
Camino Real #6158
Col. La Estanzuela
Monterrey, N.L
C.P. 64988
POC: Itzel Urbina and/or Christian Matiella
Emails: itzelurbina@thelsa.com;
cristianmatiella@thelsa.com;
carlosalvarez@thelsa.com
Phones: +52 (81) 8220 3550 Ext. 1446; +52 (55) 45449458

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: Rosy Roa
Email: r.roa@trafimarrelo.com.mx
Email: e.gutierrez@trafimarrelo.com.mx
Phone: +52 (55) 5312-9900 ext. 9925

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.
Phone: +52 (55) 5361 7603/5398/7884
Email: vickyr@transcontainergroup.com
Email: edithm@transcontainer-group.com
Email: carmensenior@transcontainergroup.com
(Director)

3) Mudanzas Gou, S.A. de C.V.
Nueva Escocia No. 4344,
Fracc. Ind. Abraham Lincoln
Monterrey, N.L.
C.P. 64310
POC: Jose Luis romero
Email: jl.romero@mudanzasgou.com
Email: lalogou@ mudanzasgou.com
Email: jp.arroyo@mudanzasgou.com
Phone: +52 (55) 5062 2636, (52) 5353 1989

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

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

Sullivan United Moving and Storage Co.
5704 Copley Drive San Diego C.A. 92111
POC: Laurel Schniepp
laurel@sullivanunited.com
Cell 619-379-7746
800-874-2600 x 3024

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:

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

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

Country: Mongolia

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

Local Agents:

Santa Fe Unit
701,Tsoma office building, Narnii zam road-56,
Sukhbaatar District, Ulaanbaatar,
Mongolia POC:Ms. Inca Bataa
inca.bataa@santaferelo.com Tel: +976
7000 0285
Fax: +976 7000 0286

Crown WW Crown
WorldWide Group Building
20th khirii, Bayangol District
Sonsgolon Bridge, Ulaanbaatar,
Mongolia POC:
Mr. Bayarbat
Btseveensuren@crownww.com Tel: +976
99998509

Mongol Express 6/F,
Vista Office Bldg.,
Chinggis Avenue 17,
Ulaanbaatar-14251, Mongolia POC:Mr.
Bayaraa / Air Freight Manager
bayaraa@monex.mn M: +976.99110193
T: +976.11.318329, +976.11.319304,
+976.11.319305 ext. 112
F: +976.11.318125
Mr. Zorigoo / Freight Managerzorigoo@monex.mn
M: +976.9908 5634
T: +976.11.313910 ext. 126
F: +976.11.318125

Country: Montenegro

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

Local Agents:

2) Move One Relocations
Address: Milutina Milankovica 23
11070 Belgrade, Serbia
TEL: + 381 11 713 0636 +381 11 713 0637
Web: www.moveoneinc.com
Point of Contact
Marija Milutinovic
marija.milutinovic@moveoneinc.com
*** packing and forwarding HHE/UAB/POV ***

1) Balkan Relocations d.o.o.
Address: Bulevar Arsenija Carnojevica 80
TEL: +381 11 408 15 90; +381 11 408 15 90; +381 60 08 54321
Web: www.balkanrelocations.com
Point of Contact
Gordana Popov Phone
gordana.popov@balkanrelocations.com
*** packing and forwarding HHE/UAB/POV ***

3) Santa Fe Relocation Services
Address: Zitna 28, 11272 Dobanovic, Belgrade, Serbia
TEL: + 381 11 35 36 350; + 381 62 259 357; + 381 62 259 354
Web: https://www.santaferelo.com
Point of Contact:
Misa Matic misa.matic@santaferelo.com; Maja Karaulic maja.karaulic@santaferelo.com
*** packing and forwarding HHE/UAB/POV ***

Country: Morocco

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

Local Agents:

2) AGS Casablanca
73, Boulevard Moulay Slimane, Depot No. 16
Ain Sebaa, 20100 Casablanca, Morocco
POC: Mrs. Amina El Karmoudi or Christian Pottier (manager)
Tel: 212-22-66-01-89/93
Fax: 212-22-66-12-71
Tel: 212-22-35-81-14 (Amina)
Email: dir2-agsmaroc@wanadoopro.ma (Amina) Email: manager-agsmaroc@wanadoopro.ma (Amina) ** bonded facility **

Moumene International Moving Company
37, rue Idriss Al Akbar Hassan, Rabat/Morocco
Poc: Mr. Moumene Mohamed, Dir/Manager
Tel: 212-537-26-20-46;
212-537-26-31-57
Fax: 212-537-26-23-94
Email: moumene.mimc@gmail.com; mimc@iam.net.ma; mimc@menara.ma
Cell: 212-661-35-20-46

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 **

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 **

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

Local Agents:

4)AMarine Maroc Déménagements
23, Boulevard Moulay Slimane
20300 Casablanca, Morocco

POC: Mrs. Oumelghit Kattani

Tel: 212 22 66 72 18
Fax: 212 22 40 47 22
Email: oumelkettani@marine-maroc.co.ma

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1) Bedel Casablanca
257-259 Boulevard Abdelmoumen
Casablanca, Morocco

POC:
•Mr. Jamyl Bouayad
•Mrs. Amina Redouani
•Mrs. Souad El Bakhdaoui

Tel: +212 22 86 04 68
Tel: +212 522 860 143
Fax: +212 522 860 144
Email: move@bedel.ma / direction@bedel.co.ma / fret@bedel.co.ma

Bedel Rabat

Manager Mrs., Samira Fahmi
(samira.bedel99@gmail.com)
+212 6 61 32 99 70

* bonded facility
**Membre : FIDI-FAIM | LE DEMENAGEUR SPECIALISE| FIATA | IATA | LACMA

---

3) 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

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2) AGS Rabat
1 Rue Tayeb Labssir
Apt 8
AGDAL, Rabat

POC: Mrs. LUACES Joele (deputy Manager)
Tel: +212 537 68 28 92
Cell: +212 61 10 98 51

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

POCs:

Mr. LOUIS THIERCELIN - Manager
Tel: +212 6 61 29 31 46
manager-maroc@agsmovers.com

Clément BEAUVAIS – Sales Manager
Tel: +212 6 61 33 11 26
directeur-adjoint-maroc@agsmovers.com /

Ms. Karima MOKTAFI – Coordinator Import – AGS Maroc
Tel: +212 522 66 01 89-93
Email: import.maroc@agsmovers.com

Country: Mozambique

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

Local Agents:

Stuttaford Van Lines
Av. De Namaacha QT 34 CS 488
05006 Luis Cabral, Maputo, Mozambique
Tel: 258 21 406 414
Fax: 258 21 016 163
Call Centre: 0861-STUTTAFORD
Email: e.maldonado@stuttafordvanlines.com
Website: www.stuttafordvanlines.co.az
POC: Eric Maldanado, Country Manager
Cell: 258 84 123 3321

CTZ Logistics Lda
Rua Fontes Pereira De Melo, No.60
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
POC: Chandson Zembe
Sales & Marketing Manager

INGAR MOZAMBIQUE LDA
Rue da Soveste
PO Box 2330
Maputo, Mozambique
Tel: 258-21 4625001
Fax: 258-21 462502
Email: ingar@teledata.mz
Website:
www.ingarinternational.com
POC: Daniel M Abraham

Country: Namibia

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

Local Agents:

2) Stuttaford Van Lines
Danzig Street #7, Lafrenz
P.O. Box 22902
Windhoek, Namibia
POC: Ms Bettina Priilaid
Tel: 264-61-224-691
Fax: 264-61-225-302
Email:dean.bruwer@stuttafordvanlines.com
zirk.swanepoel@stuttafordvanlines.com
**bonded facility **

1) Namtrans
Copper Street #37, Prosperita
P.O. Box 30988
Windhoek, Namibia
POC: Mr. Philip Mans or Ms. Caroline Jooste
Tel: 264-61-236-270
Fax: 264-61-236-304
Email: namtrans@namtrans.com.na and carolinej@namtrans.com.na

Country: Nepal

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

Local Agents:

2) Orient International Relocations and Mobility Services
Tripureswor, Kathmandu
Nepal
POC : Vinod Shah and Sudeep Shah
Ph (9771)4240990/4227668
Mobiles (977)9851020423/9802020000
Emails : moving@orientfreightgroup.com & support@orientfreightgroup.com
An ISO 9001:2015 & ISO 14001:2015 Certified Company

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 **

Country: Netherlands

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

Local Agents:

2) 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 **

2)Voerman
Wolga 12
3)2491 BL The Hague
The Netherlands
POC: Mr. S. Droog
Tel: +31-70-3011301
Email: Sdroog@voerman.com
Website: www.voerman.com
** Bonded Facility**

1) 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:

2) 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 **

3)Voerman
Wolga 12
2491 BL The Hague
The Netherlands
POC: Mr. S. Droog
Tel: +31-70-3011301
Email: Sdroog@voerman.com
Website: www.voerman.com
** Bonded Facility**

1) 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

ITGBL Local Agents

Country: Netherlands Antilles

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

Local Agents:

1) Caribbean Moving Services NV (UAB & HHE)
Caracasbaaiweg # 328 B
Willemstad , Curacao
POC: Ms Manuela Carolina
Tel: (011-5999) 767-2588
Fax: (011-5999) 747-1155
Mail: manuela@cms.an

2) Meyer Moving (HHE-UAB)
P.O Box 3055 Cas Coraweg 69
Willemstad, Curacao
POC: Mr. Bert Spierenburg
Tel. (599-9) 843-4766
Cell: (599-9) 670-0995
Mail:b.spierenburg@meyermoving.com
www.meyermoving.com

3) CPost International (POV and Supplies LCL Ocean Miami – Curacao under 1000LBS shipment)
Schottegatweg Noord 32,
Willemstad , Curaçao
POC: Ms. Danielle De Vruegd
Tel: (5999) 767-2588
Cell: (5999) 527-1313
Fax: (5999) 747-1155
Mail: dvreugd@cpostint.com

ITGBL Local Agents

Country: New Zealand

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

Local Agents:

	Crown Relocations 476 Jackson Street, Petone, Wellington POC : Debbie Mansell Dmansell@crownww.com +64 4 569-0629
	New Zealand Van Lines 19 Barnes Street, Seaview, Wellington POC : Craig Harris Craig.Harris@nzvanlines.co.nz +64 4 576-1564
	Grace Removals NZ 133 Gracefield Road, Gracefield, Lower Hutt POC Steve Smith : Ssmith@grace.co.nz<mailto:Ssmith@grace.co.nz> +64 4 568 4299
	The Moving Company Level 1, 19 Barnes Street, Seaview, Wellington POC : Nozer Damania Nozer.Damania@themovingcompany.co.nz +64 9 255-6811
	Allied Pickford's 43 Seaview Road, Seaview, Wellington POC : Andrea Smith Andrea.Smith@sirva.com +64 4 931-7036

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

Local Agents:

The Moving Company
Level 1, 19 Barnes Street,
Seaview, Wellington
POC : Nozer Damania
Nozer.Damania@themovingcompany.co.nz
+64 9 255-6811

New Zealand Van Lines
19 Barnes Street,
Seaview, Wellington
POC : Craig Harris
Craig.Harris@nzvanlines.co.nz
+64 4 576-1564

Grace Removals NZ
133 Gracefield Road, Gracefield, Lower Hutt POC Steve Smith
: Ssmith@grace.co.nz
+64 4 568 4299

Allied Pickford's
43 Seaview Road,
Seaview, Wellington
POC : Andrea Smith
Andrea.Smith@sirva.com
+64 4 931-7036

Phone: +64 9 255 6811

Crown Relocations
476 Jackson Street,
Petone, Wellington
POC : Debbie Mansell
Dmansell@crownww.com
+64 4 569-0629

Country: Nicaragua

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

Local Agents:

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

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

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

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

2) MAERSK Niger S.A.
BP 12051
Niamey, Niger
POC: Mr. Sani Halilou, Director
Tel: 227 20 73 44 80
Fax: 227 20 73 44 80
Cell: 227 96 96 28 09

4) AGS Frasers Niger
Route de l'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

Country: Nigeria

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

Local Agents:

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

Local Agents:

Country: Northern Ireland

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

Local Agents:

McGimpseys Brothers Removals
Address: International Relocation Centre,
Greenway Enterprise Park, Bangor BT23 7SU,
United Kingdom
POC: Stephen McGimpsey
Phone: 44 (0) 2891 456 222
Fax: 44 (0) 2891 456 999
Email: removals@mcgimpseys.com

Irish Relocation Services
Jason Crane- Account Manager
12 Westbank Road, Belfast, BT3 9JL
T:+44-(0) 28 9078 1278
F: +44- (0) 28 9078 1728
M: +44 (0) 7501 507181
W: www.irishrelo.com POC: Michele Preshaw
Phone: 44 (0) 28 9078 1218
Email: michele.preshaw@irishrelo.com

Country: Norway

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

Local Agents:

1.)Team Relocations AS
Ankerveien 209
1359 Eiksmarka
Norway

POC: Kai Roger Finnseter
Tel: (47) 67161643
Fax: (47) 67161617
Cell: (47) 928 43 043
Email: Kai-Roger.Finnseter@teamrelocations.com

2.)Adams Express AS
Håndverksveien 11
1405 Langhus
Norway

POC: Hege Strand
Tel: (47) 23011452
Fax: (47) 23011451
Cell: (47) 915 55 010
Email:
hs@adamsexpress.no<mailto:hs@adamsexpress.no>

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: Manoj Kumar, Manager
International Removals
Tel: (968) 24567010/ 24567050/
24567744
Fax: (968) 24567101
99493784 (Kumar);
Email: Manoj.Kumar@iss-shipping.com

Allied Logistics Marcus
Maguire
General Manager
Mobile: 95140934
Tel: +968 220 71177
marcus@alliedlogistics.co.om

Satish Nelson
Sales Manager
Mobile: +968 97876859
Office: +968 220 71177
satish@alliedlogistics.co.om

Darius Maguire
Business Development Manager
Mobile: +968 95140934
Office: +968 220 71177
darius@alliedlogistics.co.om

Prajoth Abraham
Operations Manager
Mobile: +968 97136210
Office: +968 220 71177
prajoth@alliedlogistics.co.om

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

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3)International Moving
Duline Gonsalves | Manager –
| Gulf Agency Company (Oman)
LLC | P.O.Box 740, 112 Ruwi,
Sultanate of Oman | Direct: +968
24477857 | Fax: +968 24477891 |
Mobile: +968 95215700 Duline Gonsalves
Duline gonsalves@gac.com
www.@moving.gac.com

Country: Pakistan

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

Local Agents:

	3).Express Movers: POC: Ehsan-ul-Haq, CEO Address: Plot No. 93-D, Street Sector I-10/3, Islamabad – Pakistan. Tel No. 92-51-4100988-90, Fax: 92-51-4100987 Email: mail@expressmovers.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
	1) M/S Freeline Movers 3rd floor, Yasin Plaza, 74-West Blue Area Islamabad, Pakistan POC: Alamgir Shah or M. Beaty Tel: 00-92-51-2344012 - 2344031 - 2344150 - 2344179 - 2344032 Fax: 00-92-51- 2344030 - 2344151 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: arif@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
	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

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

Local Agents:

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

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

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

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

Local Agents:

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

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

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:

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

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

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

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:

4) Balboa Movers INC.
Milla 7.7. Transistmica Hwy
San Miguelito, Panama City
Republic of Panama
POC: George O'Masta – General Manager
Phone (507) 388-6967
E-Mail: balboaop2@gmail.com

3)Panama Intermoving Relocation, Inc. (PIR)
PH Agata, First Floor, Local No.2
Street No. 50 and 68
San Francisco,
Panama, Rep. of Panama
juan.bernal@panamapir.com
www.panamapir.com
(507)322-0747
(507)322-0745
Contacts: Mr. Juan B. Bernal - Director Mr. Mauricio Escalante – Commercial Director

1) PANAMA PACKING AND STORAGE
Urb. La Esperanza No.9-T
Ricardo J. Alfaro Avenue
San Miguelito
Panama City
General Manager: Fernando Alegre E.
Sales Director: Lina Alegre M.
Phones: (507) 230-1422/230-1147
Fax (507) 230-1609
E-Mail: mail@panamapacking.com

2) Canal Movers
Building 1067, Curundu Road Curundu
Panama City, Republic of Panama
POC: Walter Lafitte, General Manager
Tel: 507 232-5189/ 232-1394
Email: rates@canalmovers.com

Country: Papua New Guinea

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

Local Agents:

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

Country: Paraguay

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

Local Agents:

SERVIMEX SACI
2435 Felix Bogado Ave.
Asuncion, Paraguay
INCOMING SHIPMENTS: POC: GABRIELA GAVILAN – Email: import@servimex.com.py
OUTGOING SHIPMENTS: POC: LOURDES TUFARI – Email: export@servimex.com.py

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Country: Peru

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

Local Agents:

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

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

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

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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
POC1:Colin Cousins
E-mail: colin.cousins@asiantigers-philippines.com
POC2: Mel Santos E-mail: mel.santos@asiantigers-philippines.com
POC3:Reynalyn Habana
E-mail: Reynalyn.habana@asiantigers-philippines.com
Tel: (632) 837-09-32
Fax:(632) 838-48-35

Company Name: Melcon Worldwide Logistics, Inc.
Address: Building 4, MDC Road, Veterans Complex, Taguig City, Metro Manila, Philippines
Tel. Nos.: (632) 826-2947, (632) 826-2812
FAX: (632) 852-7706

POC1: Dennis G. De Guzman
Managing Director
E-mail: dennis.deguzman@melconlogistics.com

POC2: Alvin Baysan
Import/Export Supervisor
E-mail: Alvin.baysan@melconlogistics.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

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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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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:Tet Osmeña
E-mail: tetosmena@cfsharp.com
POC2:Lilyn San Andres
E-mail: lbsanandres@cfsharp.com

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5) AGS Four Winds International Movers
10 P. Antonio Street, Barrio Ugong
Pasig City, Philippines
1. Mr. Mika Bruun, Email: mika.bruun@ags-globalsolutions.com

2. Mr. Bevin HOFFMAN, E-mail: bevin.hoffman@ags-globalsolutions.com

3. Ms. Precy ANDRES, E-mail: precy.andres@ags-globalsolutions.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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8)Sea Quest International Freight Forwarders, Inc.
Address: Blossoms Estate Compound, Building 8-A, Veterans Road, Taguig City
Telephone Numbers: (632) 826-8399, (632) 826-8125, (632) 995-0023
POC1: Jaime Fernandez E-mail: jafernandez@seaquestinternational.com
POC2:Grace Silvestre
E-Mail: gvsilvestre@seaquestinternational.com
POC3; Mhay Quinto-Tulaylay E-Mail: mqtulaylay@seaquestinternational.com******Inbound UAB, HHE and POV shipments only*******

Melcon Worldwide Logistics, Inc.
Address: Building 4, MDC Road, Veterans Complex, Taguig City, Metro Manila, Philippines
Tel. Nos.: (632) 826-2947, (632) 826-2812
FAX: (632) 852-7706

POC1: Dennis G. De Guzman
Managing Director
E-mail: dennis.deguzman@melconlogistics.com

POC2: Alvin Baysan
Import/Export Supervisor
E-mail: Alvin.baysan@melconlogistics.com

Country: Poland

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

Local Agents:

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

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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

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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

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3) Gosselin Poland
ul. Nowa 23, Stara Iwiczna
05-500 Piaseczno, Warsaw,Poland
POC: Piotr Dmowski or Justyna Bak
Tel: 48-22-7377200
Email: Piotr@corstjens.pl
E-mail justyna@corstjens.pl

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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

Local Agents:

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

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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

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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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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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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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1) Gosselin Poland
ul. Nowa 23, Stara Iwiczna
05-500 Piaseczno, nr Warsaw,
Poland
POC: Piotr Dmowski or Justyna Bak
Tel: 48-22-7377200
Email: Piotr@corstjens.pl
Email: justyna@corstjens.pl

ARKPOL Poland
Mr. Krzysztof Smolenski
Email: ksmolenski@arkpol.com
Tel. +48 22 853 3043
Address:
Ul. Slowikowskiego 27
05-090 Raszyn

Country: Portugal

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

Local Agents:

5)STRONG MOVING INTERNATIONAL
Tel: +351 218 435 607/8
Mov: +351 935 793 790
Av. Pedro Alvares Cabral, 169
Centro Empresarial Sintra/Estoril V - Armazém B16
2710-090 Sintra - Portugal
www.strongmovint.com
DOD Approved Agent
Poc: Antonio Lemos
antonio.lemos@strongmovint.com
and
geral@strongmovint.com

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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 **

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3)) Noatum Logistics by Universal Global Logistics
Address: Av. D. João II, Nº 51, Piso 2 - Sala B
Parque das Nações
1990-084 Lisboa (Portugal)
POC: Bruno Filipe Alves
balves@noatumlogistics.com
+351 21 898 22 90
+351 91 550 48 72

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6)City Mover
Parque Oriente, Armazem B17
2695-167 Bobadela
Loures
Tel: 00 351 21 478 9400
POC: Goncalo Sousa; Pedro Silva
Email: gsousa@citymover.pt; psilva@citymover.pt
bonded warehouse

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2)GLOBAL INTERNATIONAL RELOCATION
Address: Estrada Principal 8, Campo Raso
2710-138 Sintra, Portugal
Tel: 00 351 219 236 550
POC: Luis Duarte
Email: info@global.pt

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4)NAVECOR Transitarios, Lda.
R Rosa Araujo, No. 30 7 - esq
1250-195 Lisboa, Portugal
POC: Ilda Pereira
Tel: 00 351 21 350 4250
Email: movers@navecortransitarios.com

ITGBL Local Agents

Country: Qatar

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

Local Agents:

	1) Writer Relocations PO Box 37846, Doha, State of Qatar Tel: +974-4468 4046/ 4468 1661 Fax: +974 44684746 Mobile: +974 55861881 POC: Farzad Patel, Country Manager Email: farzad.patel@writercorporation.com Website: www.writercorporation.com
	2) Swift Freight Services P.O. Box 22303 Doha, Qatar POC: Dave Dsouza Tel: 974 4460 4815 Fax: 974 4460 4534 Email: swiftintl@qatar.net.qa
	3) GAC Qatar W.L.L., P.O. Box 6534, Doha – Qatar Tel: +974 -44205600 Fax: +974-44205601 POC: Seema John E-Mail: seema.john@gac.com Moving.qatar@gac.com

Country: Romania

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

Local Agents:

2)Global Relocation Services
Bucharest, Romania

Mr. Cor de Groot – Country Manager
Ph +40 21 311 6425
Fax +40 21 317 2563
Office@globalrelo.ro
cordegroot@globalrelo.ro

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9) Move One
Move One
POV: Adrian Saru
Ph 40 751 845252
E-mail: adrian.saru@moveoneinc.com

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8) Gosselin Mobility Romania
POC: Cristian Dinu
Ph: 0728-736488
E-mail: CristinelD@gosselingroup.eu

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

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1)Santa Fee Relocation
36-38 Migdalului Street
Bucharest, Romania
POC: Valentin Iftimi
Ph: 40 723 360449
E-mail: valentin.iftimi@SantaFeRelo.com

Facility is secure but not bonded

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4) AGS International Moving and Storage
256 Basarabia Blvd, District 3
Bucharest, Romania
POC: Cristian Borcos
Ph: 21 741 199056
E-mail: cristian.borcos@agsmovers.com
****** Bonded Facility *****

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6) 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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7) Rilvan Romania
Theodor Popa – e-mail theodor.popa@rilvan.eu
Mobile: 40 729 777397; Phone: 40 21 219547

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5) CDD Relocation
162 Splaiul Unirii
Bucharest, Romania
POC: Dana Dascalu
Tel: 40 21 317 9754
Email: dana.dascalu@relocate.ro

Post: *Cluj-Napoca* **Bureau:** EUR

Local Agents:

Country: Russia

Post: *Moscow* **Bureau:** EUR

Local Agents:

	2) 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
	3)AGS FROESCH Ochakovskoye Shosse 36, Building 2 119530 Moscow / Russia POC: Ludmila Moskvina Phone: +7 (495) 989 6664 Fax: +7 (495) 989 6668 Mobile: +7 963 712 3280 Email: Ludmila.moskvina@agsfroesch.com
	4)Gosselin Group Moscow Office 48A, Otkrytoye Chausse 107370 Moscow, Russia POC: Inna Kapshuk Tel: 7 (495) 989-73-00 Fax: 7 495 966 7307 Email: DOSMOS@gosselingroup.eu
	5)Terra Moving 127410, Altufyevskoye shosse 37, bld. 4, Moscow, Russia Sergey Klimov CEO Ph.: +7 495 1080704 Cell: +7 910 431 1669 e-mail: svklim@terramoving.ru
	1) Pickfords Dnepropetrovskiy proezd 1 Moscow, Russia POC: Dmitry Degtyarev, General Manager Tel: 7 495 796 9325 Email: Dmitry Degtyarev Dmitry.Degtyarev@pickfords.com

Post: *St. Petersburg* **Bureau:** EUR

Local Agents:

AAA Logistics
192236, Russian Federation, Saint-Petersburg,
Sofiyskaya street, 6, liter S, pomeshenie 1-N
POC Norbert Gooren
Tel. (mobile): +7-921-412-02-51
Tel. (office): +7-812-431-99-19
Fax: +7-812-431-99-20
E-mail: ngo@aaa-russia.com
Elena Shokorova Tel.
(mobile): +7-921-370-92-93
Tel. (office): +7-812-431-99-19
Fax: +7-812-431-99-20
E-mail: operations-2@aaa-russia.com

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

Post: *Vladivostok* **Bureau:** EUR

Local Agents:

OOO "UNIVERSAL EXPRESS".
International Moves and Relocations.
690014 Narodniy Prospect 11B, room#314
POC: Elena Tikushina.
Tel:+7 914 650 90 51 8 423 260
94 40.
Email:vladivostok@universalexpress.ru

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:

2) AGS Froesch
115432 Proektiruemyj Proezd 4062, #6
Moscow, Russia
POC: Olaf Blaesig
Phone: +7 (495) 989 6664
Fax: +7 (495) 989 6668
Mobile: +7 906 057 85 93
Email: olaf.blaesig@agsfroesch.com

3)Gosselin Mobility Moscow LLC
Profsoyuznaya Street 56,
Cherry Tower Business Center
117393 Moscow
Russian Federation
POC: Inna Kapshuk
+7 495 989 73 00
+7 906 030 43 26
Innak@gosselingroup.eu
www.gosselinmobility.eu

1) Pickfords (formerly
Team Relocations),
117545 Moscow, Dnepropetrovskiy proezd 1
POC: Dmitry Degtyarev
Tel.: +7 495 796 93 25
M: +7 985 991 62 68
E:Dmitry.Degtyarev@pickfords.com

4)M&TM Freight LLC
Director Sales Development
Russia & CIS

Reinier Reints
Direct Ph: +7-495-268-02-11 (ext.
164)
Mobile: +7 (916)-812-43-61
E-mail: reinier.reints@mtm-net.ru
www.mtm-moving.ru

125362, str. Vishnevaya, 9,
Building 1, office № 504, 5 floor
BC «IMPERIAL PARK»
Moscow, Russia

Country: Rwanda

Post: *Kigali* **Bureau:** AF

Local Agents:

1) AGSO
BP 292
POC Pascal Romain
Phone: +250 252576573 / 788300906
e-mail: rwanda@agsmovers.com

3) SDV TRANSAMI
BP 1338
Kigali, Rwanda
Tel: 250 575584 POC:
Rodolphe Kembukuswa (rodolphe@sdv.co.rw)
Email: info@sdv.co.rw,

2) COIMEX
BP 2573
Kigali, Rwanda
Tel: 250 575584
Email: coimex@rwand1.com

ITGBL Local Agents

Country: Saudi Arabia

Post: *Dhahran* **Bureau:** NEA

Local Agents:

2) Four Winds Saudi Arabia Limited
P.O. Box 5921, Dammam 31432
Kingdom of Saudi Arabia
POC: Jose Pappachan (impdm@fourwinds-ksa.com)
Tel: 966 3 857 4434,
Fax: 966 3 857 4841

1) East & West Express
P.O. Box 718, Dammam 31421
Kingdom of Saudi Arabia
POC: Mr. Mohd Yousufuddin (myousuf@atco.com.sa)
POC: Mr. Joy C.K. (joy@atco.com.sa)
Tel: 966 3 8346647 X 207, 234
Fax: 966 3 8342327

Local Agents:

4) Orient Transport Company, Ltd.
P.O. Box 6983, Jeddah 21452
Palestine Street, 1st floor, Al-Ajlan Building
Kingdom of Saudi Arabia
POC: Omar Ismail, Import Customs
Email: omar.ismail@kuehnenagel.com
Tel: 966-2-644-6655
Fax: 966-2-660-0223

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. Faisal Alamoudy Regional Manager Tel: 966-11-810-0760 X 100 Email: Faisal.alamoudy@atco.com.sa POC: Mr. Anwar-Ul-Haq Qadri Scheduling Office r Tel: 966-11-810-0760X115 Fax: 966-11-214-0757; 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: 966-11-454-4080/8215 Fax: 966-11-454-6656 Email: Rasheed@fourwindsksa.com Gen email: impruh@fourwindsksa.com POC: Mr. Celso M Detalo Admin. Manager Tel: 966-11-454-4080/8215 Fax: 966-11-454-6656 Email: celso@fourwinds-ksa.com
	3) Move One Relocations P.O. Box 250670, Riyadh11391 Kingdom of Saudi Arabia Web: www.moveoneinc.com POC: Lamis Omar Scheduling Office Tel: 966-11-2884175 Cell: 966-548-082317

ITGBL Local Agents

Country: Senegal

Post: Dakar **Bureau:** AF

Local Agents:

ASSAB FORWARDING
FASS PAILLOTE BAT 64C Apt.C
Postal code 13500
DAKAR SENEGAL
DUNS 559917436
OFFICE TEL 00 221 33 822 41 39
Mobile N° 00 221 77 644 03 26
Main contact email: maguette.dabo@assab-forwarding.com ; assabforwarding@gmail.com

salimata.mbaye@assab-forwarding.com; saba.coulibaly@assab-forwarding.com

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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

---

Transadi (POV only)
Transit-Transport -Manutention
29 Boulevard de la Libération
Dakar Senegal
Tel: 221-33-822-78-50
Email: contact@transadi.com;
Tel: 221-77-638-62-63 .

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

---

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

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Country: Serbia

Post: *Belgrade* **Bureau:** EUR

Local Agents:

Matrix Relocations D.O.O.
Zarka Obreskog 23
11273 Belgrade
Serbia
VAT: 100102359
Website: https://matrixrelo.com/
Operations:
Jovica Grujic - Head of Operations
Matrix Relocations (Serbia, Montenegro and Bosnia and Herzegovina)
+381 11 848 0573 (d)
+381 11 848 68 68 (f)
+381 65 332 8341 (m)
jovica.grujic@matrixrelo.com

Santa Fe Relocation Services Belgrade D.O.O.
(Was Interdean)
Zitna 28
Belgrade - Dobanovci
Serbia
POC: Misa Matic
Email 1: misa.matic@santaferelo.com
Email 2: belgrade@santaferelo.com
Tel: +381 11 35 36 350
Fax: +381 11 35 36 352
Website: www.santaferelo.com

Move One Relocations D.O.O
Jurija Gagarina 32
11070 Belgrade, Serbia
POC1: Marija Milutinovic ,Operations coordinator ,mobile +381 63 216459
POC2: Danijel Lackovic ,Regional Manager - BALKANS & CENTRAL ASIA ,mobile +385 91 444 2371
Tel: +381 11 4235525
Email 1: marija.milutinovic@moveoneinc.com
Email 2: danijel.lackovic@moveoneinc.com
Website: www.moveoneinc.com

AGS Belgrade
Visnjicka 91
11060 Belgrade, Serbia
Tel: +381 11 2085917
Email: bojan.stojadinovic@ags-globalsolutions.com
Contact: Bojan Stojadinovic, Branch Manager
Website: www.agsmovers.com

Country: Shanghai

Post: *Shanghai* **Bureau:** EAP

Local Agents:

3. China Way International Moving & Warehousing Shanghai
Rm 802- 803, Hong Qiao Crystal Business Center
#2, Lane 280, Hong Jing Road
Shanghai 201103, P.R. China
POC: Scofield Wang
Tel: (86 21) 64029765
Fax: (86 21) 64029727
Email: scofield@chinawaygroup.com
**no self customs broker and no self-owned customs bonded warehouse

4. AGS Four Winds Shanghai
Rm 217, Jingan Modern Industry Tower
68 Changping Road
Shanghai 200041, P.R. China
POC: Katherine Yang
Tel: (86 21) 31262221
Fax: (86 21) 62889837
Email: katherine.yang@agsfourwinds.com
**no self customs broker and no self-owned customs bonded warehouse

1. Santa Fe Relocation Services
Room 1701, Tower B, No.100 Zun Yi Road, Shanghai, China
Shanghai 200051, P.R. China
POC: Stephanie Shi (outbound) / Jessiea Huang (Inbound)
Tel: (86 21) 6233 9700
Fax: (86 21) 62339005
Email: stephanie.shi@santaferelo.com / Jessiea.huang@santaferelo.com
**self customs broker with self-owned customs bonded warehouse

self-owned customs bonded warehouse (1st rate brokerage agent)

2. Asian Tigers K.D. DAT (China) Ltd. Shanghai
8F, Asionics Technology Bldg.
6, Lane 1279, Zhong Shan West Road
Shanghai 200051, P.R. China
POC: Jenny Xu
Tel: (86 21) 32095561
Fax: (86 21) 32095560
Email: jenny.xu@asiantigers-china.com
**self customs broker with self-owned customs bonded warehouse

Country: Shenyang

Post: *Shenyang* **Bureau:** EAP

Local Agents:

	3.)Unigroup Manager Zhang, Aimee Aimee_Zhang@unigroup.com Branch manager Chen, Antonio Antonio_Chen@unigroup.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
	1)Santa Fe Manager Ms. Joanna Zhou joanna.zhou@santafe.com.cn Tel: (86 - 411) 82590101 x 210 Website: www.santaferelo.com
	2)Sun Movers Branch manager Susan Yang susan.yang@sunmoverschina.com Tel: (86 411) 6290 3946 Fax: (86 411) 8688 6346 21st Floor,World Trade Centre,No.25 TongXing Street, Zhongshan District, Dalian,116001,China
	4)Allied Pickfords POC: Shi, Henry Henry.Shi@sirva.com Office: +86 24 85405805 Mobile: +86 18640082991 Fax: +86.21.6332.1767

Country: Sierra Leone

Post: *Freetown* **Bureau:** AF

Local Agents:

5)International Freight Forwarders
9 College Road
Cline Town
Freetown
Sierra Leone
Tel:+23276520046/+23279419241
Email: l.gbla@iffsl.sl
s.bangura@iffsl.sl
POC: Lamin Gbla/ Saidu Bangura

4)EHS Sierra Leone
26 Pademba Road
Freetown
Sierra Leone
Tel:+23278571725/+23288797151
Email: ehsfnasales@limezone.net/www.ehs.fr
POC: Jimi Coker

3) Premium Logistics
63 Bathurst Street
Freetown
Sierra Leone
Tel: 23276636659
Email: Info@premiumlogistics-sl.com
POC: Charles A. Samai

2) 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

1) MAERSK Sierra Leone
7 Bathurst Street
Freetown, Sierra Leone
POC: James. M. Heyburn, Managing Director
Tel: 232 22 228 725
Email:Max.Kanu@maersk.com
Moses.Bangura@maersk.com
Thomas.Matturi@maersk.com

Country: Singapore

Post: *Singapore* **Bureau:** EAP

Local Agents:

5)Helu-Trans (S) Pte Ltd
39 Keppel Road, #02-04
Tanjong Pagar Distripark
Singapore 089065
Tel: 65-6225-5448
POC: Ronnie Heng / ronnieheng@helutrans.com
Randy Chua / randychiu@helutrans.com

6)AGS Four Winds International Relocation Pte Ltd
31 Jurong Port Road
#06-10/11 Jurong Logistics Hub
Singapore 619115

3) Santa Fe Relocation Services (s) Pte Ltd
2 Bukit Merah Central, #04-07 Singapore 159835
Tel: 65-6398-8588
POC: Josh Sim / josh.sims@santaferelo.com
Suveer Kakroo / suveer.kakroo@santaferelo.com

2) The Family Movers(s) Pte Ltd
2 Toh Guan Road East Level 2M, #02-03
Singapore 608837
Tel: 65-6266-5225
POC: Jenny Fung /
Jenne.Fung@familymovers.com
Ananthi / ananthi@familymovers.com

1) Unigroup Worldwide – Singapore Pte Ltd
4 Clementi Loop, #01-03
Singapore 129810
Tel: 65-6266-5525
POC: Jalina Rasool / jalina_rasool@unigroup.com
Nazreen Khan /
Nazreen_khan@unigroup.com

m

4) Asian Tigers K.C. Dat (S) Pte Ltd
6 Lok Yang Way, Jurong
Singapore 628625
Tel: 65-6261-8116
POC: Patrick Goh / Patrick.Goh@asiantigers-singapore.com
Charmaine Chua /
Charmaine.Chua@asiantigers-singapore.com

Country: Slovak Republic

Post: *Bratislava* **Bureau:** EUR

Local Agents:

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

4) AGS Wolrdwide movers
Pristavna 10
821 09 Bratislava, Slovak republic
Tel: +00421 2 5341 2090
POC: Mike Davis Email: manager-bratislava@agsmovers.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-kuehner@kuehner.co.at ** bonded facility **

5) MOVE One, s.r.o
Udernicka 5
851 01 Bratislava, Slovak Republic
Tel.: +421 263 531 303
POC: Jaroslav Mackovic
E-mail: jaroslav.mackovic@moveoneinc.com

3)TRIVS.r.o.
Agatova 22 841 03 Bratislava, Slovak republic Tel: +421265422387 POC: Mr.Anton Vojcak Email: anton.vojcak@triv.sk

Country: Slovenia

Post: *Ljubljana* **Bureau:** EUR

Local Agents:

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:

3) Crown Relo
No. 1 Drakenberger Drive
Longmeadow Business Estate, West
Modderfontein
Johannesburg, South Africa
POC: Margie Clark or Anita Wright
Tel: 27 11 372 1700
Fax: 27 11 372 1701
Email: mclark@crownrelo.com;
awright@crownrelo.com
Website: www.crownrelo.com

1) Stuttaford Van Lines
8 Ernest Clockie Road
Prospecton, 4110 Isipingo Beach Durban KZN,
South Africa
POC: Morgan Moodley
Tel: 27 31 902 3566
Fax: 27 31 902 8227 Email:
morgan.moodley@stuttafordvanlines.com

2) Allied Pickfords
2nd Street cnr Setter Street
Commercia
Glen Austin
Tel 011 847 3300
E mail nicky.cronje@pickfords.co.za
Contact Nicky Cronje
Bonded facility

Post: *Johannesburg* **Bureau:** AF

Local Agents:

Elliott Mobility
2 travertine Ave, Ni Business park
Centurion
Pretoria South Africa
POC Mr D Hibbert
Telephone Number 011 256 3000
E mail : daveh@elliottmobility.com

Advanced Maritime Transports Unit 4A, Stacey Lee Office Park Derick Coetzee St, Jet Park , Boksburg, Gauteng Tel+27(0) 11 454 4636 Mob: +27 (0) 82 601 6414 www.amt-sa.com Junior Balemo Logistics Coordintor/ Driver-JHB ****Airfreight shipments

1)Pickford Removals
cnr second & Setter streets,
Midrand Industrial Park, Glen Austin, Midrand.
Tel 011 847 3300;
POC Nicky Cronje
E mail nickycronje@pickfords.co.za
* HHE shipments * Bond facility

4) Stuttaford Van Lines,
23 Axle Drive, Clayville,
Midrand Johannesburg
South Africa. P O Box 987
Halfway house 1685,
Johannesburg, South Africa
POC Laura Wagner
Tel 27 11 2061500 fax 27 11 3880409
E mail :
LauraWagner@stuttafordvanlines
LauraWagner@stuttafordvanlines.com
* HHE shipments * Bond facility

4)AMT Unit 4A, Stacey Lee Office Park Derick Coetzee St, Jet Park Boksburg, Gauteng
Tel.+27 (0) 11 454 4636 Mob.+ 27(0) 82 601 6414 www.amt-sa.com

Post: *Pretoria* **Bureau:** AF

Local Agents:

4)AMT Unit 4A, Stacey Lee Office Park Derick Coetzee St, Jet Park Boksburg, Gauteng
Tel.+27 (0) 11 454 4636 Mob.+ 27(0) 82 601 6414 www.amt-sa.com

1) Pickford Van lines
3 Poplar crescent, Lords view Chloorkop, Midrand
Telephone 27 11 847 3300
POC Suresh Daniels
E Mail suresh.danial@pickfords.co.za

3) Elliott Mobility
N1 Business Park, 2 Travetines Avenue,Centurion
Telephone 27 0123795570
POC Lizette Van Zyl

2)Stuttaford Van Lines
4 Poplar crescent, Lords view Chloorkop, Midrand
Telephone 27 11 206 1500
POC Laura Wagner
E mail LauraWagner@stuttafordvanlines.co.za

ITGBL Local Agents

Country: South Sudan

Post: *Juba* **Bureau:** AF

Local Agents:

Name: Keri Julius
Position : Operations Manager
Company: MEBS GLOBAL REACH,
Location: ACCACIA VILLAGE JUBA, SOUTH SUDAN
Email: Kjulius@mebs-int.com or juliuskerix@yahoo.com.
Phone: +211920477704, +211912526615

Name: Oscar Nduwimana
Position: Branch Manager
Company: AGS South Sudan
Location : ACCACIA VILLAGE JUBA, SOUTH SUDAN
Email: Manager-southsudan@agsmovers.com
Phone : +211926097598

Country: Spain

Post: *Barcelona* **Bureau:** EUR

Local Agents:

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@sitspain.com

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

Santa Fe Relocation
Tierra de Barros, 4
Pol. Indal Coslada
28820 Coslada, Spain
POC: Susana Alonso
Tel: 34 91 799-2232
Fax: 34 91 799-0179
Email: Susana.alonso@santaferelo.com

Post: *Madrid* **Bureau:** EUR

Local Agents:

1) Hasenkamp Relocation Services Spain, S.L.
Avda. del Sistema Solar, 21
Nave 4
28830 San Fernando de Henares
Madrid, Spain
Alberto Galasso
Tel: 34 91 669 4125
E-mail: a.galasso@hasenkamp.com
Website: www.hasenkamp.com/en/

4) Transportes Fluiters, S.L.
Calle Barquillo, 9
28004 Madrid, Spain
Christian Moericke
Tel: 34 91 524 9170
E-mail: comercial@fluiters.es
Website: www.fluiters.es

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

2) Santa Fe Relocation Services, S.A.
Vía de las Dos Castillas, 33
Edificio Atica 3, 2nd Floor
28224 Pozuelo de Alarcón
Madrid, Spain
Susana Alonso
Tel: 34 68 583 0916
E-mail: susana.alonso@santaferelo.com
Website: www.santaferelo.com

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 Lanka International Pvt Ltd
Level 7, Access Tower, 278 Union Place, Colombo 2, Sri Lanka
Poc: Sanjeewana Weerakon/ Imports Operations Manager
Phone: 0094-11-2302402
Cell: 0094-777-881 938
Fax : 0094-11-2302412
Email: Sanjeewanaweerakon@freightlinks.com

4) H. Don Carolis & Sons Ltd.
65, Station Passage, Colombo 2, Sri Lanka.
POC: Mr. Prashantha Peiris/ Packing & Shipping Manager
Tel: 0094-11-247 2949 or 0094-11-242 2405
Email: packing@doncarolis.com or Prashantha@doncarolis.com

Country: Sudan

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: logistics@cannata.co
paolo@cannata.co

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:

Elliott International Plot 178,
Simunye Street
Matsapha Industrial Site
Matsapha
Postal address: P. O. Box 1628
Matsapha
Swaziland
POC: Kate Ansley
Email: kate.a@elliottmobility.comFax +268 2518 4242
kate.a@elliottmobility.com
Mobile + 268 7602 4330
www.elliottmobility.com
Switchboard +268 2518 4270

Stuttafords Van Lines
Unit 4, Matsapha Industrial Park
Matsapha, Swaziland
POC: Phil Smit, Branch Manager
Tel: 268 - 5185707
Fax: 268 - 5185706
Email: operations@stuttafordvanlines.co.sz

Country: Sweden

Post: *Stockholm* **Bureau:** EUR

Local Agents:

1) Alfa Quality Moving AB
POC: Andrew Cummins
Kumla Gårdsväg 22
SE-14563 Norsborg
rates@alfamoving.com

2) TBA Transporter AB
POC: Ola Lundvall
Okvistavägen 28c
SE -18640 Vallentuna
Info@tbatransporter.com
Phone: +46 8-630 05 50

3)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

Country: Switzerland

Post: *Bern* **Bureau:** EUR

Local Agents:

3.Keller Swiss Group Ltd.
Zuerich Office
Industriestrasse 173
8957 Spreitenbach
POC: Alex Putame
Mail: Alex. Putame@kellerswissgroup.com
Phone: 0041 58 317 11 50

2. Kehrli & Oeler AG Weyermannsstr. 10,
3008 Bern, Switzerland.
Phone: 41 31 388 81 12
POC: Mevlüt Güngör, M.Guengoer@Kehrlioeler.ch

1.Packimpex Ltd
Brunnmattstrasse 5
3174 Thörishaus, Switzerland
POC: Cristian Rio
Mail: Cristian.rio@packimpex.ch
Tel.0041 (0) 58 356 14 19

Post: *Geneva* **Bureau:** EUR

Local Agents:

2) Harsch Transports S.A.
10. rue Baylon
1227 Carouge - Geneve, Switzerland
POC: Manuela Stock /email:
manuela.stock@harsch.ch / tel: 41 .22.389.48.16

1) Santa-Fe Relocation Services
18,Chemin Grenet
1214 Vernier - Geneve, Switzerland
POC: Mr. Didier Launay
Tel:+41.22.939.1006
Email: didier.launay@Santaferelo.com

Country: Syria

Post: *Damascus* **Bureau:** NEA

Local Agents:

3)Nazha Travel, Tourism and Freight
(DHL Global Agent)
Victoria Bridge, Sabbagh Building,
PO Box 2170
Damascus, Syria
POC: Mr. Majid Nazha,
Commercial Director
Email: majid.nazha@nazhaco.com
Tel: 963 11 222 18 57/ 245 02 35
Cell: 963 933 232 414 (Mobile)
--Mr. Alaa Al Fares,
Vice Commercial Director
Tel: 963 11 222 18 57/245 02 35
Fax: 963 11 224 39 33
Cell: 963 933 814 822

---

2) Housami International
Transport and Clearance
Abou Shaer Building, PO Box 11523
Damascus - Free Zone, Syria
POC:--Mr. Wassim Housami, Owner
Email: wassim@housami.net.
Tel: 963 11 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 **

---

1) 1.Darwish Logistics Ltd.
Free Zone - Inanna Building - 1st floor
P.O. Box 60690
Damascus, Syria
POC: Mr. Samer Darwish,
Managing Partner
Email: samer@darwishlogistics.com
Tel: 96311 211 1870 x102 --

Mr. Amer Darwish , General Manager
Email: amer@darwishlogistics.com

Country: Taiwan

Post: *Kaohsiung* **Bureau:** EAP

Local Agents:

1) President Van Lines, Ltd.
Robert Ho
General Manager
7F-2, No. 100
Lin Shen N. Rd,
Taipei, Taiwan
Tel: 886-2-2541-2163
Fax: 886-2-2511-6479
E-mail: info@pvl.com.tw

2)Santa Fe Relocation Services
Jim Hill
General Manager
13F-4, No. 141, Keelung Rd. Sec. 1,
Taipei, Taiwan
Tel: (886) 22749-4420 ext.102
Fax: (886) 22749-4039, Mob: (886) 92073-3344
E-mail: jim.hill@santaferelo.com.tw

3)Tiger Sun
Assistant Manager
Crown Van Lines, Ltd.
4F-4, No. 165,
Min Sheng E. Rd, Sec. 5,
Taipei, Taiwan
Tel: 886-2-2762-2500, X: 248
Fax: 886-2-2761-2378
E-mail: mover@crownvan.com

Post: *Taipei* **Bureau:** EAP

Local Agents:

2) Crown Van Lines, Ltd.
4F-4, No. 165
Min Sheng East Road, Section 5
Taipei, Taiwan 105
POC: Tiger Sun, Assistant Manager
Tel: 886-2-2762-2500 x248 Fax: 886-2-2761-2378 Email: mover@crownvan.com

3) Asian Tigers K.C. Dat Ltd. Taiwan Branch
3F, No. 170
Chung Shan N Road, Sec 2
Taipei, Taiwan
POC:Zeny Huang
Tel: 886-2-2592-3899
Cell: 886-937-187-067
Fax: 886-2-2592-3155
Email: dan.tattersfield@asiantigers-taiwan.com
inbound@asiantigers-taiwan.com
outbound@asiantigers-taiwan.com
sales@asiantigers-taiwan.com
Website: www.asiantigersgroup.com

1) President Van Lines, Ltd.
7F-2, No. 100
Lin Shen North Road
Taipei, Taiwan 104
POC: Robert Ho, President
Tel: 886-2-2541-2163
Fax: 886-2-2511-6479
Email: info@pvl.com.tw

ITGBL Local Agents

Country: Tajikistan

Post: *Dushanbe* **Bureau:** SCA

Local Agents:

Move One Relocations
Poitakht Bussines Centre, 45, Tursunzoda street, 4 thf loor , office # 409
Dushanbe, Tajikistan
POC: Tahmina Nurova
Country Manager
Tel office: (992) 446403131
Cell: (992) 985327777
Nasiba Nurova, Operationa Manager
(992) 918 817979
Email: tajikistan@moveoneinc.com
Email: tahmina.nurova@moveoneinc.com
Email: nasiba.nurova@moveoneinc.com
Website: www.moveoneinc.com

Globalink Logistics Group Ltd.
Rudaki Avenue 14, Hotel Serena, 6-7 floors,
Dushanbe 734000, Tajikistan
POC: Nilufar Khalilova or
Indira Dzhumasheva
Tel: T +992 37 2217790 |
F +992 37 2217767
Cell: 992 900 052 000 (Nilufar Khalilova)
Email: n.khalilova@globalinklogistics.com
Email: I.Dzhumasheva@globalinklogistics.com

Country Manager
Tel office: (992) 446403131
Cell: (992) 985327777
Nasiba Nurova, Operationa Manager
(992) 918 817979
Email: tajikistan@moveoneinc.com
Email: tahmina.nurova@moveoneinc.com
Email: nasiba.nurova@moveoneinc.com
Website: www.moveoneinc.com

Gosselin Caucaus & CentralAsia,
Dushanbe, Tajikistan
Coordinator Central Asia: Pim Sterck / Email: Pims@uzbekistan.gosselingroup.eu ,
Country Manager: Azizbek Djumonkulov at Tajikistan office
Cell: +992 900072018 +992 908801888
email: azizbekd@gosselingroup.eu, a.djumonkulov@gmail.com , firdavs.raschidov@gmail.com
Web: https://gosselinmobility.eu/en/

ITGBL Local Agents

Country: Tanzania

Post: *Dar Es Salaam* **Bureau:** AF

Local Agents:

CMTL GROUP LTD P.O.BOX 79910, 5TH FLOOR UBUNGO PLAZA, MOROGORO ROAD, DAR ES SALAAM, TANZANIA Memory Mavunda +255 766 071357
POC Email: mmavunda@cmtl.co.tz

TRANSPAC LOGISTICS (T) LIMITED
BANDARI ROAD, PLOT # 5 KURASINI, P.O. BOX 70448, DAR ES SALAAM, TANZANIA
POC: Mathias Mollel
POC Telephone #: +255 715 461118
POC Email address: tlogistic@gmail.com

LUMEN FREIGHT AND LOGISTICS LTD P.O. BOX 80296, DAR ES SALAAM
POC: Filbert Hyera
POC Telephone #: +255 767 004402
POC Email address: lumlogistics@gmail.com

AGS FRASERS INTERNATIONAL REMOVALS P.O.BOX 31571Sam Nujoma Rd, Plot No.25 Mikocheni Dar es Salaam
POC: Mika Bruun +255 754 781 467
manager-tanzania@agsmovers.com

WORLDWIDE MOVERS (T) LTD
P.O.BOX 2486, DAR ES SALAAM, TANZANIA
POC: Damas Bayanga
POC Telephone #: +255 784 555 995/6
POC Email address: damas.bayanga@wwm.co.tz

Country: Thailand

Post: *Bangkok* **Bureau:** EAP

Local Agents:

3) 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

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

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

Allied Pickfords (Thailand)
882/2 Loft Lane, La Salle Road
Sukhumvit 105, Bangna
Bangkok 10260, Thailand
www.alliedpickfordsthailand.com
Guy Ellis
Sales & Marketing Manager
Office: +66.2.361.3961 (ext. 614)
Mobile: +66.89.893.2750
Fax: +66.2.361.3962 or 63
Email: guy.ellis@alliedpickfordsthailand.com

Post: *Chiang Mai* **Bureau:** EAP

Local Agents:

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

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:

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

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

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:

2) Trinidad Removers and Forwarders Limited
Boundary Road
San Juan, Trinidad
POC: Mr. Peter Acham
Tel: 868 674-6444
Cell: 868 685-3226
Email: trinidadremovers@gmail.com

1) Henderson Shipping Service
22 Gatacre Street, Woodbrook
Trinidad, West indies
POC: Mr. Rolph Nathaniel
Tel: 868 235-3720
Cell: 868 678-7225
Email:rolph@hendersonshipping.com

ITGBL Local Agents

Country: Tunisia

Post: *Tunis* **Bureau:** NEA

Local Agents:

Olympic Tunisia Import & Export
Address: 27 Bis –Rue Alfrazdak – Cite Alferdaws
L'Aouina 2045 – Tunis, Tunisia
Phone: +216-20-696-021; +216-70-727-510
Fax: +216-70-726-192
E-mail: olympictunisia@ymail.com
POC: Najoua SELMI – General Manager
E-mail: selmin@olympictunisia.com

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

Country: Turkey

Post: *Adana* **Bureau:** EUR

Local Agents:

1)Asya Nakliyat International
Movers
Ceyhan Yolu 12, KM. 01310
Incirlik, Adana, Turkey
POC: Kanat Buyuknisan
Tel: (322) 332 7302
Fax: (322) 332 9865
Email: and@asyanakliyat.com
bonded facility ***

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

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 ***

Post: *Ankara* **Bureau:** EUR

Local Agents:

3) Istanbul Ekspres
Inonu Mah. Bati Bulvari, No: 83 06370
Batikent, Yenimahalle Ankara,
Turkey POC: Mehmet
Karakas, Manager
Tel: 90 312 278 2997
Email: mehmet.karakas@istanbulekspres.com.tr
Website: www.istanbulekspres.com.tr
Bonded Facility

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) 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

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

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

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

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

ITGBL Local Agents

Country: Turkmenistan

Post: *Ashgabat* **Bureau:** SCA

Local Agents:

ES “Meno Logistics Turkmen”
19/1 Garashsyzlyk Ave
744000 Ashgabat Turkmenistan
Tel: +99312 480756; 480721;
Fax: +99312 480710
contact@menologistics.com;
serdar.ashirov@menologistics.com

IE “Beyik Yupek Yoly”
137, 10 Years Abadanchylyk Str
744000 Ashgabat Turkmenistan
Tel: +99312 483466/67
Fax: +99312 483468
info@greatsilkroad.tm
mele@greatsilkroad.tm
i.zarina@greatsilkroad.tm
b.alexander@greatsilkroad.tm

GLOBALINK
Transportation & Logistics Worldwide Company POC
Guljahan Gochmyradova International Business Center,
2nd Floor, Ashgabat, Turkmenistan
Tel: +993 12 94 72 15
E-mail: g.gochmyradova@globalinkllc.com

ES “TURKMEN AK YOL” POC Vladimir Takhiyev BC “Joshgun”,
B.Turkmenistan ave.,108
Ashgabat, Turkmenistan
Mob: +993 64 01 92 59,
Tel: +993 12 21 97 95,
Fax: +993 12 21 97 94
E-mail: Vladtah@tay.tm,
info@tay.tm; project.department@tay.tm

GOSSELIN GROUP POC Lilya Turaeva Turkmenbashy ave., 2,15B,
Ashgabat, Turkmenistan
Tel/Fax: +993 12 39 41 89
Mobile: +993 62 44 17 85
E-mail: bookingsashgabat@gosselingroup.eu

ES “Bir Dunya”
104, 1916 Str (Baba Annanov)
744000 Ashgabat Turkmenistan
Tel: +99312 439318/80/81
Fax: 99312 439317
info@bir-dunya.com
mariya.nurumbayeva@bir-dunya.com

Country: Uganda

Post: *Kampala* **Bureau:** AF

Local Agents:

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

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

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

Country: Ukraine

Post: *Kyiv* **Bureau:** EUR

Local Agents:

3) The Kimet Plus Ltd.
10 Starokyivska Street
04116 Kyiv, Ukraine
POC: Alexander Pakharenko,
General Manager
E-mail: pakharenko@kimetp.com
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

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2)THE INTERDEAN-UKRAINE
Hnata Khotkevycha St, 34
Kyiv, Ukraine, 02000
POC: Marina Chornokozha,
General Manager
Tel: 380-44-576-7370
Cell:380-67-658-1012
E-mail:
Marina.Chornokozha@interdean.co
m
POC2: Yulia Yegorova,
Operations Manager
Tel: 380-44-576-7370, 569-0652
Cell:380-67-326 6340
Email: Yulia.Yegorova@SantaFeRelo.com

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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
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Fedchun, Operations Manager
Tel: 380-44-576-6338, 576-7371, 576-8602
Cell:380-67-323- E-mail:
operation2@eurodean.ua

---

5) Gosselin Mobility Ukraine
7, Zroshuvalna str.
02099 Kyiv, Ukraine

POC: Vlad Vasylenko, Managing Director

E-mail: V.Vasylenko@gosselin-moving.com

Tel: +380 44 303 9127

Cell: +380 67 401 3331

POC2: Andriy Leontiev, Operations Manager

Tel: +380 44 576 43 93
Cell: +380 67 507 96 69

E-mail: A.Leontiev@gosselin-moving.com

---

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

ITGBL Local Agents

Country: United Arab Emirates

Post: *Abu Dhabi* **Bureau:** NEA

Local Agents:

1) National Shipping Gulf Agency
Co. (Abu Dhabi) Ltd. L.L.C..
P.O. Box 377
Abu Dhabi
United Arab Emirates
POC: Mr. Manu Jerome
Tel: +971 2-4186-431
Email: manu.jerome@gac.com
moving.abudhabi@gac.com

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

Delight International Movers, L.L.C.
P.O. Box 51634, Abu Dhabi, United Arab Emirates
POC: Mr. Githin Santhosh
Tel: +971 2 6902900 / +971 56 4066511
Email: support001@delightmovers.com

2) Inchcape Shipping Services
P.O. Box 247, Abu Dhabi, United Arab Emirates
POC:Ms. Janet Valencia
Tel: 971-2-6786507
Email: Janet.valencia@iss-shipping.com
ISSWorldwideMoversAbuDhabi@iss-shipping.com

Local Agents:

3) 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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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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4) 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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2) DASA GOING BEYOND
Office Court Building 307/308
P. O. Box 60883
Dubai, United Arab Emirates
POC: Simone Percy
Marketing Manager/Global Accounts
Tel: +971 4 3344545
Fax: +971 4 3344546
Cell: +971 50 3564140
E-mail: simone@dasa.ae
Web site: www.dasadxb.com

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5)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

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ITGBL Local Agents

Country: United Kingdom

Post: *Croughton* **Bureau:** EUR

Local Agents:

See London

Post: *London* **Bureau:** EUR

Local Agents:

1)Arrowpak International Movers, Ltd.
Sherwood House
Norwood Road
Brandon, Suffolk IP27 0PB
POC: Lucy Done
Phone: 44 (0) 1842 816326
Email: Lucy@arrowpak.co.uk
Website: www.arrowpak.co.uk

4)Arrowdene Moving and Storage
38 Howlett Way
Thetford
Norfolk
IP24 1HZ
POC: Stewart Saleh
Tel: 44 (0) 1842 753411
Email: stewart@arrowdene.co.uk
Tel 00 44 1842 753411
Fax 00 44 1842 754574

3)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 (0) 1638 713323

Bonded Warehouse

2)AGS 360 Solutions
Unit 1
Trade City Business Park
Cowley Hill Road
Uxbridge, UB8 2DB
POC: Paul Hope
Tel: 44 (0) 1895 201 595
Email : paul.hope@ags360.com

Fax: 01895-201581
** bonded facility **

Country: Uruguay

Post: *Montevideo* **Bureau:** WHA

Local Agents:

1) Autogiro Campos Hnos.
Pozos del Rey 1379
POC: Carlos Campos
Tel: 598 2924 1577
Fax 598 2924 1682
Email: cecampos@autogiro.com.uy and mecampos@autogiro.com.uy

2) IMB MUDANZAS INTERMOVE
ADDRESS: FELIX OLMEDO 3568
POC MARTIN BARRANDEGUY
PHONE: 598 2309-7877
EMAIL: martin@imb.com.uy

3) URUVAN
Marsella 2769
POC: Maria Jose Albarracin
Tel: 598 2208 2627
Email: mariajosealbarracin@uruvan.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:

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

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

Country: Venezuela

Post: *Caracas* **Bureau:** WHA

Local Agents:

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

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

Country: Vietnam

Post: *Hanoi* **Bureau:** EAP

Local Agents:

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: joanna.dowling@jvkasia.com
POC: Joanna Dowling, Branch Manager
Tel: 84-4-8260334
Fax: 84-4-7150650
Email: hanoi.vietnam@jvkmovers.com
www. Jvkasia.com

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 **

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

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

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

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

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

Local Agents:

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

JVK Indochina Movers (Vietnam), Ltd.
Contact:Gabriele Fanni, Country Manager
Office Add.:Saigon Port Building, 6th Floor
3 Nguyen Tat Thanh Street, District 4
Ho Chi Minh City, Viet Nam
Tel:[84] (08) 3826-7655
Cellphone:0908041230
Email:gabriele.fanni@jvkasia.com

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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

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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

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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

AGS Four Winds Vietnam
Contact:Kevin Hamilton, General Manager
Office Add.:Lafayette De Saigon, 5th Floor
8A Phung Khac Khoan, District 1
Ho Chi Minh City, Viet Nam
Tel:[84] (08) 3521-0071
Cellphone:01264499885
Email:kevin.hamilton@agsfourwinds.com

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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

Country: Yemen

Post: *Sanaa* **Bureau:** NEA

Local Agents:

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

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

Country: Zambia

Post: *Lusaka* **Bureau:** AF

Local Agents:

AGS Chaka BUHENDWA | Branch Manager – AGS Zambia
Tel: +260 969 866 866 Email: manager-zambia@agsmovers.com Skype: Manager AGS Zambia
www.agsmovers.com

Worldwide Movers Africa P.O Box 309, Lusaka, Zambia Deborah Wastson Tel +260 966 740 878 Email: wwmzm@movers.co.zm

Josphat Murape
Managing Director
Stuttafords (Z) Ltd
P.O. Box 30336, Lusaka
Plot 7434 B Washama Rd Villa Ellizabeth
Tel: +260211240412/3; Fax: +260211240410
Mobile: +260976749389
Email: admin@stuttafords.co.zm or stuttszambia@gmail.com
Web: www.stuttafordsremovalszambia.com

Country: Zimbabwe

Post: *Harare* **Bureau:** AF

Local Agents:

3)World Wide Movers
2 Conald Road
Graniteside
Harare
Zimbabwe
Tel: 00 263 4 755 020 – 3
Email: dmellor@worldwidemovers.co.zw

4)AGS Frasers 23, Kenmark Crescent – Bluffhill Industrial Park
Faber Road, Bluff Hill, Harare, Zimbabwe
PO Box WGT 1060, Westgate, Harare
Telephone: Tel: (+263) 4 331 176 / 190
E-mail: manager-zimbabwe@agsmovers.com
POC: Yaan Jondeau

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 **

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

EDI for DOS ITGBL Carriers
Section 10

Current Tender Requirements

See RFO Section 10 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 packout end date, (whichever is greater) 2. Within Two days of final delivery at residence or Post	Shall be reported via EDI only after delivery has actually occurred. Please, clear Field 11 (if any) from your EDI Reports for all undelivered shipments.
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	Once SIT IN occurs and shipment is removed from SIT; there must be a SIT OUT date as well.
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	Once SIT IN occurs and shipment is removed from SIT; there must be a SIT OUT date as well.
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	Once SIT IN occurs and shipment is removed from SIT; there must be a SIT OUT date as well.
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	

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)	In order to avoid multiple port name errors in fields field # 40 (Origin Port) and 44 (Destination Port), please enter the Origin Port name in field # 42 (Origin Terminal/Pier) and the Destination Port name in field # 46 (Destination Terminal/Pier) in addition to fields 40 and 44.
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)	In order to avoid multiple port name errors in fields field # 40 (Origin Port) and 44 (Destination Port), please enter the Origin Port name in field # 42 (Origin Terminal/Pier) and the Destination Port name in field # 46 (Destination Terminal/Pier) in addition to fields 40 and 44.
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 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 3-12.14

Section 11, Appendices A & B to Section 10, EDI DOS

2019 – 2020 CHAMP Request for Offers

Appendix A

SIT Reason Code Mapping

Origin SIT Reasons:

Carrier Provided Value	ILMS Reason Code
1	Arrival
2	Credential
3	Entitlement
4	Housing
5	Post
6	Customs

Destin SIT Reasons:

Carrier Provided Value	ILMS Reason Code
1	Arrival
2	Credential
3	Housing
4	Post
5	Customs

Other SIT Reasons:

Carrier Provided Value	ILMS Reason Code
1	Arrival
2	Credential
3	Employee
4	Housing
5	Post
6	Customs

Appendix B

Container Type Mapping:

Carrier Provided Value	ILMS Container Type Value
1	20 FT
2	20 RC
3	40 FT
4	40 HI
5	40 RC
6	45 FT
7	45 HI
8	FLAT
9	HICU
10	OPEN
11	OTHR

14 FAM Exhibit 611.6
Limitations

(CT:LOG-51; 02-25-2008)

MAY BE APPROVED FOR CRATING

FINE ART WORK (TO INCLUDE VASES, PICTURES, PAINTINGS AND SCULPTURES) WITH A DOCUMENTED VALUE OVER $2100 PER ITEM OR PER SET

GLASS / MARBLE / SLATE TABLE TOPS, MINIMUM SIZE OF 36X36 INCHES WITH A REPLACEMENT VALUE OF $500 OR GREATER, AND WHICH WILL NOT FIT IN A NORMAL STORAGE VAULT OR LIFTVAN

CRYSTAL CHANDELIER WITH APPRAISED VALUE OVER $2100
BABY GRAND PIANOS

WILL NOT BE APPROVED FOR CRATING

ANY WOOD FURNITURE, OVERSTUFFED CHAIRS OR SOFAS, WALL DIVIDERS, WALL UNITS, CHINA HUTCHES OR CABINETS

TAXIDERMIED OR STUFFED ANIMAL TROPHIES

ANY ELECTRONIC EQUIPMENT
ANY PLAYGROUND EQUIPMENT
ANY ATHLETIC / EXERCISE EQUIPMENT

UPRIGHT / ELECTRIC PIANO
SURFBOARDS
LADDERS, TOOLS OR YARD MAINTENANCE EQUIPMENT
SHIP / AIRPLANE OR OTHER LARGE MODELS
MATTRESSES
FISH TANKS
BICYCLES
CLOCKS
MUSICAL INSTRUMENTS
ARTWORK WITH APPRAISED VALUE UNDER $2100 PER ITEM
HAT/ COAT RACK
ANY ITEMS GOING INTO STORAGE
CHANDELIER WITH APPRAISED VALUE UNDER $2100
DOLL HOUSE

Section 12: EXHIBIT is to be used for DOSDC and DOSDD

SCAC	Shipment #	Destination	Destination Agent	Shipment Type	Mode	Last Name	First Name

Date Notified	Amount Requested	Final Date Settled	Amount Paid	DOD Shipment (Yes or No)?	Comments

AMENDMENT 1
EFFECTIVE NOVEMBER 1, 2019

The General Services Administration's (GSA's) Employee Relocation Resource Center (ERRC) is amending the non-alternating, Agency Specific Code DOSSA in the 2019-2020 Request for Offers (RFO) dated August 29, 2019. Section 3-15.4. Rate Offers has been amended to identify the correct Destination Code of 9270 to be used for rate offers submitted for the post of Ouagadougou. Attached is amended Page 3-30 of Section 3. The change is highlighted in "blue." Please refer to the existing RFO for the remainder of Section 3.

Please note that there was also an error in the August 29, 2019 email that distributed the 2019 HTOS, the Domestic GSA500A-2019 and the 2019-2020 CHAMP and XTOS RFOs. Monday, October 4, 2019 was identified as the due date for rate offers. The actual due date for rate offers is by 10:00 PM Central Time on **Friday**, October 4, 2019.

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

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 estimated count and gross weights for shipments for period November 1, **2018** through May 1, **2019** 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
Bujumbura	**HHE**	**46**	**2,036**
Ouagadougou	**HHE**	**59**	**3,023**
Dar Es Salaam	HHE	5	2,768
Lusaka	HHE	1	1,801

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 applicable Destination Code(s) of **2520, 9270**, 8650 and/or 9900 must be used; however, rate offers accepted under DOSSA will apply only to the Post(s) identified above and not the entire country(ies) represented by the applicable Destination Code(s). 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 the Post(s) identified above must be by air.

AMENDMENT 2
EFFECTIVE NOVEMBER 1, 2019

The General Services Administration's (GSA's) Employee Relocation Resource Center (ERRC) is amending Section 2-7.2.2.6.1.1. Surface Base-Line Rate Table of the 2019-2020 Request for Offers (RFO) dated August 29, 2019. Attached is amended Page 2-7 of Section 2. The changes are highlighted in "blue." Please refer to the existing RFO for the remainder of Section 2.

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

(5) delivery to final destination; and,
(6) Full Replacement Valuation TSP liability as defined in Section 2-7.5.

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 49 CFR, 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 49 CFR 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 49 CFR 176.905. POVs cannot be shipped with more than one quarter of a tank of flammable fuel under any circumstance.

2-7.2.2.5.3. Application of Transit Time.

Transit time schedules for both the domestic and international programs are identified in HTOS Section 10.

2-7.2.2.5.3.1. Transit Time Penalty.

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

2-7.2.2.5.4. POV Transit Time Exceptions.

HTOS Section 10.3 identifies exceptions to POV transit times for specific identified locations.

2-7.2.2.6. Base-Line Rates.

2-7.2.2.6.1. Surface.

2-7.2.2.6.1.1. Surface Base-Line Rate Table.

The following base-line rate table is applicable to the HHG effects surface shipments.

Weight Group	Base-Line Rate per hundred weight (cwt)
1,000 to 1,999 lbs	**US$160.00**
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$85.57**
12,000 to 15,999 lbs	**US$80.03**
16,000 and over	**US$69.21**

2-7.2.2.6.2.2. Unaccompanied Air Baggage (UAB)

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

Weight Group	Base-Line per 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

AMENDMENT 3
EFFECTIVE JANUARY 1, 2020

The General Services Administration's (GSA's) Employee Relocation Resource Center (ERRC) is amending the non-alternating, Agency Specific Code CONDI in the 2019-2020 Request for Offers (RFO) dated August 29, 2019. Section 3-4.1. Application has been amended to identify new regions/locations covered by the Department of Interior, National Park Service, Omaha, NE. Attached is amended Page 3-2 of Section 3. The changes 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.

Please Also Note: As identified in an email/notice issued by the ERRC on September 19, 2019:

- Rate offers currently accepted in accordance with the 2018-2019 RFO have been extended through December 31, 2019;
- The effective date of the 2019-2020 RFO is now January 1, 2020; and
- The due date for rate offers submitted in accordance with the 2019-2020 RFO is now 10:00 PM Central Time on Friday, November 15, 2019.

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

3-2.7. Weight Variance – Domestic and International.

In lieu of the weight variance of 115% as provided for in HTOS Section 5.4.3., all DVADC domestic and 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.

3-2.8. Prepayment Audit Requirements – Domestic and International.

TSPs submitting rate offers for DVADC 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.

3-2.9. Postpayment Audit Requirements – Domestic and International.

TSPs submitting rate offers for DVADC 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.

3-2.10. Internal VA Industrial Funding Fee (IFF) – Domestic and International.

The Department of Veterans Affairs Office of Acquisition and Logistics charges an Industrial Funding Fee (IFF) to the internal VA agency using the HHG program on each of the following services: household goods shipment, storage in transit shipment and privately owned vehicle shipment. The Department of Veterans Affairs Office of Acquisition and Logistics will detail the process of collecting and managing the VA IFF in any MOA and may require the collecting, holding, distribution and reporting of the IFF to VA's Finance Center on a quarterly basis.

3-2.11. Volume – Domestic and International.

The VA is estimating that the volume of shipments under this RFO for DVADC is 800 domestic shipments and 40 international shipments.

3-3. Reserved.

3-4. Consolidated – Domestic and International (CONDI).

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

3-4.1. Application.

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

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

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 Surface and UAB CONDI shipments shall be released at $6.50 times the net weight of the shipment in pounds with a maximum TSP liability of $117,000.00 applicable to both shipments in transit and SIT. There will be no additional cost to the agencies/bureaus/offices identified in Section 3-4.1. for this level of service during transit or SIT. The storage liability charge does not apply for the basic released value.

3-4.3. Excess Released Value - Domestic.

3-4.3.1. Transportation.

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

AMENDMENT 4
EFFECTIVE MAY 1, 2020

The General Services Administration's (GSA's) Employee Relocation Resource Center (ERRC) is amending Section 3-12.2.1.3. Services Included in Rate Offer of the non-alternating, Agency Specific Code DOSDC in the 2019-2020 Request for Offers (RFO) dated August 29, 2019. Attached is amended Page 3-12 of Section 3. The change is 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.

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

3-12.2.1. Services Included in Rate Offer.

1. Packing, including use of packing containers and materials from origin to destination, and unpacking. Residence Delivery for HHE, CNS and UAB including unpacking and removal of debris on the day of delivery. Shipping containers and packing materials furnished by the TSP will remain the property of the TSP. All lift vans must be of new wood and in compliance with the ISPM#15 Standard**.**
2. Servicing of appliances, to include front load washing machines.
3. Export and import documentation services involving customs clearances. Rate offers must include all costs (Customs Clearance Process, Demurrage/Airport Storage/Port Storage **and Bonded Warehouse**) related to the first eleven (11) days for HHE; first eight (8) days for UAB; first eleven (11) days for POV.
4. Removal and placement of each article in the residence/warehouse or other building.
5. Hoisting or lowering of an article.
6. Elevator, stair and excessive or long distance (origin/destination) carry, piano/organ carry and/or heavy or bulky item (to include piano/organ) charge. Elevator carry also referred to as inside lift. An elevator or lift is defined as part of the permanent structure of the building.
7. Ferry, tunnel and bridge charges/tolls.
8. All fees for reserving parking on streets or apartment buildings.
9. The first 30 Days of SIT and all associated SIT charges are inclusive of the filed rate offers. This includes all charges associated with pickup/delivery and warehouse related charges. SIT at origin for POVs is ONLY permitted when Post reports Diplomatic Accreditation will be delayed at destination pending custom clearance. SIT for POVs will not be authorized for employee convenience. The filed rates are also inclusive for first 30 Days of POV SIT and all associated POV SIT charges at origin when shipments are held pending post permission to ship. TSP must obtain written authorization from the GBLIO or Post prior to placing shipment into SIT. POV SIT shall be billed as a pass-through charge.
10. All rate offers solicited for the DOSDC must incorporate the following accessorial services:
    a. ATC Charges.
    b. All charges for shuttle service.
    c. Crating up to $250 (any amount above this must be approved by the DOS). Regardless of the actual cubic feet of the crate provided, compensation for internal crates will not exceed 3 inches beyond any single dimension (length, width or height) of the item being crated. All crating shall be done at the origin residence as identified on the Bill of Lading; all uncrating shall be done at destination residence as identified on the Bill of Lading. (See Section 12 of this RFO for 14 FAM Exhibit 611.6 Limitations)
    d. Only the standard charge (HTOS Section 12.13) for an additional pickup is allowed for a mini-storage, all other charges associated with the pickup from mini-storage facilities must be included.
    e. Cost of special motorcycle container/crate.
    f. Bunker, War and Security Surcharges including 10-2 Rule Fees.
    g. All POV Fuel Surcharge regardless whether transported via a separate household goods trailer or car carrier.
    h. All sea and air fuel surcharges.
    i. All cost and labor associated with television carton or box (LCD, LED, and Plasma Televisions) regardless of size. TSPs may utilize the owner's previously used shipping container, if available and serviceable.
    j. Demurrage resulting from the packer's discretionary consolidation of HHE and POV shipments.
    k. All taxes including Value Added Tax (VAT), labor/security charges, equipment fees and other administration fees associated with Storage (Port Storage/Demurrage/Bonded Warehouse).
    l. The customer or their designated representative will be allowed a one-time access at the origin warehouse to their effects at no additional charge.
11. All land, water, and air transportation, EXCEPT 3-12.2.2.below:
12. **All trucking/transportation costs for UAB/CNS shipments (inbound/outbound) for Baghdad routed through Erbil. This is inclusive of all Customs Clearances, labor and administrative fees.**

3-12.2.2. Services Excluded from Rate Offer that Require Pre-Approval for Payment.

1. International Accessorial Service Rules for Labor Charges. Shipments originated from the United States to destinations abroad may not exceed 120% of the charges as identified in HTOS Section 12.7.

U.S. General Services Administration

Household Goods Tender of Service

(GSA HTOS)

Publish Date: August 29, 2019

Supplement 1 Publish Date: October 30, 2019

Effective Date: November 1, 2019

Supplement 1 Effective Date: January 1, 2020

THIS EDITION CANCELS THE PREVIOUS EDITION

Supplements Issued					
Version No.	Supplement No.	Description	Issued	Effective	Page No.
2019	1	Added "Supplements Issued" table Changed effective date from November 1, 2019 to January 1, 2020	10/30/19	01/01/20	Various

Revisions Made in New Issuances of the HTOS				
Section/ Appendix	Description	Issued	Effective	Page No.
		08/29/19	01/01/20	
1.2	Updated verbiage relating to when the HTOS does not apply			2
1.2.3	Added new item to the list of items specifically excluded from the scope of the HTOS			3
1.4	Added a reference to GSA's Acquisition Gateway			5
3.3	Added a new TSP "Responsibility" for "Safeguarding of Personally Identifiable Information (PII)" and requirements under "Authority and Action Required"			30
3.3	Added additional requirements under "Authority and Action Required" of the existing TSP "Responsibility" for "Employees"			31
3.3	Added a new TSP "Responsibility" for "Driver Identification/Qualifications" and requirements under "Authority and Action Required"			31
5.2.7	Added verbiage relating to the use of electronic inventories			48
5.2.7.2	Added verbiage relating to the use of electronic inventories			49

Revisions Made in New Issuances of the HTOS				
Section/ Appendix	**Description**	**Issued**	**Effective**	**Page No.**
		08/29/19	**01/01/20**	**52**
5.3.1	**Added verbiage relating to the Cargo Preference Act and the use of vessels of United States registry for the ocean portion of overseas shipments booked in accordance with the HTOS, the procedure for requesting a Determination of Non-Availability from the Cargo Preference Act requirements and reporting and submission requirements**			
7.5.1	**Updated verbiage to state that GSA will initiate agency surveys on a yearly basis**			**86**
8.3	**Added verbiage to reference 5.3.1.1 for the requirements and documentation needed to justify and obtain a Determination of Non-Availability for the use of a Foreign Flag vessel**			**93**
Appendix C	**Removed the "Justification Certificate for Use of Foreign Flag Vessel" form**			
		08/23/18	**11/1/18**	
1.4	Added reference to "supplements" and changed effective date from publish date to effective date			5
2.17	Removed "Failure to submit Shipment Reports" and "Failure to submit Industrial Funding Fee (IFF)"			21

Revisions Made in New Issuances of the HTOS				
Section/ Appendix	**Description**	**Issued**	**Effective**	**Page No.**
		08/23/18	**11/1/18**	
2.18	Added "Failure to submit Shipment and Storage-in-Transit (SIT) Reports, "Failure to submit Industrial Funding Fee (IFF)" and "Failure to initiate GSA Form 3080s"			22
Various	Clarified Report as Shipment Report or Claim Report and added references to SIT Report			Various
5.3.14.4	Removed "of the property from liftvans"			55
5.4.4	To first sentence added "…the actual commencement of unloading the shipment for delivery to residence or into storage…"and removed last sentence			59
6.6.2	Added verbiage relating to the optional service of prepayment auditing to be consistent with the language in the Sample MOA found in Appendix E			77
7.5.1	Added verbiage requiring GSA Form 3080s to be initiated within thirty (30) calendar days of final delivery and that the Bill of Lading (BL) number entered on a 3080 matches the BL number entered for the corresponding shipment on the required Shipment and/or SIT Report			84
8.1.1	Added verbiage expecting invoices to be submitted within sixty (60) calendar days after delivery/service is completed			88

Revisions Made in New Issuances of the HTOS				
Section/Appendix	**Description**	**Issued**	**Effective**	**Page No.**
		08/23/18	**11/1/18**	
8.5.6	Added back Section that was inadvertently left out of last issuance of the HTOS			94
8.8	Added clarification language			97
9.1.2.3	Added new Section on Duty to Mitigate Loss			103
9.1.3.2.1	Added clarification language			105
9.1.3.2.2	Added clarification language			105
11.3.2	Added new Section on SIT Reporting requirement			128
Appendix D	Added requirements for RFSP header information (if applicable), SIT Reports and inclusion of pass-through charges in Shipment and SIT reports			249

Getting Started

The General Services Administration's (GSA) Household Goods Tender of Service (HTOS) provides the rules and requirements for performing services as a provider in the Centralized Household Goods Traffic Management Program (CHAMP). As a Transportation Service Provider (TSP) qualified to participate in providing domestic and/or international transportation services, you must fully understand and comply with the requirements defined in the HTOS.

The HTOS is divided into twelve (12) Sections with five (5) Appendices. The Table of Contents is linked to each section when using the document online. The HTOS is primarily written in plain language. In some cases, however, more complex language is required due to law and regulation. Wherever possible, examples have been included to help define a subject.

The HTOS is used in conjunction with the GSA500A Tariff and the CHAMP Request for Offers (RFO). The tariff contains the pricing rules for domestic shipments between points in the United States (including the District of Columbia and Alaska but excluding Hawaii) and between points in the United States (including the District of Columbia and Alaska but excluding Hawaii) and Canada. The HTOS contains the pricing rules for international shipments and accessorial services. The Request for Offers (RFO) is the annual solicitation providing the requirements for TSPs to file rates. Amendments to the HTOS may be included in an RFO.

Contact GSA's Employee Relocation Resource Center with any questions regarding this document.

U.S. General Services Administration

Household Goods Tender of Service

(GSA HTOS)

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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 Federal agencies pursuant to the Federal Travel Regulation (FTR) or appropriate travel regulation.

The HTOS is published and managed by:
General Services Administration
Employee Relocation Resource Center (Hereinafter referred to as PMO)
2300 Main Street, 7th Floor NE
Kansas City, MO 64108
Website: GSA Household Goods Transportation

1.1 Application

The terms and conditions of the HTOS:

- Apply to all firms approved to participate in the Centralized Household Goods Traffic Management Program (CHAMP) -- Domestic and International -- to service HHG shipments routed in accordance with the terms and conditions of CHAMP
- Apply to CHAMP shipments moved between or within the Continental United States (CONUS) and trust territories, or possessions of the United States (U.S.), or between or within CONUS and foreign countries and foreign to foreign locations as defined in the annual Request for Offers (RFO).
- Apply to Transportation Service Providers (TSPs) participating in CHAMP and servicing HHG shipments routed pursuant to any contract awarded to a participating TSP by GSA or a Federal civilian agency.
- Supplement or supersede, as the case may be, all service provisions of any applicable tender or the GSA tariff under which a shipment may be routed, except where these conditions may be in conflict with applicable Federal, State, and local laws and regulations including international shipments.

1.2 Scope of the Household Goods Tender of Service (HTOS)

The scope of services to be provided includes, but is not limited to, transportation services (linehaul and over-ocean), 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 executive branch employees of Federal Government agencies

when relocating under permanent change of station orders. It applies to shipments between or within the CONUS and trust territories, or possessions of the U.S., or between or within the continental U.S. and foreign countries, and foreign to foreign locations as defined in the annual RFO.

This HTOS does not apply **to uniformed service members or its authorized cost reimbursable contractors, under Title 37 of the United States Code, "Pay and Allowances of the Uniformed Services," including the uniformed service members and authorized cost reimbursable contractors serving in civilian agencies such as the U.S. Coast Guard, National Oceanic and Atmospheric Administration and the Public Health Service. However, to the extent that such agencies have requested and authorized assistance from the Department of State to ship HHG moving from/to a domestic location and an international location or between two international locations, the terms of this HTOS may apply.**

1.2.1 Services to be Furnished

Services to be furnished include:

- On-site pre-move surveys (virtual or telephonic in limited approved cases)
- Packing at origin residence using proper materials, e.g. cartons, containers, padding
- Inventorying, loading and debris removal at origin
- Shipment or transportation of property from origin to destination
- SIT when required
- Delivery to residence
- Unpacking and debris removal at destination
- Removal and placement of each article in the residence warehouse, or other building
- Disassembly and reassembly of appliances and other approved property, including hiring a third party if required and approved, to perform the service
- UAB shipments, i.e., preparation, shipment and delivery of UAB
- Shipment of Privately Owned Vehicle (POV), i.e., preparation, shipment, and delivery of POV

1.2.2 Classification of Included Items

The HTOS and its primary related documents (the RFO and GSA tariff) apply to the class of property defined by 49 USC 13102(10)(A)-(B), in effect at the time of publication. The term

"household goods" as used in connection with transportation means the personal effects and property used or to be used in a dwelling, when part of the equipment or supply of such

dwelling, and similar property if the transportation of such effects or property is:

- Arranged and paid for by the householder, except such term does not include property moving from a factory or store, other than property that the householder has purchased with the intent to use in his or her dwelling and is transported at the request of, and the transportation charges are paid to the TSP by, the household; or,
- Arranged and paid for by another party.

1.2.3 Excluded Items

Shipments specifically excluded from the scope of this HTOS are:

- Shipments that can be more advantageously or economically moved via parcel post or small package carrier
- Shipments of unusual value
- Explosives and other dangerous articles
- Commodities in bulk
- Commodities injurious or contaminating to other freight or property
- Property which by its inherent nature is liable to impregnate, contaminate or otherwise cause damage to other property or equipment
- **Any item defined as contraband or restricted by law, policy or agency of the U.S. or any foreign entity in an international point-to-point move**
- Shipments that the Federal Government may elect to move in Government vehicles

Also excluded are airplanes, mobile homes, birds, pets, livestock, cordwood, building materials, and items which cannot be taken from or delivered to the premises without damage to the items or the premises. Also excluded are packing and crating services performed under a Direct Procurement Method (DPM) contract awarded by an agency.

1.3 Other General Provisions

1.3.1 Use of Term Transportation Service Provider (TSP)

The term Transportation Service Provider (TSP) is used throughout this HTOS when referring to federally approved carriers and forwarders accepted by GSA to participate in CHAMP. Shipments of HHG are tendered to the TSP. The TSP is responsible for the actions of its agents

performing services associated with a HHG shipment. In the event that the terms "carrier" or "agent" appear within this HTOS, they shall be understood to mean TSP unless it is clear from the context that the term carrier or agent is appropriate to the shipment.

1.3.2 Acceptance of the HTOS

The HTOS, with all of its terms and conditions, must be accepted by TSPs approved for either domestic or international traffic or both. The PMO reserves the right to place in temporary non-use or revoke any TSP's participation in CHAMP, to include all or some accepted rate offers, if found to have filed a rate offer(s) in a location in which they do not possess the appropriate authority.

1.3.3 Bills of Lading

CHAMP uses Bills of Lading (BL) for domestic shipments. International shipments are moved on a Government Bill of Lading (GBL). The GBL is a controlled document that conveys specific terms and conditions to protect the Federal Government's interest and serves as the contract of carriage. A BL is the document used as a receipt of goods and documentary evidence of title during transportation. When an agency uses a BL, the specific terms and conditions of a BL are included in the CHAMP rate offer under this HTOS and the BL shall make reference to the TSP's applicable rate offer/ tender number accepted by GSA. The BL must also include the name of the CHAMP TSP responsible for the shipment.

By accepting this HTOS, a TSP agrees that specific terms and conditions of a GBL are included in their rate offer/tender. Specific terms and conditions that apply to either the GBL or BL are included in 41 CFR 102-117.65, the "U.S. Government Freight Transportation Handbook", 41 CFR 102-118.135 and 140.

1.3.4 Routing of Shipments

Both domestic and international shipments must be routed using GSA cost comparisons.

1.3.5 Mileage Determination

For distances between domestic points, apply the mileages issued by ALK Technologies, Inc. See the annual RFO for the version to apply.

For origins and/or destinations in Canada, Rand McNally mileage will be used in lieu of ALK Technologies, Inc. See the annual RFO for the version to apply. For distances between international points, apply the applicable mileage guide, book, or other method used in each particular country to determine mileages.

1.3.6 Industrial Funding Fee

The TSP shall submit the Industrial Funding Fee (IFF) due on all eligible CHAMP shipments. The IFF shall be submitted within sixty (60) calendar days of the end of each calendar quarter. The amount of the IFF must equal the sum of all shipment net charges reported to GSA, multiplied by the applicable IFF percentage. Further guidelines on how to calculate the CHAMP IFF, will be found in the annual RFO.

1.3.6.1 IFF Deficiencies

In the event deficiencies are found in the IFF amounts submitted to GSA, the PMO will notify the TSP in writing of the existing deficiency. The TSP will be given an opportunity to correct the noted deficiency.

1.3.6.2 Correction of Deficiencies in IFF

Failure to acknowledge or correct deficiencies after notification by the PMO will result in the PMO placing the TSP in a temporary non-use status, in accordance with procedures in Federal Management Regulation (FMR) Part 102-117. The PMO may also refer a TSP to the Suspension and Debarment Official (SDO) for suspension or debarment action.

1.3.6.3 Failure to Submit IFF

Failure to submit the IFF due GSA for HHG shipments handled by the TSP will result in immediate placement of the TSP in temporary non-use status pending revocation of the TSP's approval to participate in CHAMP.

1.4 Revising the HTOS

The HTOS is revised and reissued by the PMO as necessary. This is done though the publication of supplements or reissuing of the document on the HTOS page from the GSA Household Goods Transportation website **and/or GSA's** Acquisition Gateway. Unless otherwise specified in the Web document, the effective date will be the effective date as identified on the cover page of the HTOS.

The issuance of supplements or new versions of the HTOS, changes thereto, or reissues thereof will only be by means of publication on the HTOS and RFO page on the GSA website **and/or GSA's** Acquisition Gateway.

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 General Services Administration (GSA) Centralized Household Goods Traffic Management Program (CHAMP), for both domestic and international Household Goods (HHG) shipments, is open to any household goods carrier or freight forwarder holding appropriate authority (e.g., certificates, licenses, or permits) from the U.S. Department of Transportation (DOT), Federal Maritime Commission, or State regulatory authority.

This section describes how an eligible firm may apply for acceptance as a Transportation Service Provider (TSP) for CHAMP. It also describes the conditions for continuing in CHAMP, including restructuring of the approved scope of operation and renewal.

A firm may apply to participate in CHAMP at any time, subject to the restrictions set out in Section 2.2, below.

2.2 Restrictions on Applications for Approval

Previous CHAMP TSPs, whether its approval by GSA was revoked or it voluntarily withdrew from the program, may apply for approval subject to the restrictions in the following table:

If:	Then the firm:	When?
The firm's approval was revoked by GSA	May apply for approval.	One calendar year after revocation.
The firm voluntarily withdrew	May apply for approval.	Immediately

See also Section 2.5 below for further information on the approval process for previously approved TSPs.

2.3 Application and Approval Process

TSPs who apply to participate in CHAMP are stringently evaluated and assessed. TSPs qualify on financial stability, business experience, quality assurance, and knowledge of the Household Goods Tender of Service (HTOS). TSPs shall submit a complete approval application package.

This approval package is reviewed by the Program Management Office (PMO). If accepted, the TSP will then be approved to participate in CHAMP.

To become an approved CHAMP TSP, go to the GSA Household Goods Transportation website. Find the "For Transportation Service Providers" page under Transportation Service Provider Information.

- Download the Household Goods Application Instructions
- Download the Domestic Application, if applicable
- Download the International Application, if applicable.

Note that a TSP may apply for domestic approval only, international approval only or both. If a TSP seeks both domestic and international approval both applications shall be submitted. Refer to the downloaded Household Goods Application Instructions for complete details.

To complete an application, the following items shall be provided to the PMO:

- E-mail/attachment containing Domestic and/or International Application(s)
- Completed Carrier Request to Participate and Agreement (see Appendix C – Forms)
- Completed Trading Partner Agreement (see Appendix C Forms)
- Standard Carrier Alpha Code (SCAC) Certification Letter.

Complete and submit the application and documentation as required in the instruction document and this section. An application is not complete until all of the listed items are submitted and any questions from the PMO are satisfactorily answered. Failure to respond to PMO requests for additional information by the suspense date established in the request will delay consideration and may result in termination of the application without action.

GSA will notify applicants of their approval or rejection within sixty (60) calendar days of receipt by GSA of their completed package.

2.4 New Applicants

This section includes additional information about the terms and conditions governing an application for participation in CHAMP. They amplify and extend the information in the Household Goods Application Instructions.

Unless otherwise provided, the term applicant shall mean the applicant firm.

2.4.1 Applicant Information

Information concerning the applicant includes name, postal address, electronic mail address, telephone and facsimile numbers, corporate office, operating authorities, and other forwarders with which the applicant does business. The applicant shall indicate whether or not it is under the financial or administrative control of any other household goods carrier or forwarder, and state the name of the carrier or forwarder controlling the applicant. The applicant will provide a list of HHG carriers and forwarders which are under its common financial or administrative control.

2.4.2 Agreement to Abide By the HTOS

The applicant shall submit an original signed copy of the "Request to Participate and Agreement to Abide by the Terms and Conditions of the General Services Administration's Centralized Household Goods Traffic Management Program" (see Appendix C – Forms). By this, the applicant agrees that it and its agents shall abide by the terms and conditions of the CHAMP HTOS. If the applicant is applying for both Domestic and International Programs, only one signed original document is required.

2.4.3 Authority and Licenses

2.4.3.1 Applicant

The applicant shall submit any applicable ownership requirement established by law for the type of services in which it engages.

The applicant shall hold all necessary operating authorities, permits and business licenses issued in its name, from appropriate regulatory bodies, for the transportation of personal property, and will provide copies of each authority, permit or business license to the PMO upon demand.

If the applicant is exempt from such regulatory certification by operation of law or order of an appropriate regulatory body, it shall so state and be bound by the applicable tender or the GSA tariff and legal requirements and the provisions of this HTOS.

2.4.3.2 Applicant's Agents

The applicant shall ensure that its agents also meet any applicable ownership requirements established by law for the type of services in which it engages.

The applicant shall certify that each agent it will use holds all necessary operating authorities, permits, business licenses issued in its name, from appropriate regulatory bodies, for the provision of agent services and will provide copies of each authority, permit or business license to the PMO upon demand; "agent" is defined in Appendix A of this HTOS.

If an agent is exempt from such regulatory certification by operation of law or order of an appropriate regulatory body, it shall so state and be bound by the applicable tender or the GSA tariff and legal requirements and the provisions of this HTOS.

Note: Each agency using CHAMP has the right to establish its own agent approval process in addition to the CHAMP application and approval process. Each agency requiring agent approval is responsible for establishing its own application submission requirements, approval standards, approval processing and issuance.

2.4.4 TSP-Agent Agreement

The applicant shall certify that each agent it will use to provide agent services is party to a valid written agent agreement between itself and the applicant. This agreement shall be in effect at the time of application or will be at the time of use, if approved. The agent agreement shall, at a minimum, contain the language set out in Section 3, setting out the terms and conditions of the agent's representation of the TSP, the services to be provided, the terms and method of payment for services rendered, the quality control standards expected by the firm and the method of quality measurement, and the terms under which the agreement may be terminated.

2.4.5 Standard Carrier Alpha Code (SCAC) Designation

An applicant shall have a valid SCAC as issued by the National Motor Freight Traffic Association, Washington, DC. An applicant's request will not be processed without the SCAC.

2.4.6 Trading Partner Agreement

The applicant shall complete and sign the Trading Partner Agreement (TPA) form (see Appendix C - Forms) and send the hard copy back with all other required documentation. If applying for both the Domestic and International Programs, only one TPA needs to be submitted. An applicant's request will not be processed without the TPA.

2.4.7 Cargo Insurance

The applicant shall maintain cargo liability insurance during the term of this agreement. At a minimum, this insurance will be in the amount of $65,000 for any one shipment per (transporting) vehicle and $150,000 for any one disaster causing loss or damage to the contents of two or more shipments per (transporting) vehicle or property otherwise located. The insurance policy shall not contain any provision excluding liability for loss and/or damage for which the firm is responsible under the terms of this HTOS.

The cargo liability insurance certificate shall provide that notice of termination or cancellation be furnished to the PMO thirty (30) calendar days prior to such termination or cancellation.

2.4.8 Performance Bond -- International Only

If the applicant is applying for approval to handle international shipments, the firm shall maintain a performance bond during the term of this agreement. The amount of the bond shall be for the greater of $75,000 or 2.5% of the firm's (principal) gross annual revenue derived from CHAMP GBL shipments the preceding calendar year. The bond shall be executed by a surety company appearing on the list contained in the Department of the Treasury Circular 570, "Surety Companies Acceptable on Federal Bonds."

The bond is continuous until canceled by the TSP or surety company. In the event a bond is canceled, it shall be replaced by the close of business on the date of cancellation in order to maintain approval.

Use Standard Form (SF) 25 for this purpose (See Appendix C – Forms). The performance bond must be delivered to the PMO no later than the due date for the filing of rates in the Filing Cycle following applicant's approval. The performance bond shall be renewed annually in conjunction with rate filing as directed in the Request for Offers (RFO).

2.4.9 Experience

The applicant shall conduct and maintain operations consistent with standard industry practices and this HTOS so that an acceptable level of service shall continue to be provided.

The applicant shall certify that each agent it will use conducts and maintains operations consistent with standard industry practices and this HTOS so that an acceptable level of service shall continue to be provided.

2.4.10 Scope of Operation

The applicant shall submit information about their current and proposed scope of operation. For its current scope of operation, the applicant shall provide the actual number of shipments handled between each serviced service-area pair during the past five (5) years.

2.4.11 HTOS Questionnaire

The applicant shall complete the HTOS questionnaire which is designed to familiarize the applicant with the requirements of the HTOS and is contained within the application package on the web (See Section 2.3). GSA reserves the right to require that the HTOS Questionnaire be resubmitted when the applicant has failed to complete a substantial number of the questions correctly.

2.4.12 Quality Control Program

The applicant will furnish information regarding its published internal quality control program covering the functions of traffic management (routing, tracing, and billing), packing, packaging, containerization, employee training, supervision, and, if appropriate, agent supervision. This will include quality goals and objectives with measurable performance standards, measurement techniques, and actions based on those standards.

The applicant will furnish information on how its quality control program is applied to its agents and how it is monitored. In addition, the applicant will describe how its program relates to, and reinforces the quality control program of, its agents.

Valid certification under ISO 9000 or ISO 9001 may be submitted as evidence of an acceptable Quality Control Program in both the applicant's and its agents' organizations.

2.4.13 Financial Responsibility

The applicant shall demonstrate its financial responsibility, working capital, and other financial, technical, and management resources.

2.4.14 Agent Facilities

The applicant's agents shall have the following:

- 2,000 cubic feet of storage space available for the use of the applicant
- Two vehicles, one of which shall be a weather-tight van of at least 1,000 cubic feet capacity and one open bed vehicle with a minimum length of 16 feet each
- One mobile lifting device (e.g., forklift) with a minimum lifting capacity of 4,000 pounds.

2.5 Previously Approved Firms

If the applicant has previously had its approval revoked or has voluntarily withdrawn from CHAMP participation, reapplication is governed by the rules in Section 2.2. The application shall be supported by statements from all Federal Government agencies that had previously used that firm for HHG transportation services. The statements of support shall be in the form and format specified by GSA.

2.6 Additional Information

GSA reserves the right to request additional or supplemental information when the information contained in the application is insufficient for a proper evaluation. Unless requested by GSA, additional or supplemental information will not be accepted.

2.7 False Statements

An applicant shall submit an application in its own name for approval as a TSP. A firm that on its own behalf or on behalf of an agent (a) falsifies, conceals, or covers up by any trick, scheme, or device a material fact; (b) makes any false, fictitious or fraudulent statement or representation; or (c) makes or uses any false writing or document knowing the same to contain any false, fictitious or fraudulent statement or entry on any part of the application or on any document furnished pursuant to this HTOS is punishable by fines, imprisonment, or both (U.S. Code, Title 18, Section 1001).

2.8 Evaluation of Application

The request for approval will be evaluated in accordance with the criteria set forth below

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 GSA CHAMP
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 operation
2.4.4 TSP-Agent Agreement	The applicant shall certify that each agent it will use to provide agent services is party to a valid written agent agreement between itself and the applicant.
2.4.5 SCAC Designation	GSA will verify that the National Motor Freight Traffic 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
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 the HTOS, performance consistent with standard industry practices and that of firms or agents, as appropriate, already participating in the program and performance that will meet the levels of quality expected of approved program TSPs. GSA will determine how well the applicant has managed and handled its corporate account businesses.
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

HTOS Section and Application Item	Evaluation Factors
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 operation
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 civilian 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 2016 will be considered a new firm until November 2017. GSA will limit the new TSP's scope of operation to that consistent with the applicant's experience, resources, quality control processes and financial responsibility.

2.9.2 Applicants Whose Prior Approval Has Been Revoked

A TSP whose approval was previously revoked by GSA and has subsequently successfully reapplied shall be granted a scope of operation not exceeding that previously approved. GSA may determine that a lesser scope is consistent with the applicant's experience, resources, quality control processes, financial responsibility and prior performance in the program.

2.9.3 Applicants Who Have Voluntarily Withdrawn

A TSP who voluntarily withdrew from CHAMP and has subsequently successfully reapplied shall be granted a scope of operation based upon the data contained in the application and financial review.

2.9.4 Advertising of TSP Approval

Except in those instances where the TSP uses information or data publicly available, the TSP shall not refer to GSA approval to participate in the program or participation in the program in commercial advertising in such a manner as to state or imply that the services provided are endorsed or preferred by the Federal Government or are considered by the Federal Government to be superior to other services.

2.10 Rejection of Application to Participate

An applicant may be rejected for the following reasons:

- An applicant's failure to file information by due dates established by the PMO
- An applicant not meeting the financial qualification standards
- An applicant not meeting the business and operational responsibility standards such that a scope of operation cannot be established.

2.11 Continued Participation and Renewal

Once an applicant has been approved to participate, continued participation depends upon:

- The TSP showing a willingness and ability to meet the transportation requirements of the Federal Government and the HTOS.
- The TSP's maintenance of financial responsibility, working capital, and other financial, technical, quality control processes, and management resources necessary to continue to perform. In concurrence with this requirement, GSA may request a TSP to submit current financial data to support its stability while participating in CHAMP.
- The TSP's Continuation of Insurance. If at any time the TSP's certification statement of cargo liability insurance is not provided to the PMO in accordance with the RFO, the TSP's participation in the program will be immediately revoked.
- The TSP's continuation of Performance Bond. If at any time the TSP's performance bond for the International Program is canceled and not replaced with an acceptable new bond, the TSP's participation in the program will be immediately revoked.
- The TSP's continuation of ISO 9000/9001 Certification. In the event that a TSP's approval is predicated in part on ISO 9000/9001 certification and that certification lapses or is terminated by the certification registrar, the TSP's approval will become conditional until it has completed all parts of the application that were waived because of the ISO 9000/9001 certification. However, should the TSP not meet the evaluation standards approval will be revoked.
- The TSP is prohibited from any assignment of rights. In the event a TSP exercises any right under a currently existing agreement or enters into agreements with parties not subject to its control which in any way infringe, controvert, or otherwise subordinate or prevent the TSP from deciding unilaterally whether it will or will not submit a claim or file suit against the Federal Government or pay a claim by the Federal Government after the original bill for services performed under this HTOS, the TSP's approval will be immediately revoked. An exception is the assignment of payment of the TSP's original bills to a bank for collection.
- To ensure CHAMP TSPs are aware of updates to policies and regulations, the PMO will perform a renewal of its approved applicants. The TSP must satisfy this renewal requirement. The renewal process will contain information subject to how a TSP is handling shipments under CHAMP and will require each TSP to complete a multiple choice / true-false questionnaire on provisions that affect transportation of HHG shipments under CHAMP and/or of the employee. A score of 100% is required to pass, and TSPs will be provided opportunities to re-take the "open book" questionnaire. If a TSP does not submit the required documentation to the PMO, it may be placed in temporary non-use, with rates in Transportation Management Services Solution (TMSS) being removed indefinitely and potential removal from CHAMP. The PMO has the discretion of when to require the submission of renewal documents and the allowable amount of time for submission of the questionnaire.

2.12 Scope of Operation Adjustments

Adjustments to a TSP's scope of operation are made based on the TSP's Customer Satisfaction Index (CSI) derived from The Household Goods Carrier Evaluation Report, GSA Form 3080. This is described in Section 7.

2.12.1 Adjustment When the CSI Is Greater Than 100

A CSI greater than 100.00 indicates better than average customer satisfaction. A TSP with a CSI greater than 100.00 may increase its scope of operation by an amount equal to the difference between its CSI and 100.00. For example, a CSI of 109.83 would permit a 9.83% increase in the number of service area pairs (SAP) in the approved scope of operation. See the following computations example.

Note: In these computations all percentages relating to the number of SAPs are rounded up to the next greater whole number (e.g., 0.29 is rounded up to 1.)

Sample Scope of Operation Adjustment When The CSI Is Greater Than 100
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 100

A CSI between 95.00 and 100.00 indicates average customer satisfaction. A TSP with a CSI between 95.00 and 100.00 may not change its scope of operation.

2.12.3 Adjustment When the CSI Is Less Than 95

A CSI less than 95 indicates below average customer satisfaction. A TSP with a CSI less than 95.00 will have its scope of operation decreased by an amount equal to the difference between its CSI and 100.00.

2.12.3.1 Reduction of A Multi-Service Area Pair Scope

When a TSP has a multi-service area pair scope, the TSP will be required to reduce its scope of operation by an amount equal to the difference between its CSI and 100.00. For example, a CSI

of 88.23 would require an 11.77% decrease in the number of service area pairs (SAP) in the approved scope of operation. See the following computations:

Sample Scope of Operation 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 Operation

When a TSP's CSI is less than 95.00 and the scope of operation adjustment would result in a complete elimination of the TSP's scope of operation (i.e., zero service area pairs), the scope will not be changed for the filing cycle during which the CSI will be effective. This is subject to the following provisions:

- The TSP's approval will be changed to conditional for the filing cycle during which the CSI will be effective
- If the TSP's CSI for the subsequent customer satisfaction rating period is 95.00 or greater or the TSP is unindexed for the subsequent customer satisfaction rating period, the conditional approval will be revoked
- In the event the TSP's CSI for the subsequent customer satisfaction rating period remains less than 95.00, the TSP's approval will be revoked.

2.12.4 Adjustment When There Is No CSI

The lack of a CSI indicates that GSA has been unable to establish the quality of the TSP's performance. An unindexed TSP may not change its scope of operation.

2.12.5 Adjustments Based On Factors Other Than the CSI

For TSPs that have filed rates since their approval, the approved scope of operation below may be adjusted upon written request by the TSP. This excludes new TSPs. Any approved adjustment will be effective as determined by the PMO. The following sections describe the other factors that may be considered.

2.12.5.1 Adjustment Based On an Increase in Operating Authority

If a TSP's operating authority increases, no adjustment in the assigned scope of operation will be made unless the TSP's current published CSI is greater than 100.00.

However, GSA reserves the right to require the TSP to submit current information in accordance with the requirements set out in Section 2.5, and to increase, decrease, or not change the TSP's scope of operation based on the evaluation of that information.

2.12.5.2 Adjustment Due To Mergers and Acquisitions

If a TSP's operating authority increases because of a merger or acquisition, no adjustment in the assigned scope of operation will be made unless the TSP's current published CSI is greater than 100.00. However, GSA reserves the right to require the TSP to submit current information in accordance with the requirements set out in Section 2.5, and to increase, decrease, or not change the TSP's scope of operation based on the evaluation of that information.

2.12.5.3 Adjustments Based On Reorganization Plans

When a TSP files a petition for reorganization under the laws of the United States or a foreign country, the TSP shall notify the PMO immediately. TSP's approval to participate in the program will be reviewed. If a TSP's plan for reorganization is approved under the laws of the United States, GSA will require the submission of current information in accordance with the requirements set out in Section 2.5, and increase, decrease, or not change the TSP's scope of operation based on the evaluation of that information.

If the TSP fails to notify the PMO of its filing for reorganization its approval to participate in CHAMP will be revoked.

2.12.5.4 Adjustment Based On Financial Capacity

GSA reserves the right to require a TSP to submit current financial information and increase, decrease, or not change the TSP's scope of operation based on the evaluation of that information.

2.12.5.5 Adjustment Based On Redesignation of Principal Operating Company

A TSP's scope of operation will not be adjusted due to the redesignation of the principal operating company by the parent company.

2.12.5.6 Adjustment Based On TSP Name Change

An approved TSP may change its name upon submission of a copy of its approval by the DOT or appropriate regulatory authority to the PMO. Such documentation shall clearly demonstrate a change of name. No adjustments in the assigned scope of operation will be made. However, GSA reserves the right to require the TSP to submit current information in accordance with the

requirements set out in Section 2.5 above, and to increase, decrease, or not change the TSP's scope of operation based on the evaluation of that information.

2.12.5.7 Adjustment When More than One of the Factors Applies

When more than one of the factors cited in Sections 2.12.5.1 through 2.12.5.6 applies (e.g., an approved reorganization coupled with a name change), GSA reserves the right to determine the factor under the terms of which any adjustment action will be taken.

2.13 Restructuring of Scope of Operation

2.13.1 Restructuring Due to Bankruptcy

A TSP filing a petition for bankruptcy under the laws of the United States or a foreign country shall notify the PMO immediately. When a TSP files a petition for bankruptcy, the TSP's approval to participate will be immediately suspended pending outcome of the bankruptcy proceedings. In the event the TSP fails to notify the PMO of its filing its approval to participate in CHAMP will be revoked.

Upon approval of a reorganization plan by the responsible Bankruptcy Court of the United States, a TSP is required to submit a plan for restructuring of its scope of operation and the information required in Section 2.5.

2.13.2 Restructuring Based On Changes in Traffic Patterns

Over a period of time and for various reasons, a TSP's predominant and long-term traffic patterns may change. Such changes may result in the CHAMP approved scope of operation no longer matching the traffic patterns of the TSP.

Accordingly and notwithstanding any of the provisions set out in Section 2.5, a TSP may request in writing a restructuring of its scope of operation. Restructuring the scope of operation consists of replacing SAPs. The restructuring will not result in an increase in the scope of operation.

2.13.2.1 Timing of Request

No earlier than five (5) years after the year in which the TSP was approved to participate in the program and in five (5) year increments thereafter, a TSP may request a review of its scope of operation. For example, a TSP approved in calendar year 2017 may request a review of its scope of operation in calendar years 2022, 2027 and so on.

2.13.2.2 Procedure

When a TSP has determined that it wants to exercise its right to request a restructuring, the TSP shall notify the PMO in writing of its intent to file a request for restructuring under the terms of this HTOS. Upon receipt of such notice, the PMO will transmit to the TSP the instructions for the submission of its requests. The TSP shall then file the formal request in the anniversary year. A formal request to restructure, as opposed to the notice of intent to request restructuring, received in other than the anniversary year will be rejected.

2.13.2.3 General Content of Instructions

Generally, the TSP shall be required to submit the information identified in Section 2.5 together with sufficient traffic flow statistics and such other information as may be needed to support a conclusion that a substantial, long- term change in traffic patterns different from the approved scope of operation has occurred.

2.13.2.4 Action on the Request

GSA reserves the right to restructure, decrease, or not change the TSP's scope of operation based on the evaluation of the information submitted with the request to restructure.

2.13.3 Needs of the Program

GSA reserves the right to increase or restructure a TSP's scope of operation without regard to the TSP's CSI when the needs of the program require such increase or restructuring.

2.14 Updating Approval Information

Whenever an approved TSP makes substantive changes in its organization or operation as described in its approval application, the TSP shall advise the PMO in writing of such changes. TSP’s that have a change in ownership must notify the PMO in writing within 30 calendar days from the date such ownership occurred. Upon such time, the PMO has the discretion to require the new ownership to present updated financial data, business statistics data, or other documentation relevant to the change in ownership. No change to a TSP's scope of operation will be affected unless the PMO determines the financial stability is significantly off-set from the previous TSP owner.

2.15 TSP Withdrawal from CHAMP

A TSP may withdraw its participation in the program at any time at its discretion. A TSP withdrawing its participation in CHAMP shall notify the PMO in writing and any notification shall be effective thirty (30) calendar days from the date of notice.

2.16 Constructive Withdrawal

A TSP may be deemed withdrawn from participation in the program if it does not file rates in two (2) consecutive years.

2.17 Termination of Performance Procedures

This section, in conjunction with Section 3.2, details the applicable procedures for terminating performance of a TSP. BLIOs should use termination of performance to address those shipments needing to be retendered due to the fault of the TSP. Reasons for initiating termination of performance procedures include, but are not limited to:

- Nonperformance, delay or refusal of services;
- Anticipatory repudiation;
- Breach of the terms of tender, including but not limited to:
    - Failure to complete movement;
    - Non-payment of agent's fees and/or unreasonable TSP charges to agent;
    - Failure to settle loss/damage claims;
    - Failure to release/unlawful detainment of shipments;
    - Failure to notify the PMO of assignment and change of control;
    - Missing documentation;
- Inability to perform service(s) in a timely manner;
- Financial and operational failures;
- And/or any condition(s) endangering performance resulting in disruption to Federal agency customers.

Upon reasonable belief that the TSP has engaged in behavior giving rise to a cause for termination of performance, the BLIO will place the offending TSP in immediate temporary non-use status and notify the PMO whereupon the PMO will remove the TSP's rate offers from the TMSS database. Within a reasonable time thereafter, the BLIO shall notify the TSP, in the form of a written cure notice, that the BLIO has taken the aforementioned actions and clearly identify the nature and extent of the performance failure(s). The cure notice shall request that the TSP remedy the condition(s) endangering its participation under CHAMP and shall state that a proper cure notice will take the form of the TSP's unqualified written assurance of its ability and intent to cure within 10 calendar days or the TSP will be terminated for performance. In the event that the TSP has clearly expressed by words or conduct, its intent not to render the promised performance by the time fixed on the BL, this behavior constitutes anticipatory

breach/repudiation. In the event of anticipatory breach/repudiation on the part of the TSP, the BLIO is not required to issue a 10-day cure notice and may proceed with termination on the grounds of anticipatory breach.

If the TSP responds to the cure notice within the 10-day period, the BLIO shall (1) determine whether such response constitutes a proper cure of the deficiencies outlined in the notice and upon determination that a proper cure was received (2) notify the TSP of its determination by (a) removing the TSP from temporary non-use status and (b) notifying the PMO to reinstate the TSP's rates in TMSS.

2.18 TSP Approval Revocation

This section, in conjunction with Section 3.1, details the applicable procedures for the PMO to revoke a TSP's approval to participate in CHAMP. Reasons for initiating revocation of the approval include but are not limited to:

- Termination(s) of performance by the BLIO(s);
- Nonperformance, delay or refusal of services;
- Anticipatory repudiation;
- Failure to submit Shipment and Storage-in-Transit (SIT) Reports;
- Failure to submit Industrial Funding Fee (IFF);
- Failure to initiate GSA Form 3080s;
- Inability to perform service(s) in a timely manner;
- Financial and operational failures;
- And/or any condition(s) endangering performance resulting in disruption to Federal agency customers.

In cases of termination of performance by the BLIO, if the BLIO determines that the TSP has not properly cured deficiencies outlined in a cure notice within the 10-day period to the satisfaction of the BLIO, the BLIO shall notify the PMO. At that point in time, the PMO will inform the TSP that its approval to participate in CHAMP is hereby revoked and the TSP's rate offers on file with CHAMP are removed permanently from the TMSS database.

Any revocation of a TSP's approval to participate in CHAMP is appealable to the PMO. Letters to the TSPs notifying the TSP that the PMO has revoked its approval in CHAMP shall include notification to the TSP of its right to appeal its revocation to the PMO and outline relevant procedures for submitting an appeal. A revocation of approval only removes the TSP from the CHAMP; it does not prevent the TSP from seeking opportunities outside of CHAMP. Moreover, the TSP will not be listed as an excluded party in the System for Award Management (SAM).

3 Responsibilities and Authorities

3.1 Program Management Office Responsibilities and Authorities

The following table summarizes the responsibilities and authorities of the GSA Centralized Household Goods Traffic Management Program (CHAMP) and the Program Management Office (PMO). In general, the PMO is responsible for the overall management and administration of CHAMP. The PMO is ultimately responsible for the effective operation of CHAMP and is the final arbiter in matters related to CHAMP unless otherwise noted in a specific section.

Unless otherwise specified in the table below, all provisions are applicable to domestic and international moves. Specific provisions for international are grouped at the bottom of the table.

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 for Suspension or Debarment	In accordance with the procedures in the Federal Management Regulation (FMR) Part 102-117 (41 CFR 102-117)
Place TSP in Temporary Non-use Status	Place TSP or agent in temporary non-use in accordance with procedures in FMR Part 102-117 (41 CFR 102-117)
Revoke TSP's Approval to Participate in CHAMP	Revocation of a TSP's approval may occur under the following circumstances: • Termination(s) of performance by the BLIO(s); • Nonperformance, delay or refusal of services; • Anticipatory repudiation; • Inability to perform service(s) in a timely manner; • Financial and operational failures; • And/or any condition(s) endangering performance resulting in disruption to Federal agency customers.
Appeal of Revocation of Approval, Temporary Non-use, Suspension, and Debarment	Handle the appeal of revocation in accordance with Section 2.18 Refer to the Federal Acquisition Regulation (48 CFR Part 9, Subpart 9.4) for policies and procedures governing suspension and debarment of a TSP Review all relevant and necessary information to make a final determination on the TSP's temporary non-use status.
Appeal of Corrective Action	Review all relevant and necessary information to make a final determination on the merits of a corrective action imposed by the BLIO

Program Management Office (PMO) Responsibilities and Authorities	
Responsibility	**Authority and Actions Required**
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
Appeal of (Bill of Lading Issuing Officer BLIO) Claim Decision	Review all relevant and necessary information to make a final determination on the dispute
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 Federal Government. This process is at the discretion of the PMO
Annual Performance Report	PMO will publish a performance report annually based on GSA Form 3080 and any other information the PMO deems appropriate

Program Management Office (PMO) Responsibilities and Authorities International Program Only	
Responsibility	**Authority**
Agent Termination and TSP Non-use	Ensure new agency agreement established within thirty (30) calendar days or TSP shall be placed in temporary non-use.

3.2 Bill of Lading Issuing Officer (BLIO) Responsibilities and Authorities

The Bill of Lading Issuing Officer (BLIO) is responsible for the management of the transportation of household goods in his/her agency. The responsibilities and authorities of the BLIO can be performed by either a Contractor or a General Services Officer (GSO) if designated in writing by the BLIO. The table below outlines the responsibilities and authorities of the BLIO. The BLIO is authorized to waive approvals and requirements as noted in the HTOS based on individual shipment circumstances. Initial decisions by the BLIO are final and conclusive to the TSP unless an appeal is made to the PMO.

All documentation preparation and annotation is the responsibility of the BLIO unless specified elsewhere. The BLIO is responsible for distributing the BL or GBL.

Unless otherwise specified in the table below, all provisions are applicable to domestic and international moves. Specific provisions for international are grouped at the bottom of the table.

BLIO Responsibilities and Authorities	
Responsibility	**Authority and Actions Required**
TSP Liability	Establish and authorize in writing the level of services and liability on the BL
Expedited Service	Approve in writing
Telephonic/Virtual Pre-move Surveys	Approve in writing
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
Use of Crates	Approve in writing in accordance with Section 5
Shuttle Service	Approve in writing
Other Accessorial Services	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 Non-use TSP and/or Agent	Place TSP or agent in temporary non-use in accordance with procedures in FMR Part 102-117 (41 CFR 102-117)
Refer TSP for Suspension or Debarment	Refer TSP for suspension or debarment in accordance with procedures in the FMR Part 102-117 (41 CFR 102-117)

BLIO Responsibilities and Authorities	
Responsibility	**Authority and Actions Required**
Termination of Performance under the HTOS	Approve in writing termination of all or part of service. Termination is based on a breach of the terms of tender, failure to complete a service, delay a service or refuse a service, failure to perform in accordance with the GSA tariff/Request for Offers (RFO) and/or other legal requirements. Domestic terms include but are not limited to: non-payment of agent's fees and/or unreasonable TSP charges to agent, detention of a shipment due to dispute, missing documentation and inability to perform service in a timely manner. International terms include but are not limited to: non-payment of charges by TSP to agents or other service providers, e.g. port agents causing shipment to be detained or delayed and missing documentation. See Section 2.17 Termination of Performance Procedures for further details
Proper Tarping	Place TSP in temporary non-use when shipments moved in linehaul without proper tarping
Violation of HTOS or BL	Place TSP in temporary non-use, evaluate cure notice, and terminate the BL for violation of the HTOS and/or BL's terms
Lack of Incomplete Corrective Action	Place TSP in immediate temporary non-use if TSP corrective action is incomplete
Inventory Coding	Place TSP in immediate temporary non-use if TSP consistently uses mass coding or miscoding
Improper Conduct	Place TSP in immediate temporary non-use if TSP personnel are reported under influence of alcohol or drugs, use abusive language or engage in improper conduct
Removal of Property from Disapproved Facilities	Direct TSP to move shipment to Federal Government approved warehouse. Cost paid by TSP. No cost to Federal Government
Storage–in–Transit (SIT) greater than 50 miles at Origin or Destination	Approve in writing. In excess of fifty (50) miles of origin or destination charges for storage include: charges for storage at other TSP warehouse, and charges involving use of trailers, vans, public warehouses and self-storage units
Additional SIT	Prior to the expiration of the initially authorized SIT days, provide to the TSP, in writing, the number of additional days authorized for SIT
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 of new billing instructions

BLIO Responsibilities and Authorities	
Responsibility	**Authority and Actions Required**
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 owner
TSP Request Excusable Delay, Refusal or Failure	Decision by BLIO. Situations beyond control of TSP include but are not limited to: Acts of God or the public enemy, strikes, freight embargos, and unusually severe weather. TSP shall notify BLIO. Ordering Office advises BLIO. If decision is that delay is inexcusable, BLIO shall notify PMO
Scheduling Service on Saturday, Sunday or Holidays	Approve in writing prior to performance
Completion after 5:00 P.M.	BLIO, owner, or their authorized representative, approve in writing the start of any service that cannot be completed by 5:00 p.m. on regular business days. No liability on the part of the Federal Government will be incurred for overtime labor or any other additional charge
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
Extension of Storage	Negotiate storage in excess of 150 calendar days in accordance with Section 5

BLIO Responsibilities and Authorities International Program Only	
Responsibility	**Authorities and Actions Required**
Designation of Agents	Authorized to direct use of destination and origin agents
Use of Foreign Flag Shipping	Approve in writing in accordance with Section 5 and the RFO
Diversions and Reconsignment	Anything outside a 50 air mile radius of the address, US Embassy, Consulate or municipality shown on the Bill of Lading
Taking Possession of Shipments When TSP placed in worldwide non-use status	Inspect local and port agent facilities for subject TSP. Terminate these shipments and arrange alternative TSP and transportation to final destination

BLIO Responsibilities and Authorities International Program Only	
Responsibility	**Authorities and Actions Required**
SIT at a Foreign Location	Authorize and approve in writing in accordance with Section 5. TSP shall use closest Department of Defense/Department of State approved storage facility. Excess charges for TSP convenience will not be allowed
Reweigh of Shipment	Authorize in writing in accordance with Section 5
Payment of Release Fees and Setoff	Pay any charges necessary to release a shipment and initiate setoff procedures against the TSP for any overage
Extension of Storage	Negotiate storage in excess of 180 calendar days in accordance with Section 5

3.3 Transportation Service Provider (TSP) Table of Responsibilities and Authorities

The table below summarizes authorities and responsibilities of the Transportation Service Provider (TSP). This table is only a summary. Specific TSP responsibilities and authorities are defined throughout the HTOS, especially in Section 5, Household Goods Services, and Section 11, Reporting Procedures. The TSP and its agents share in the execution of these responsibilities. Although agents perform a vital role in this regard, the principal responsibility for these requirements is on the TSP. The TSP is always responsible for the actions of its agents.

A TSP can request a waiver of a requirement or approval for a special service. All verbal requests shall be followed up in writing.

Unless otherwise specified in the table below, all provisions are applicable to domestic and international moves. Specific provisions for international are grouped at the bottom of the table.

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 CHAMP as identified in this HTOS, the GSA tariff, the RFO, and TSP is responsible for the actions of its agents and subcontractors
Selection of Agents	TSP has a choice of agents, subject to agency control. (Refer to the current RFO for restrictions). TSP shall have a resident agent in each state, offshore location, country, and trust territory or US possession for which TSP submits rates. General agents can be used

TSP's Responsibilities and Authorities	
Responsibility	**Authority and Action Required**
Selection of Agents	TSP has a choice of agents, subject to agency control. (Refer to the current RFO for restrictions). TSP shall have a resident agent in each state, offshore location, country, and trust territory or US possession for which TSP submits rates. General agents can be used
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 BLIO
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 operation
Shipment Routings	TSP shall determine optimal shipping routes
Shipment Tracing	TSP shall trace and annotate documentation and notify BLIO within the required time noted in HTOS Section 5.10.1. TSP shall keep records in accordance with Sections 5 and 10 including the date of the requests, time received, name of the requestor, and the date and time status provided
SIT	Mandatory use of TSP's agent facility within fifty (50) miles of origin, destination or installation shown in the "Consignee Block" of the Bill of Lading. Outside the fifty (50) miles requires BLIO approval
GSA Form 3080	TSPs are required to initiate an electronic GSA Form 3080 in the Transportation Management Services Solution (TMSS) system for every CHAMP shipment
Complaints and Inquiries	TSP establishes procedures for receiving and responding to complaints and inquiries from the BLIO and the owner or their authorized representative. TSP shall, at a minimum, provide a published phone number and written record in the file
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

TSP's Responsibilities and Authorities	
Responsibility	**Authority and Action Required**
Safeguarding of Personally Identifiable Information (PII)	**In accordance with the U.S. Department of Homeland Security,U.S Customs and Border Protection's guidance for safeguarding PII, the TSP shall ensure that their associated port agents, overseas general agents, and/or other responsible parties do not include the owner's Social Security Number (SSN), rank/grade, words that would identify it as a Government shipment such as "Government Shipment" or "Applicable Agency Shipment" or the Bill of Lading (BL) number is not entered in the "Marks and Numbers," "Description of Goods," or any other fields in the Automated Manifest System (AMS) or the Automated Commercial Environment (ACE).**
Claims	Provide to owner all reasonable and necessary assistance in preparation and filing of claims, including the forms, assistance in filling in forms, inspection of damaged property and obtaining estimates
Settlement	Provide to owner an item by item analysis of the settlement including denials or compromises
Appeal Procedures	May exercise for issues involving revocation of approval, temporary non-use, suspension and debarment, corrective actions, performance reports and claims
Claims for Additional Charges	Additional charges for transportation or accessorial charges shall be presented to the shipping agency with full documentation and explanation
Quality Control Program	All documentation and operating procedures available upon request for review and inspection in sufficient detail of every facet of the traffic management system. For example, routing, tracing, billing, packaging, employee training and supervision and agent supervision. Standards shall be equal to or greater than those of the HTOS
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 goods
Facilities	Maintain equipment, facilities, operations and personnel adequate for performing services
Maintenance of Records	Abide by 28 USC 2415 and 41 CFR 102-118 with regard to retention of transportation shipping documents. Electronic and physical data imaging systems (e.g., scanning or microfilm) may be used for most business purposes as long as hard copies are maintained and provided when requested. TSP is responsible for quality, indexing and retrieval of these records

TSP's Responsibilities and Authorities	
Responsibility	**Authority and Action Required**
Employees	Hire and train qualified personnel. **For the purposes of owner interaction, at least one employee, and/or warehouse employee when applicable, shall be fluent in English. All employees will be** neat in appearance, in **identifiable** uniforms, with valid company IDs. IDs shall have photo, employee name and signature**. TSP shall ensure all employees remain qualified in their assigned duties. English shall be the only language used with regard to work performed under the HTOS for written correspondence, discussions and other business transactions.** No parolees, convicts, or prison labor permitted. **TSP shall ensure that all employees and sub-contractors are free from possession and/or not under the influence of drugs or alcohol while in an owner's residence or handling an owner's personal property. TSP shall remove and replace any employee exhibiting unprofessional behavior when requested by the owner, an authorized representative of the owner or a government representative. Smoking is prohibited in the owner's residence or within 50 feet of personal property during all phases of shipment and storage.**
Driver Identification/Qualification	**TSP shall ensure drivers are legally qualified and licensed in accordance with local, state, federal, and foreign country or international laws.**
Use of Alternate TSPs	Request for alternate made by TSP to BLIO in writing. Approval by the BLIO required. Alternate shall be an approved CHAMP TSP. The TSP shall perform services to the same standards as the TSP and is bound by the requirements of the HTOS

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 at Foreign Locations	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 in accordance with generally accepted warehousing practices

TSP's Responsibilities and Authorities International Program Only	
Responsibility	**Authority and Action Required**
Property Release to Shipping Agency	TSP shall release shipment if demanded by agency. All property shall be clearly identified on the ocean bills of lading/manifests or other documentation for ease in tracing and action
Agents	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 Federal Government sponsored personal property and, as such, will not be detained by my firm under any circumstances. Further, I guarantee representatives of the Federal 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 Federal Government sponsored personal property is shipped."
Agent Use	TSP upon request furnish agent list to BLIO. Change of agent may be subject to agency inspection and approval of PMO
Agent Termination	Whether by Federal 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 Owner Responsibilities and Authorities

The table below summarizes authorities and responsibilities of the owner with respect to the shipment of their HHG. This table is only a summary. At the time of the pre-move survey, the TSP shall provide the owner a copy of GSA's "Your Rights and Responsibilities". This is available from the GSA Household Goods Transportation website.

Owner Responsibilities and Authorities	
Responsibility	**Authority and Action**
Limitation of Authority	Owner cannot make any agreement with the TSP which shall diminish the rights or increase the obligations of the Federal Government, except for reweigh service requests
Service Dates	Owner will set specific dates with TSP for pre-move survey, packing, loading, delivery and, if applicable, delivery from storage-in-transit, unless otherwise established by BLIO
Release of Property	Owner will release to the TSP only that property that legally belongs to, and may be shipped by, the owner
Accessibility of HHG	Owner will make sure all property to be shipped or placed at destination shall be in accessible areas with permanent stairways, adequate lighting, a flat continuous floor, and is of sufficient height for a person to stand erect
Disassembly and Reassembly of Property	Owner will be responsible for disassembly and reassembly of ice makers, swing sets, outdoor playground equipment, television and radio antennas, satellite dishes, storage sheds, and other similar items.
Appliance Servicing	Owner will arrange for the disconnecting or reconnecting of gas and/or electric washers/dryers, and draining of water hoses and draining/filling water beds.
Specialized Servicing	Owner will arrange for the disassembling, reassembling, or servicing of articles that require special servicing or services of a technician or craftsman such as a grandfather clock, audio, home entertainment or other electronic equipment, gas dryers, wall units/room electric/pipe organs, hot tubs, pool tables. (Refer to HTOS 5.2.5 which provides discretion to the BLIO to approve such services in writing.)
Excess Valuation	Prior to commencement of services, the owner is authorized to establish a level of service or declared value in excess of that established by the Federal Government.
Adverse Weather Conditions	In cases of bad weather that could be detrimental to the owner's personal property, service should be suspended until better weather unless approved in writing by the owner and TSP.
Snow Removal	Unless it is for TSP convenience, snow removal is the responsibility of the owner. If a TSP runs into issues with this, they are to immediately contact the agency's BLIO.

Owner Responsibilities and Authorities	
Responsibility	**Authority and Action**
Document Preparation and Annotation	Owner 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 • Prior to shipment packing, obtain independent third party appraisals of high-valued or antique property and give to TSP • Provide TSP a list of extraordinary (unusual) value property prior to packing, loading and pick-up of HHG
Inspection and Acceptance	Owner will inspect services in the absence of authorized GSA representative, the employing agency, or the BLIO. The owner's report of inspection (as documented by owner's signature on the BL (GBL if international) and a joint inspection at delivery) will be administratively final
Claims	The owner 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 rate offers is restricted to an approved TSP's scope of operation. The scope of operation is determined during the application process described in Section 2 of this HTOS which also details the process for increasing or reducing the scope. Rate offers outside the TSP's approved scope of operation will be rejected during the RFO period.

4.2 Geographic Coverage

The geographic areas included in a TSP's scope of operation are defined in the RFO. Additionally:

- Rate offers for domestic service (with the exception of Alaska) shall be for all points within the defined service areas for interstate and for the full state for intrastate offers.
- For intrastate shipments regulated by "State authority" within the meaning of 49 USC 14710(d), GSA's domestic tariff applies to the extent that GSA's rates are lower than the rates under the regulated state's tariff. In the event that GSA's rates are higher than the rates under the regulated state's tariff, the state's tariff will govern and a copy of the pricing pages from the regulated state's tariff shall be submitted to the agency's prepayment auditing division.
- Rate offers for service within Alaska or between Alaska and all other points defined as domestic will include only those points identified in the RFO.
- Rate offers for all international service may be between international areas or between international and domestic areas. In either case, offers for international service shall be for all points within the defined service areas and/or countries.

4.3 Annual RFO Process

The RFO provides instructions and timing for the filing and acceptance of offers and will be issued by the Program Management Office on an annual basis, unless changes in the program or other factors require the issuance of different instructions. Except as provided below, all terms, conditions, and instructions are contained in the RFO. In general, the RFO:

- Provides special instructions that amplify the information in the HTOS

- Solicits rates for domestic and international HHG services
- Provides details on the computation of the GSA Industrial Funding Fee (IFF)
- Provides special agency provisions that apply to the HHG shipments of a specific agency
- Provides criteria for the evaluation and acceptance of rate filings
- Provides technical details on the rate filing process.

4.4 One-Time-Only (OTO) Shipments

An OTO shipment is a particular shipment, route, or requirement with unique specifications that requires solicitation by an agency of a special type of rate offer from current CHAMP TSPs. This provision applies to both domestic and international services under this HTOS. An OTO shipment shall include the mandatory terms and conditions in writing that govern the use of GBLs and BLs (41 CFR 102-118.140) and must also state that the provisions of CHAMP and any agency-specific terms, conditions and/or specialized requirements apply. For OTO rates used in conjunction with CHAMP shipments, specifically Items 1, 2 and 3 below, OTO rates shall be all inclusive and include all charges for the transportation, accessorial (to include fuel), GSA's IFF and full replacement valuation, plus other services needed to support the unique nature of the OTO shipment. When an agency solicits OTO rates, it should solicit a minimum of 3 or more rate offers to make a best value determination, however, the agency may consider the rate offers if less than 3 are received. An agency may consider such factors as pricing, timeliness of pickup/delivery and/or the TSP's CSI score to determine best value.

OTO rates under CHAMP can be used for:

1. A single shipment with a unique delivery timeline, shipment characteristic, or origin/destination combination (all-inclusive pricing)
2. A group of shipments with the same or similar requirements (all-inclusive pricing)
3. Any and all modes of shipment (HHG, containerized, UAB, POV, etc.) when there are no rates or very limited rates (fewer than three) on file (all-inclusive pricing)
4. A shipment outside of a CHAMP TSP's authorized scope of operation if the agency and TSP have a Memorandum of Agreement (MOA) for Move Management Services (MMS) and there is no pricing structure identified in the MOA for OTO shipments. If an agency and MMS Provider have instituted an MOA for transportation services and a pricing structure for OTO shipments is identified within the language of the MOA, the MMS Provider may use the agreed upon pricing.
5. A shipment outside of a CHAMP TSP's authorized scope of operation when a TSP has obtained approval from the ordering agency in advance. The TSP must include the agency approval as documentation supporting the invoice.

For 1, 2, and 3 above, OTO rates shall be solicited in the following ways:

- Solicit rate offers directly from CHAMP TSPs. An agency should communicate its requirements in writing to TSPs directly via email or fax.
- An agency that handles household goods (HHG) shipments for another agency may solicit an OTO on the other's behalf. Either agency may require the use of an existing list of CHAMP TSPs with whom it already does business.

Agencies are encouraged to use CHAMP TSPs with approved rate offers inside the TSP's scope of operation for its respective OTO shipments. For 4 and 5 above, the acceptance and movement of a shipment by the TSP outside of its approved scope of operation shall constitute an agreement by that TSP to perform the required services (linehaul, accessorials, SIT and/or UAB), equal to or below the average of the 3 lowest rate offers (percentages) on file for the required lane (excluding the lowest in the given lane). For POV shipments, the average of the 3 lowest charges shown in TMSS for the required lane (excluding the lowest in the given lane) is the agreed upon not-to-exceed (NTE) charge. If the agency is unable to secure a TSP within those pricing parameters then the agency may solicit rates as described for 1, 2, and 3 above. If a TSP is approved for a traffic lane and did not file rates for that lane, that TSP may not provide an OTO rate offer. To present an OTO rate offer under CHAMP, a TSP must be approved for the applicable program, i.e., domestic or international.

Example of NTE charge:

Discard the lowest

Select the next lowest three and average. Round up or down as appropriate.

DOMESTIC EXAMPLE								
Displayed in TMSS	Low in Lane	AAAA	BBBB	CCCC	DDDD	EEEE	Low 3 Total	Low 3 Avg
Surface %	36	37	44	37	57	39	113	38
[redacted]								
SIT %	42	43	55	45	55	46	134	45
[redacted]								
INT'L EXAMPLE								
	Low in Lane	VVVV	WWWW	XXXX	YYYY	ZZZZ	Low 3 Total	Low 3 Avg
Surface %	170	170	170	170	172	177	510	170
[redacted]								
SIT %	100	100	200	200	200	100	400	133
[redacted]								
UAB	Low in Lane	VVVV	WWWW	XXXX	YYYY	ZZZZ	Low 3 Total	Low 3 Avg
%	697	845	927	951	935	905	2677	892
[redacted]								
POV	Low in Lane	VVVV	WWWW	XXXX	YYYY	ZZZZ	Low 3 Total	Low 3 Avg
Cat 1 POV								
Flat Fee	$3,800.00	$4,000.00	$4,050.00	$3,864.00	$4,198.00	$3,825.00	$11,689.00	$3,896.33
[redacted]								

All OTO shipments handled by a CHAMP TSP must be reported to the PMO via quarterly Shipment and Storage-in-Transit (SIT) Reports. An IFF is owed on each shipment. OTOs have the same transportation documentation and legal compliance requirements as any shipment under CHAMP. OTOs must meet all the requirements for pre- and post-payment transportation audits (FMR 102-117 & 102-118).

If a TSP provides OTO services to an agency in conjunction with its regularly filed rate offer, the rate offer and OTO portion must be supported by paid receipts, weight tickets, etc. as identified in HTOS Section 8.1.1., to satisfy both pre and post-payment audit requirements.

5 Household Goods Services

5.1 Scope of Service

This section discusses the performance requirements for the shipment and storage of an owner's Household Goods (HHG). The Bill of Lading Issuing Officer (BLIO), or the owner, or a properly authorized representative, shall establish firm service dates in conjunction with the Transportation Service Providers (TSPs) accepting shipments offered under this Household Goods Tender of Service (HTOS). Dates establish the timeline for the prompt performance of all necessary origin and destination services for domestic and/or international shipments including HHG, Unaccompanied Air Baggage (UAB), Privately Owned Vehicle (POV) and Storage-in-Transit (SIT).

5.1.1 General Services to be Furnished

- Services to be furnished for all CHAMP shipments include:
- On-site pre-move surveys (telephonic or virtual in limited approved cases)
- Packing at origin residence using proper materials, e.g. cartons, containers, padding
- Inventorying, loading and debris removal at origin
- Shipment or transportation of property from origin to destination
- SIT when required
- Delivery to residence
- Unpacking and debris removal at destination
- Removal and placement of each article in the residence warehouse, or other building
- Disassembly and reassembly of appliances and other approved property, including hiring a third party if required and approved, to perform the service
- UAB shipments, i.e., preparation, shipment and delivery of UAB.
- Shipment of POV, i.e., preparation, shipment, and delivery of POV

These services shall be performed on, before or after the date shown on the Bill of Lading (BL) or Government Bill of Lading (GBL) as appropriate. The required delivery date noted on the BL or GBL will not be construed by the TSP as a request for expedited service unless specifically authorized by the BLIO. The physical transfer of individual shipments from one linehaul vehicle to another will be held to a minimum. TSPs shall maintain continuous control of shipments and shall be responsible for monitoring and tracing to ensure prompt completion of all services.

In those instances when a TSP has the capability, it may make available (at no cost to Federal agencies) electronic communications for such purposes as shipment booking, tracing and claims settlement information.

5.1.2 Additional Scope of Service for Domestic Shipments

Domestic shipments may be moved via a container at either the specific request of the agency or for TSP convenience. If a domestic shipment is moved by container for TSP convenience, the TSP must notify the agency of its intent to containerize the shipment (see RFO for application of rate offers to apply). All provisions applying to a regular shipment moved in a moving van will also apply to containerized shipments. Upon moving a shipment via a container (either at the TSPs discretion or when specifically requested by an agency), the TSP agrees to use best commercial practices in selecting containers to safeguard movement of personal property. All containers must meet Federal Government/Military specifications when required. Any TSP owned or leased commercially designed shipping containers are authorized provided they meet or exceed Military Specification PPP-B-601.

Any shipments moving via containerized methods must contain security seals. All exterior household containers/cartons must be sealed with accountable seals at the owner's residence, unless containerization at the warehouse is approved by the BLIO, in writing. Applicable seal control numbers must be entered on the inventory and cross referenced to each container used. The owner must initial the inventory attesting to the correct seal numbers listed on the inventory. Wooden containers must have a minimum of four seals per containers and seals must secure the access overlap door and side panels. Commercially designed shipping containers of permanent structure must be locked and sealed using a commercially approved tamper-evident device. All containers used for shipments of household goods must be TSP packed and cannot be left unsecured or outdoors.

5.1.3 Additional Scope of Service for International Shipments

Unless directed otherwise by the employing agency, for international shipments, the TSP shall be required to:

- Place HHG in Type II containers at origin
- Provide surface transportation to the ocean carrier's terminal
- Transfer goods to sea shipping container, if necessary
- Provide transportation of shipping containers to port of debarkation
- Transfer goods loaded in Type II containers from sea containers to motor TSP, if necessary
- Deliver HHG into storage or to destination residence or place Type II containers in sea containers at origin residence and transport to destination residence or storage facility. These services supplement the general services to be provided to all CHAMP shipments. See also those provisions applicable to international shipments only below.

5.2 General Provisions for HHG Shipments

This section discusses the general provisions for the transportation of HHG. They apply to all domestic shipments. They also apply to all international shipments subject to the supplementary procedures in Section 5.3 below.

All communication with the Federal Government for the purposes of shipping, booking, tracing and settling claims shall be in writing unless waived by the BLIO or Program Management Office (PMO). Electronic communications are preferred, if available.

5.2.1 Pre-Move Survey

The TSP shall perform a pre-move survey of the HHG to be transported. All surveys are to be conducted onsite at the primary pick-up location. Upon request of the TSP, in extraordinary circumstances, the BLIO may waive this requirement in favor of a virtual or telephone survey.

5.2.1.1 Conducting the Survey

Appointments shall be made with the owner or their authorized agent, and, if changes need to be made, timely communication is required. The survey will determine items to be shipped, approximate weight, and materials needed to pack and move the shipment. All major items of furniture, appliances and equipment should be noted. Special packing materials needed for fragile items, flat screen televisions, front load washers and dryers or other special materials shall be noted. The scheduled dates for packing and pick-up will be determined at this time. At the time of the survey, the TSP shall provide the owner or their agent a copy of GSA's "Your Rights and Responsibilities". This is available from the GSA Household Goods Transportation website. Upon completion of the survey, the owner or their agent will be provided a signed copy of the pre-move survey including the TSP's estimated weight and other documentation.

5.2.1.2 Establishing Pick-up Date

TSPs will be provided at least five (5) business days advance notice when tendered shipments. Under unusual circumstances, TSPs may agree, but are not obligated, to accept pick-ups on less than five (5) business days' notice. When shipments are accepted with less notice, the TSP is obligated to the agreed pick-up date.

- For domestic shipments, the owner or his authorized representative and the TSP shall establish and agree to a pick-up date.
- For international shipments, the BLIO and the TSP shall establish and agree to a pick-up date.

5.2.2 Packing

The TSP is responsible for packing HHG shipments in a professional manner. All items will be packed so as to prevent damage or loss of personal property. The packing will be done in such a manner as to minimize weight. The TSP shall pack efficiently and effectively using the smallest cubic measurement producing packages that will withstand normal movement without damage to the transporting vehicle, liftvan/container, or contents.

The TSP has the responsibility to inspect all pre-packed goods to ascertain the contents, and their condition, and that only articles not otherwise prohibited by the provisions of CHAMP and this HTOS are contained in the shipment. Furthermore, when it is determined by the TSP that pre-packed goods require repacking, such packing will be performed by the TSP.

5.2.2.1 Container Requirements

The number and weight of containers will not be greater than necessary to accomplish efficient transport.

5.2.2.1.1 Original Containers

At the owner's request, articles such as electronic equipment and computer equipment and peripheral devices (e.g., printers, modems, external drives, etc.) will be packed in original containers by the TSP when furnished by the owner and if the containers are in good condition for shipping purposes. When original cartons are utilized, the provisions of Section 5.2.2.1.2 below do not apply.

When the original containers are not available and, when necessary to protect electrical equipment for safe transportation or during SIT, such equipment will be completely wrapped in paper or unicellular polypropylene foam and packed in a carton with enough padding to provide insulation necessary to prevent contact of one article with another and to eliminate movement of any article in the liftvan/container. When packing in a carton is not necessary, the items will be properly wrapped and padded for protection.

5.2.2.1.2 Cartons

Cartons of solid or corrugated fiberboard will be used for packing linens, books, bedding, lampshades, draperies or other similar articles. After packing, cartons shall be sealed by taping lengthwise at the joint on top and bottom. The inside dimensions of the carton (length, width, and depth totaled) will not exceed seventy-five (75) inches with a weight limitation of sixty-five (65) pounds. All corrugated cartons shall be stamped with a manufacturer's certificate indicating name of manufacturer, minimum combined weight of facings, size limit, gross weight limit and information indicating type of carton. Cartons lacking

such certification are not authorized for use. Egg crates, fruit or vegetable crates, tea crates and similar type boxes will not be used, even when packed by the property owner. Overflow boxes will not be of triwall or corrugated cardboard construction.

5.2.2.1.3 Barrels, Fiber Drums, and Cartons

Wood barrels, fiber drums or cartons with a capacity of not less than five (5) cubic feet are to be used for packing glassware, chinaware, bric-a-brac, table lamp bases and other fragile articles. When packing fragile items has been completed and space is left in a dish pack, such space may be used for packing other lightweight items. These containers will not contain more than 120 pounds. Corrugated containers may be used instead of barrel or drum-type containers. No more than 120 pounds of material will be packed therein. The sum of the interior horizontal and vertical girths will be not less than 157 inches for wooden barrels, fiber drums or other drum-type containers. The cube of corrugated containers will be determined by actual measurements. All barrels or fiber drums will be securely headed and marked "This End Up."

5.2.2.1.4 Crates

Except for the packing of grandfather clocks, glass and marble tabletops, projection televisions and pool table slate, the use of crates must be authorized by the BLIO. See the GSA tariff Item 105 for domestic crating of flat panel televisions exceeding 60 inches and HTOS Section 12 for international crating requirements.

5.2.2.2 Packing Materials

TSPs will only use new materials in sufficient quantities and of sufficient quality to protect the owner's property during packing, shipping, storage and unpacking. The use of damp, wet or unclean packing is prohibited.

5.2.2.2.1 Wrapping

Wrapping paper or unicellular polypropylene foam will be new, clean and appropriate for the purposes intended. Each item of silverware, silver ornamentation or brass that is not coated to prevent tarnishing will be completely wrapped in unicellular polypropylene foam or non-tarnish tissue paper.

5.2.2.2.2 Paper, Waxed or Treated

All waxed paper used will be manila wax or equivalent. Treated paper may be used if it is butcher type paper.

5.2.2.2.3 Unicellular Polypropylene Foam

All unicellular polypropylene foam wrapping material will be new, clean and will conform to Federal Specification PPP-C-1797A.

5.2.2.2.4 Padding

New and good quality used-wood excelsior pads, unicellular polypropylene foam, shredded paper pads or other equally suitable material will be used when required.

5.2.2.2.5 Filler Material

Good quality wood excelsior pads, wood wool excelsior pads, shredded paper pads, cellulosic (bubble pack, etc.) cushioning material, fiberboard, corrugated fiberboard, unicellular polypropylene foam, unprinted newsprint, and/or kraft paper will be used as a filler.

5.2.2.3 Marking Requirements

All packed or wrapped items shall be marked on the exterior in general terms as to the nature of the contents. Each carton or other piece of the shipment shall be identified with an inventory number that will be recorded on the inventory form.

If a shipment will be going into SIT, each carton or piece of the shipment shall also be identified with a lot number and last name of the owner.

5.2.2.4 Books

Books will be placed in cartons. All books of similar size will be packed together in rows. Pads of solid or corrugated fiberboard will be inserted between rows and packed tightly, wedged with pads or paper, if necessary, to fill out the carton and prevent chafing. Books normally will not be packed more than two (2) rows high in a book carton.

5.2.2.5 Fragile items

Use of clean bubble type or other modern method of packing is required for the packing of glassware, chinaware, bric-a-brac, table lamp bases and other fragile articles. Packing of fragile items shall be such as to keep the articles safe from the normal hazards of transportation. Use of excelsior or shredded paper is not acceptable.

5.2.2.6 Kitchenware

All kitchenware will be padded and packed into cartons. Kitchenware shall not be packed with other items.

5.2.2.7 Linens, Clothing, and Draperies

Linen, clothing, draperies and similar items may remain in drawers, chests, dressers, trunks, etc., when considered safe for carriage. If considered unsafe for carriage, these items will be packed carefully into new cartons which will be properly sealed at residence.

This provision applies to domestic shipments only.

5.2.2.8 Use of Wardrobes

On domestic door-to-door shipments, clothing normally on hangers will be hung in wardrobes.

This provision applies to domestic shipments only. See Section 5.3.11.3 below for the use of wardrobes for international shipments.

5.2.2.9 Mirrors, Pictures, Stone Table Tops

Subject to the restriction contained in Section 5.2.2.1.4 above, mirrors, pictures and paintings, both glass-faced and non-glass-faced, glass, or stone table tops and similar fragile articles will be wrapped and packed in a crate, if authorized by the BLIO, or suitable fiberboard carton. When more than one article is packed in any one crate or carton, a divider will be provided. No more than four (4) articles will be packed in any one crate or fiberboard carton. Stone or marble tabletops will be packed separately. Small pictures, paintings, mirrors and similar articles will be carefully packed into cartons and properly sealed at residence.

5.2.2.10 Lampshades, Ornaments

Lampshades, ornaments, small toys and other small items easily crushed will be wrapped and placed in cartons and will be insulated from the carton walls and from other items. Lampshades will be wrapped individually with new paper or new unicellular polypropylene foam, placed in cartons and cushioned to prevent shifting or damage.

5.2.2.11 Mattresses

Mattresses will be placed in new mattress cartons or plastic bags at the residence and sealed with tape. Plastic bags, if used, shall have a minimum thickness of 3 mils, and may only be used when a direct delivery address has been designated on the BL. Memory foam, Tempur-Pedic or comparable mattresses will be shipped utilizing best commercial practices and in accordance with manufacturers' instructions. Crating is not authorized for shipping mattresses unless approved in writing by the BLIO.

5.2.2.12 Rugs and Pads

All rugs and rug pads will be properly rolled and not folded. Rugs will not be folded or bent to an extent that may cause damage to the rug.

5.2.3 Surface Protection

All articles having surfaces liable to damage by scratching, marring, soiling or chafing will be wrapped at time of loading at residence in textile or paper furniture pads, covers (other than burlap) or other acceptable wrapping materials. When storage of these articles is necessary, they will be afforded the same protection against damage.

5.2.4 Appliance Servicing

Appliance servicing includes the servicing and re-servicing of household appliances and other articles which have free moving parts, mechanisms, attachments or accessories which, if not properly serviced, might be damaged or rendered inoperative during transit. Each appliance serviced will be appropriately labeled to indicate that it must be serviced at destination before use (reversing the process performed at origin).

Appliance servicing will not include disconnecting or reconnecting appliances (including personal computers and related peripheral devices), repairing articles, removal or installation of radio/television antennas or air conditioners, wiring, gas connections, plumbing service, preparing audio equipment for transport, or dismounting and remounting home entertainment systems. This includes any special service or labor (plumbing, electrical, carpentry, gas or ventilation connection, etc.) required to DISCONNECT or RECONNECT such appliances and other household articles from or to the premises; and/or any preparation of article(s) by a third party in order to permit the safe transportation of the article(s) which IF NOT PROPERLY SERVICED prior to loading, could be damaged in or incident to transit. At the request in writing of the BLIO, the TSP will provide such special services or labor subject to the TSP's ability to furnish qualified personnel.

5.2.4.1 Washers

Washers requiring servicing will be secured with washer kits, washer packs, washer locks or special plastic inserts. The use of sheet fiberboard/cardboard is prohibited.

5.2.4.2 Appliances and Electrical Equipment

Appliances and electrical equipment requiring other servicing will be serviced in accordance with the best prevailing industry shipping practices.

5.2.5 Items of Unusual Nature

Items of unusual nature include, but are not limited to, German shranks, grandfather clocks, waterbeds with attached wall units, steel shelving, pool tables, elongated work tables and counters. These items may require special service by a third party to be prepared for safe transportation. This third party service, including disassembly and reassembly, must be approved in advance and in writing by the BLIO. TSP shall not perform these services unless requested and approved and in writing by the BLIO.

5.2.6 Disassembly and Reassembly for Transportation

Except as provided in Section 5.2.5 above, the disassembly and reassembly of property such as beds, waterbeds and sectional bookcases for shipment shall be performed by the TSP. The owner is responsible for draining waterbeds and for detaching and reattaching appliances to water and gas lines.

The TSP shall disassemble at point of origin all items of personal property which, in the judgment of the TSP, requires disassembly to ensure safe delivery at destination. Disassembly will be noted on the inventory form at origin.

The TSP is not responsible for removing any outdoor article embedded in the ground or secured to a building, nor the disassembly or assembly of any outdoor articles such as steel utility cabinets, swing sets, slides, sky rides, jungle gyms, television and radio antennas or other outdoor articles of similar nature. If items are disassembled by the owner, it will be indicated on the inventory form.

5.2.6.1 Hardware

All nuts, bolts, screws, small hardware and other fasteners removed from articles by the TSP in the preparation for shipment will be placed in a cloth bag or similar durable container and securely attached to the article from which they were removed and will be so noted on the inventory. In the event that hardware that was removed during disassembly is missing during reassembly, the TSP shall be required to furnish replacements.

5.2.6.2 Items Removed From Furniture

Legs and other articles removed from furniture will be properly wrapped, bundled together and identified, e.g., “Dining room table legs, six each”, and listed as a separate item on the inventory.

5.2.7 Preparation of Shipment Inventory

Inventory forms will be of multiple copy design **or a TSP may elect to utilize an electronic inventory. In either instance, the inventory** shall specify the name and address of the TSP, and contain an explanation of the exception markings used to describe the condition of the goods **and provide the ability for the owner and/or their authorized representative to view and contest exception markings**. In addition, there shall be space for indicating the name of the owner and the date of shipment. The same inventory prepared at origin will be used to verify condition and count upon delivery of the shipment.

5.2.7.1 Preparation of Origin Inventory

The TSP shall, in conjunction with the owner or their authorized agent, prepare an inventory listing all articles received for shipment and their condition at origin. The inventory should list clearly and legibly each article of HHG to the extent necessary to properly identify it. Words such as "household goods" or other overly general descriptive terms will not be used.

An automated inventory may be used if completed at the place of pick-up when the appropriate descriptive information is recorded and copies are provided as required.

Each copy of the inventory of the shipment will bear the signature of the owner, or the owner's agent, together with the signature of the TSP's representative certifying its accuracy and completeness.

5.2.7.1.1 Listing of cartons and contents

All cartons shall be marked to clearly identify the size of the carton and its contents. The same general identification of contents must also be shown on the inventory. Nothing herein shall be construed as prohibiting the TSP from preparing a detailed or itemized list of carton contents. Each article shall be identified with an inventory number and such numbers shall be recorded on the inventory form.

5.2.7.1.2 Preparation of Inventory for Overflow Items

A separate inventory will be prepared for overflow items, one copy dispatched immediately to the BLIO and one copy to the owner at the time of delivery.

5.2.7.1.3 Preparation of Inventory for High Risk Items

Unless specifically authorized by the BLIO, the inventory prepared in accordance with this section will not contain a listing of high risk items.

5.2.7.1.4 Listing of Firearms

For all firearms bearing a serial number being shipped pursuant to this HTOS and packed in the original container or a TSP-packed container, the TSP shall place the serial number on the corresponding line in the "condition at origin" column on the descriptive inventory.

5.2.7.1.5 Annotation of Inventory upon Change in Custody

The TSP shall annotate the inventory to show any overage, shortage, and damage found, including visible damage to external shipping containers, every time custody of the property changes from a TSP to a warehouseman or from one TSP to another.

5.2.7.1.6 Exceptions to the Condition of Goods

Exceptions to the condition of the goods shall be recorded specifically for each article and brought to the attention of the owner before the goods are removed from the residence. General terms, such as marred, scratched, dented, worn, torn, gouged, etc., shall not be used without supplemental description as to the degree and location of the exception. If the owner disagrees with the TSP's description of the condition of an item, the disagreement will be noted on each copy of the inventory.

5.2.7.1.7 Omission of an exception symbol

Special care shall be exercised to ensure that the inventory list reflects the true condition of the property. Omission of an exception symbol will indicate the article is in good condition except for normal wear.

5.2.7.2 Preparation of Destination Inventory

When unloading and unpacking articles at the destination residence, the TSP shall use the same inventory prepared at origin to:

- Verify delivery at destination
- Inspect each article for damage
- Check the inventory against possible loss of or damage to the HHG.

This inspection will be done in conjunction with the owner or their authorized representative. A record will be made of any difference in count or condition from that shown on the inventory list prepared at origin and such record will be jointly signed by the TSP and the owner or their authorized representative. **If an electronic inventory was used at origin, the TSP shall ensure the owner and/or their authorized representative has the ability to view and contest exception markings.** The record of count and condition will be indicated on the inventory form, other delivery document, or the form prescribed by the shipping agency. Discrepancies will be noted on the last page of the inventory. If articles are missing, every effort will be made to locate these items and forward them to the owner by expedited means, at no additional cost to

the Federal Government or the owner. **A copy of the signed inventory must be provided to the owner and/or their authorized representative. If an electronic inventory was used, the TSP shall provide a duplicate, unalterable electronic copy with the signature of the owner or their authorized representative.**

5.2.7.3 Receipt of Firearms

TSPs who deliver firearms in interstate or foreign commerce shall obtain a written acknowledgment of receipt from the recipient of any package containing a firearm.

5.2.8 Pick-up and Delivery Services

When a shipment is accepted at origin, the TSP agrees to meet the required pick-up and delivery dates on the BL unless the BLIO provides other instructions. The shipment will be moved according to the transit times in HTOS Section 10 unless otherwise modified in the RFO. Expedited service is not permitted unless directed in writing by the BLIO.

Pick-up may be performed by the TSP's local agent with transfer to a linehaul agent at the origin terminal facility.

Pick-up and delivery will be performed on weekdays during normal business hours (8 am -5 pm local time). Weekend and holiday services are not authorized. If a required delivery date falls on a holiday or weekend, the service will be performed on the next available workday. Only the BLIO can authorize services after 5 pm local time or on weekends/holidays.

When packing, loading, unloading or unpacking during adverse weather conditions could create a potential hazard to the owner's household goods or personal effects, such services will be suspended until more favorable weather conditions exist unless otherwise mutually agreed to in writing by the TSP and the owner. TSPs shall, if requested, produce a copy of this in writing to the PMO.

5.2.8.1 Protection of Residence Floors & Protection for Buildings

A substantial cover for flooring and carpeting in the owner’s residence will be provided during packing, loading and delivery to prevent scratching, gouging, marring or soiling the floor or carpet of the residence. The TSP shall furnish padding or other protective material for the interior of the buildings, including elevators, for the duration of the move under this HTOS.

5.2.8.2 Unloading, Unpacking and Placement

The TSP or its local agent shall unload the HHG shipment at the owner’s residence, unpack the shipment, and place items as specified below.

- Unloading at destination includes:
- One-time laying of rugs
- One-time placing of furniture and like items in the appropriate room of the dwelling or a room designated by the owner
- Unpacking of all boxes, cartons and/or crates
- Placing the contents of the unpacked containers in the room designated by the owner
- Placing items in cabinets, cupboards, or on shelving in the kitchen shall be done when convenient and consistent with the safety of the items and proximity of the area desired by the owner. This does not include arranging articles in a manner desired by the owner
- Re-hanging of all clothes from wardrobes.

5.2.8.3 Recording Loss and Damage

The TSP shall record loss and damage revealed while unloading and unpacking. When unloading and/or unpacking articles at the destination residence, the TSP shall, in coordination with the owner or the owner's authorized agent, inspect each article for damage and check the inventory against possible loss of or damage to articles. A record will be made of any difference in count and condition from that shown on the inventory prepared at origin, and such record will be jointly signed by the TSP's representative and the owner or the owner's authorized agent. Such record or count and condition will be indicated on the Notification of Loss or Damage at Delivery or Notification of Loss or Damage AFTER Delivery documents, as applicable.

5.2.8.4 Removal of Debris

Packing and loading at origin and unloading and unpacking at destination includes removing from the owner 's residence, including driveway and curbside, all empty TSP-provided containers, packing materials, cartons and other debris such as nails accumulated incident to packing and loading. Additionally, any debris which may have accumulated on the street or adjacent property or in parking spaces will be removed.

Debris removal charges will apply when the BLIO requests in writing that the TSP perform debris removal of cartons unpacked by the owner subsequent to the date of delivery and the service is performed. Removal of debris charges WILL NOT APPLY for the cartons unpacked by the TSP at the time of delivery. Debris removal service performed after delivery must be performed within thirty (30) calendar days of delivery date.

5.3 Provisions Applicable to International Shipments Only

The following provisions are applicable only to international shipments. These supplement the general provisions above.

5.3.1 Use of United States and Foreign Flag Vessels

5.3.1.1 Cargo Preference Act

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**. If it is determined that a vessel of United States registry is not available or the use of a Foreign Flag vessel is necessary to meet service/delivery requirements, the TSP must provide notice in writing to the BLIO detailing why a vessel of United States registry cannot be used. It is then the responsibility of the agency or BLIO to request a Determination of Non-Availability (DNA) from the Cargo Preference requirements by contacting the Maritime Administration (MARAD) at cargo.marad@dot.gov or 202-366-4610. Additional information regarding Cargo Preference Act requirements is also at 46 CFR Part 381 or at the MARAD website (https://www.marad.dot.gov/).**

5.3.1.2 Reporting Requirements

5.3.1.2.1 Content

For every ocean portion of an overseas shipment moved in accordance with this HTOS, the TSP must submit one legible copy of a rated on-board ocean bill of lading (master) to MARAD. Each bill of lading copy must contain the following information:

- **Name of sponsoring agency**
- **Name of vessel**
- **Vessel flag of registry**
- **Date of loading**
- **Port of loading**
- **Port of final discharge**
- **Description of commodity**
- **Gross weight in pounds and cubic feet if available**
- **Total ocean freight in United States dollars**

5.3.1.2.2 Submittal

Submissions to MARAD must occur within twenty (20) working days of the date of loading for shipments originating in the United States or within thirty (30) working days for shipments

originating outside of the United States. Submissions may be made either electronically (preferred) to cargo.marad@dot.gov or via hard copy to Office of Cargo and Commercial Sealift, Maritime Administration (MAR-620), U.S. Department of Transportation, 1200 New Jersey Avenue, SE, Washington, DC 20590.

5.3.2 Overflow and Split Shipments

5.3.2.1 Ocean Shipments

Shipments may be split between ocean containers but not between ocean voyages. The TSP shall book all items of a single shipment together on the same vessel and the same voyage or departure. In the event that a portion of any shipment should be shut out by the ocean carrier, the TSP shall notify the BLIO.

5.3.2.2 Non-Ocean Shipments

If it is necessary to split a shipment for the non-ocean linehaul movement, the established Required Delivery Date (RDD) is applicable to all parts of the shipment.

5.3.2.3 Use of Agents in Unnamed Localities

An agent furnishing services in a locality not named in the RFO or HTOS may provide agent services to a requesting TSP provided, however, that the TSP has obtained prior approval in writing from the BLIO to use that agent prior to commencement of performance.

5.3.3 Containers

All HHG containers, i.e., liftvans, used by the TSP shall be constructed to the specifications of the containers tested in accordance with ASTM D4169, "Standard Practice for Performance Testing of Shipping Containers and Systems."

The primary liftvan for surface shipments under this HTOS is the 206 cubic foot (exterior) box which conforms to the approved material and structure requirements for Surface Deployment and Distribution Command (SDDC) container number 186-A (as modified by SDDC Approval Code 186-1) and SDDC container number 152-A-1 (Mod) as specified in SDDC Pamphlet 55-12.

All containers are to be new, clean and swept. Liftvans will be free from holes or other conditions such as dry rot which could permit the entry of water. Sides and doors, when closed, must fit tightly and securely. Liftvans are to be constructed so as to require a sealant/caulking material to be applied to the joints and door(s) to ensure water tightness. Before each shipment, they will be appropriately caulked, sealed and banded with a material that, when subjected to varying climatic temperatures will not stain or otherwise damage the contents of the shipment. The interior of all containers shall be lined with either a kraft-

asphalt-kraft barrier paper of the reinforced type or polyethylene sheeting with a minimum thickness of 4 mils on all sides and the top. New liftvans will be used for each shipment regardless of origin. Liftvans will not become the property of the Federal Government.

5.3.4 Overflow Boxes (Containerized Shipments)

Overflow containers shall, at the time of use, be new wooden boxes and shall be limited to use for oversized items that cannot be packed into HHG shipment containers (liftvans) prescribed above. The overflow container normally is of a lesser size than those described in ASTM D4169 or SDDC Pamphlet 55-12. Overflow boxes will be constructed in accordance with ASTM D6251, " Standard Specification for Wood-Cleated Panelboard Shipping Boxes" and will be caulked and lined with plastic during assembly.

5.3.5 Packing and Stuffing Of Containers

When used in door-to-door service, all HHG will be packed and stuffed at origin residence unless specific exception is authorized in writing by the BLIO. For the authorized exceptions, such items will be listed on the inventory and it will be noted that those items will be packed at the warehouse. A notation will also be made of the name of the agency owner who authorized the exception.

5.3.6 Items Containerized at Warehouse

If the BLIO permits the TSP to partially containerize a shipment at the warehouse, each item removed from the residence will be annotated on the inventory with code "CW" to indicate that they were containerized at warehouse.

5.3.7 Container Marking

Unless the shipping agency directs otherwise, containers and shipments will be marked according to SDDC Pamphlet 55-12.

5.3.8 Container Seals

The external shipping containers (liftvans) for all containerized HHG will be sealed at the origin pick-up point with accountable seals. Six serial numbered metal seals are required for each household goods liftvan. These seals will secure both ends by overlapping one seal on each side to the ends or door panels and one from the top panel to the ends or doors of the liftvan. Seal numbers will be recorded on the inventory, either beside the container number or annotated by individual container number on the last page of the inventory. The owner or designated representative will initial on the last page of the inventory attesting to the correct seal numbers listed on the inventory.

5.3.9 Position of Containers

When a shipment is moved via flatbed type vehicle, the containers, i.e., liftvans, will be loaded in an upright position and will not protrude beyond the rear edge of the vehicle bed surface more than twelve (12) inches (no protrusion is permitted on the sides or in front). In all cases of rear overhang, the container must be resting on the weight-bearing surface of the skid.

5.3.10 Wooden Boxes

When using wooden boxes for the packing of property and when such boxes will be stored in an exterior shipping container, such wooden boxes will be new; i.e., used for the first time. The boxes used will be wood cleated plywood or nailed wood. Boxes will be made of new lumber and new plywood and will be well manufactured and free from imperfections which may affect their utility. Size and spacing of nails will be in accordance with the best commercial practice.

The use of wood cannibalized from used boxes, re-coopered, or rebuilt wooden boxes is prohibited.

5.3.11 Special Items

5.3.11.1 Bicycles for Overseas Shipment

When shipped as a separate item and not included within a container, bicycles shall be prepared and packed in the following manner: the handle bar shall be loosened, lowered, turned at a right angle from its usual position, swung downward and retightened when necessary. Wheels or mechanisms shall not be removed or disassembled from the frame. When necessary, pedals shall be removed and secured on edge forward of the seat post or above the back fender. Before placement into the carton, the bicycle will be wrapped with protective wrapping and padding. Empty areas in the container will be filled to prevent shifting or movement during transit. The container shall be constructed or fabricated in a manner which will accept the bicycle without removal of the front or rear wheel assemblies and meet the requirement of Section 5.2.2.1.3, above.

5.3.11.2 Use of Regular Cartons

Small, lightweight, unbreakable items, to include clothing and linens, will be packed into new (regular) cartons which will be properly sealed at origin residence.

5.3.11.3 Use of Wardrobes

Clothing on hangers in closets and draperies will be packed in flat wardrobes. Hangers will be removed from clothing, and drapery hooks will be removed from draperies. If requested by the owner, the TSP may use hanging wardrobes for clothing normally on hangers.

5.3.11.4 Rugs and Carpets

For international shipments, rugs and pads will be moth flaked, wrapped in kraft paper and placed in rug boxes/cartons for shipment. A wooden crate may also be used, if authorized in writing by the BLIO.

5.3.11.5 Firearms

All Privately Owned Firearms (POF) shall be placed in the Number 1 external shipping container. For international shipments, containers shall be positioned so that they are readily accessible for examination by customs officials when required. This shipping container will be closed and sealed at the owner's residence. Under no circumstances will the TSP be permitted to remove the POF to the warehouse or other facility for placement in shipping containers.

5.3.12 Preparation of Container Inventory

"Bingo cards" or a comparable inventory form will be used to record and identify by inventory line item number those items placed in each liftvan or overflow container. This, in effect, will be an individual liftvan inventory which can be cross referenced with the owner's original descriptive inventory.

5.3.13 Preparation of Inventory/Seal Numbers

Each liftvan shall be sealed with a serially numbered seal. The seal number of each liftvan shall be annotated on the original inventory form. At destination, the seal serial numbers for each liftvan will be verified against the numbers as applied at origin residence, as noted on the inventory.

5.3.14 Pick-up and Delivery

5.3.14.1 Pick-up

The TSP shall provide for the physical removal of the property from the owner's residence and placement into liftvans. Liftvans will not be loaded onto the tailgates of motor vans or on extensions to flatbed trailers or equipment. When authorized by the BLIO, the TSP may use moving vans to transport loose property between the residence and the TSP's facility at origin.

5.3.14.2 Delivery Notifications

The TSP shall advise the BLIO that a shipment has arrived and is available for delivery. The BLIO will have 24 hours in which to confirm delivery arrangements. If delivery arrangements cannot be confirmed by the expiration of the 24 hour period, storage will be authorized and effective as of the date on which the 24 hour period expired.

5.3.14.3 Delivery of Shipments Not Involving SIT

The TSP shall provide for the physical unloading of the contents of the liftvans into the owner's residence at destination.

- For shipments that arrive prior to the RDD, the TSP shall deliver to the owner or owner's agent prior to the RDD.
- For shipments that arrive after the RDD, the TSP shall deliver in accordance with the BLIO's instructions or within two (2) business days after notifying the destination BLIO of the shipment's arrival.

5.3.14.4 Delivery of Shipments Involving SIT

The TSP shall provide for the physical unloading of the liftvans into a warehouse for SIT.

5.3.15 Liftvan Weights

The net weight of shipments transported in liftvans will be the difference between the tare weight of the empty liftvan and the gross weight of the packed liftvan.

5.3.16 Shipping Containers

5.3.16.1 Protection of Containers

All HHG shipping containers, i.e., liftvans, moving in linehaul service by flatbed equipment, will be covered with a waterproof tarpaulin or other material providing equal protection. Such material will cover the cargo on the top and sides down to the vehicle bed and all surfaces of the overhang.

Note: Shipments moving to port agent facilities in Baltimore are considered as moving in linehaul service even though they may be moving within the named localities of Washington, DC, or Baltimore, MD.

5.3.16.2 Shipments Held at Terminal Facilities

Shipments not loaded in sea vans, but under the TSP's control and held at terminal facilities awaiting transportation shall be placed in a secured, fenced and covered area which will provide complete protection from the elements. In any case, all shipments held at terminal facilities shall be placed within a secured, fenced and covered area.

5.4 Determination of Weight

TSPs will determine the weight of each domestic and international shipment transported prior to assessing any charges dependent on the shipment weight. The weight shall be obtained on a

certified scale defined in accordance with 49 CFR 375.103. Any weight ticket submitted for support of payment that is not conducted on a certified weight scale will not meet the documentation requirements. For household goods shipments weighed at an international location, a certified weight scale must also be used, if available. If a certified weight scale is not available, the TSP must document on the weight ticket submitted for payment that a certified weight scale was not available.

All weight tickets must be signed by the Weigh Master performing the weighing and must include the following information as identified in 49 CFR 375.519:

1. The complete name and location of the scale;
2. The date each shipment was weighed;
3. Identification of the weight entries (tare, gross, and/or net weights);
4. Company or TSP identification of the vehicle;
5. Owner's last name as it appears on the BL; and
6. The TSP's shipment registration or BL number.

TSPs may substitute manufacturer's weight for automobiles, trucks, vans, motorcycles, campers and boats in lieu of obtaining separate weight tickets on these articles whenever such articles are included within a shipment. Manufacturer's weight will be obtained from either the Branham Automobile Reference Book, the National Automobile Dealers Association (N.A.D.A.) Official Used Car Guide (the "Guide"), or from other appropriate reference sources of manufacturer's weight or the Owner may provide the TSP with copies of manufacturer's documents evidencing the weight of the article included in the shipment, unless otherwise weighed as part of the gross weight of the shipment.

5.4.1 Weighing Procedure for HHG

Except as otherwise provided in this section, the weight of each shipment will be obtained by determining the difference between:

- The tare weight of the vehicle on which the shipment is to be loaded prior to the loading and the gross weight of the same vehicle after the shipment is loaded, or
- The gross weight of the vehicle with the shipment loaded and the tare weight of the same vehicle after the shipment is unloaded.

Shipments may be weighed on a certified platform or warehouse scale prior to loading for transportation or after unloading.

TSPs may use platform scales to obtain tare and gross weight of containerized shipments.

5.4.1.1 Items Included in Weight

At the time of both weighings, the vehicle shall have installed or loaded all pads, dollies, hand trucks, ramps and other equipment required in the transportation of such shipments. Neither the driver nor any other person shall be on the vehicle at the time of either weighing unless the scale facility where the weighing occurs requires that the driver remain on the vehicle. In those instances, the driver must remain on the vehicle during all weighings of the shipment. TSPs will bill for the net weight of a HHG shipment described on the BL. The net weight will consist of actual goods plus special wooden crates (when approved by the BLIO), cartons, barrels, fiber drum and wardrobes used to pack linens, books, bedding, mattresses, lampshades, draperies, glassware, chinaware, bric-a-brac, table lamp bases, kitchenware and other fragile articles and the necessary wrapping, packing and filler material incident thereto. The net weight will include a separate weight for designated Professional Books, Papers and Equipment (PBP&E) and for authorized POV. Nothing else will be included in the net weight.

5.4.1.2 Net Weight of Containerized Shipments

Containerized shipments or shipments weighing 1,000 pounds or less, may be weighed on a certified platform or warehouse scale prior to loading for transportation or subsequent to unloading. The net weight of shipments transported in containers shall be the difference between the tare weight of the container, including all pads, blocking and bracing used or to be used in the transportation of the shipment and the gross weight of the container with the shipments loaded therein (49 CFR 375.509(d)).

5.4.1.3 Fuel Tanks on TSP's Vehicle

The fuel tanks on the TSP's vehicle will be full at the time of each weighing. If the tare weighing is the first weighing performed, no fuel may be added to the vehicle's tank(s) until after the gross weight is obtained.

5.4.1.4 Detaching Equipment

The trailer of a tractor-trailer vehicle combination may be detached from the tractor and the trailer weighed separately at each weighing, providing the length of the scale platform is adequate to accommodate and support the entire trailer at one time.

5.4.1.5 Right to Observe Weighing

The owner, the Federal Government or its representative, or any other person responsible for payment of the charges has the right to observe each and every weighing of the shipment. The TSP shall advise the shipper, or any other person entitled to observe a weighing, of the time and specific location where each weighing will be performed and shall give that person a

reasonable opportunity to be present to observe the weighing. Waiver by an owner of the right to observe any weighing or reweighing is permitted and does not affect any rights of the owner under these regulations or otherwise.

5.4.2 Weight Tickets

The TSP shall obtain a separate weight ticket for each weighing required under this item except one weight ticket may be used to record both weights when both weights are obtained on the same scale. Every weight ticket shall be signed by the Weigh master performing the weighing and must contain the following information:

- The complete name and location of the scale;
- The date of each weighing;
- Identification of the weight entries thereon as being the tare, gross or net weight;
- The company or TSP identification of the vehicle;
- The name of the owner of the HHG as it appears on the BL; and
- The TSP shipment registration or BL number.

The original weight ticket or tickets relating to the determination of the weight of a shipment shall be retained by the TSP as part of the file on the shipment. All invoices presented to collect any shipment charges dependent on the weight transported shall be accompanied by true copies of all weight tickets obtained in the determination of the shipment weight.

5.4.3 Weight Variance

In the event the actual shipment weight is greater than 115% of the pre-move survey weight, the TSP shall notify the BLIO or its third-party representative prior to billing the agency. This notification will include the actual weight and pre-move survey weights. The TSP shall be prepared to justify the difference.

In the event the TSP fails to notify the BLIO or third-party representative, the TSP stipulates that the constructive weight of the shipment shall be 115% of the pre-move survey weight. In the event the TSP fails to adequately justify the difference between the actual and pre-move survey weights, the TSP stipulates that the constructive weight of the shipment shall be 115% of the pre-move survey weight. The agreed constructive weight shall take precedence over the actual weight for the assessment of transportation, accessorial and storage-in-transit (SIT) charges when based on weight. The BLIO has the authority to waive this provision.

A copy of the pre-move survey shall accompany the billing voucher and associated documents when the weight variance rule is applied.

5.4.4 Reweighing Of Shipments

The TSP, upon request of the owner or their authorized representative, prior to the actual commencement of unloading the shipment for delivery to residence or into storage (and when approved by the BLIO for international shipments) shall reweigh the shipment. Also, when the initial weighing of a shipment results in a weight which exceeds 18,000 pounds, the TSP MUST reweigh the shipment prior to the actual commencement of unloading the shipment for delivery to residence or into storage. If a reweigh is not performed, the TSP MAY NOT invoice for more than 18,000 pounds. Reweighing of the shipment shall be performed on a scale different from the one on which the original weighing occurred.

5.4.5 Constructive Weight

The application of constructive weight will occur only upon written approval of the BLIO. If approved, constructive weight will be applied based on seven (7) pounds per cubic foot. When PBP&E or a POV is included as part of the shipment, the weight of such articles will be annotated separately on the BL.

5.5 Storage-In-Transit (SIT)

SIT is the holding of a shipment, or portion thereof, at a facility or warehouse the TSP uses for storage pending further transportation. TSPs must provide SIT at destination unless SIT at origin is specified on the BL and authorized in writing by the BLIO. A shipment may be held in SIT for a period not to exceed 150 calendar days for domestic shipments and 180 calendar days for international shipments. SIT may not occur at origin unless authorized by the BLIO.

The BL will identify the authorized length of SIT, usually much less than the maximum 150 calendar days for domestic or 180 maximum calendar days for international. Prior to expiration of the initial authorized period of SIT, a request for extension must be made by the employee to the agency official designated to approve such requests. The extension must be approved in writing by the agency official and shall identify the additional days of SIT authorized. A copy of the written authorization from the agency must be provided to the TSP. The TSP shall advise the owner when the storage period will end and determine from the owner whether the shipment, or any portion thereof, will be delivered to the owner's residence or held in storage.

The TSP rendering SIT shall, no less than 10 business days prior to the expiration of either the specified period of time during which the goods are to be held in such SIT or the maximum period of time authorized, notify the owner in writing of:

a. The date of conversion to extended storage;

b. The existence of a 9-month period subsequent to the date of conversion to extended storage during which the owner may file claims against the TSP for loss and/or damage which occurred to the goods in transit or during the SIT period; and
c. The fact that at midnight on the date of conversion the liability of the TSP shall terminate and the property shall be subject to the rules, regulations and charges of the warehouseman.

The required notification shall be made by facsimile transmission; email; overnight courier; or certified mail, return receipt requested. TSPs holding goods for SIT for a period of time less than 10 business days shall, no less than 1 business day prior to the expiration of the specified time during which the goods are to be held in such storage, give notification to the owner of the information specified above and maintain a record thereof as part of its record of the shipment. Failure or refusal of a TSP to notify the owner in accordance with the foregoing shall automatically effect a continuance of the TSP liability pursuant to the applicable GSA tender/tariff provisions with respect to SIT until the end of the day following the date upon which notice is given.

When converted to extended storage, it must be done so in the name of the owner and the owner must be provided with the contact information of the extended storage location to include the telephone number, mailing address and/or email address. Once converted to extended storage, the agency may not revive the TSP's liability under the original BL or reinstate the original BL. If the agency wishes to continue the funding of the shipment and pay for continued storage and/or for delivery of the shipment, it must enter into a new contract with the warehouseman and/or the delivering entity.

- After the authorized period of SIT ends:
- The TSP's liability terminates;
- The applicable interstate, intrastate or international character of the shipment or portion thereof ceases;
- The warehouse is considered the destination of the property;
- The warehouseman becomes the agent for the owner;
- The property is then subject to the rules, regulations, and charges of the warehouseman; and
- All future storage charges are the owner's responsibility.

5.5.1 Facilities

The facilities or warehouses used by the TSP for SIT shall be commercial facilities or warehouses used by the TSP or its agent in the normal course of business for receipt and storage of household goods awaiting further transportation and furnishing the services set

out in Sections 5.5.2 through 5.5.7 below. Unless approved by the BLIO, the use of trailers, vans, public warehouses, and self-storage units is prohibited.

5.5.2 Location of SIT

SIT will be performed only when shown on the BL. Shipments shall not be placed in SIT at a location in excess of fifty (50) miles from the origin or destination address on the BL, and shall be at the TSP's nearest available SIT facility at destination shown in the "Consignee Block" unless specified on the BL or authorized by the BLIO. Placing a shipment in SIT does not constitute a delivery or completion of service. Delivery of the shipment to the final destination and completion of destination services shall be performed after the goods are removed from SIT as part of the through service.

5.5.3 Lot Identification

All lots shall be properly identified by the owner's name, order number, warehouse lot number and BL number. Such identification shall be in plain view on each lot.

5.5.4 Palletization of Property

Personal property shall be stored on skids, pallet bases, elevated platforms or similar storage aids maintaining a minimum of at least two (2) inches clearance from the floor to the lowest part of the HHG. In addition, property shall not be stored in contact with exterior walls. Trash cans, extension ladders, lawn mowers, television antennas, swing sets, and other like items are excluded from this requirement.

5.5.5 Procedures Applicable to Domestic SIT Only

5.5.5.1 Rugs and pads

Rugs, carpets and padding shall be stored on racks in a horizontal position without folding any portion of the rug, carpet or padding.

5.5.5.2 Overstuffed Furniture

Upholstered or overstuffed furniture shall be placed in a normal upright position and covered for protection against dust. No boxes, cartons or other pieces of furniture shall be placed upon this type of furniture. When placed in individual room storage or when containers are employed for warehouse storage, upholstered or overstuffed furniture shall have protection, padding, blocking and bracing to preclude damage from any pressure against the upholstery, including pressure from its own weight as well as from conditions external to the container.

5.5.6 Procedures Applicable to International SIT Only

5.5.6.1 Removal from Shipping Containers Prohibited

The contents of containerized international shipments shall not be removed from the containers when placed in SIT.

5.5.6.2 Marking of SIT Containers

All containerized shipments of HHG shall be marked with the owner's name and the GBL number.

5.5.7 Partial Withdrawal from SIT

5.5.7.1 Identification of Items to be Withdrawn

Items for withdrawal from SIT should be indicated by the owner or their authorized agent at the time of packing whenever possible. When the shipment has already been packed, inventory item numbers will be furnished by the owner to the BLIO who shall provide the information to the TSP.

5.5.7.2 Items That May be Withdrawn

Only complete cartons or item numbers on the inventory may be withdrawn. Individual cartons shall not be opened.

5.5.7.3 Ordering Partial Withdrawal

Partial withdrawal shall only be ordered by the BLIO who shall certify this order on the DD Form 619-1 or other commercial form.

5.5.7.4 Weight of Partial Withdrawal

TSP is responsible for obtaining the weight of the portion withdrawn.

5.5.7.5 Billing for Partial Withdrawal

TSP shall bill for the partial withdrawal of property as directed by the BLIO.

5.6 Unaccompanied Air Baggage (UAB)

UAB shall be handled in accordance with the instructions of the shipping agency. TSP shall be required to provide the movement of UAB, including packing and crating of goods at origin, surface transportation to origin airport, air transportation to destination airport and surface transportation to destination residence. UAB shall be unpacked by the TSP unless waived by the

owner. Certification that unpacking was performed by the TSP will be by the owner on a DD Form 619, or comparable commercial document.

5.7 Privately Owned Vehicles (POV)

5.7.1 Domestic Shipments of POV

When authorized, the transportation of POV within CONUS shall be handled in accordance with the instructions of the shipping agency. The TSP shall:

- Prepare the vehicle for shipment;
- Pick the vehicle up at origin;
- Transport the vehicle from origin to destination;
- Deliver the vehicle to final destination; and
- Provide Full Replacement Value (FRV) protection based on the current valuation of the vehicle.

5.7.2 International Shipments of POV

When authorized, POV shall be handled in accordance with the instructions of the shipping agency. An owner may ship only one POV to a duty post outside CONUS, excluding replacement vehicles. The owner reserves the option of Door-to-Door or Port-to-Port services.

The TSP shall provide all transportation services for the POV as listed above. In addition, the TSP shall provide delivery service to the port of exit and delivery to destination residence from the port of entry. Whenever possible, movement of the POV to the port of exit and from the port of entry should be by truck-away service. However, if the distance between origin residence/destination residence and port of exit/port of entry is thirty (30) miles or less, the vehicle may be driven.

5.8 Diversion or Reconsignment

Diversion or reconsignment of a shipment to a destination other than that specified on the BL can only be authorized by written order or oral notice followed by written order of the BLIO. The destination area is the territory recognized as the commercial zone (30 miles for domestic, 50 miles for international) of the destination address, city or municipality shown on the BL. Instructions furnished by the owner or his/her authorized representative to the TSP to perform local drayage to any point within the commercial zone shall not constitute an order for diversion or reconsignment.

5.9 Documentation Requirements

The TSP shall prepare and distribute the following documents. All documents shall be legible in their entirety. Weight tickets shall be certified. Under no circumstances shall owners or their authorized representative be asked to sign a blank or incomplete form, with the exception of the "Unit Price" and "Charge" columns of DD Form 619 or DD Form 619-1 which may be incomplete at time of signing.

5.9.1 Domestic Shipment Documentation Requirements

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	Owner 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	Owner 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) • Copy of reweigh tickets, if requested	BLIO	NLT fourteen (14) business days after service
• Notice of Loss or Damage At Delivery (if required by BLIO)	BLIO	NLT thirty (30) calendar days after delivery

Note: If the shipment is scheduled to be delivered before the submission of documents, the BLIO shall be advised of the weight prior to delivery. BLIO will establish how this notification is to take place and may waive this requirement.

5.9.2 International Shipment Documentation Requirements

Documentation	Distribution	Timing
• Original GBL • 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 GBL • Copy of Descriptive Inventory • Copies of DD 619 and DD 619-1 (or commercial equivalent) • Copy of reweigh ticket, if requested	Owner 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	Owner or Authorized Agent	At time of delivery
• Rated copy of GBL (Annotated with gross, tare and net weights and charges to date. Show also the number of containers and gross cube of shipment) • Descriptive Inventory and "bingo cards" for each liftvan and overflow container (see Note) • Copies of DD 619 and DD 619-1 (or commercial equivalent) • Copy of reweigh tickets, if requested	BLIO	NLT seven (7) business days after service
• Notice of Loss or Damage At Delivery (if required by BLIO)	BLIO	NLT thirty (30) calendar days after delivery

Note: If the shipment is scheduled to be delivered before the submission of documents, the BLIO shall be advised of the weight prior to delivery. BLIO will establish how this notification is to take place and may waive this requirement.

5.10 Tracing

5.10.1 Shipments

When the owner or BLIO requests information concerning shipments in transit, TSPs shall promptly determine the location of the shipment and make a prompt report back to the requestor by electronic means. TSPs shall complete this action within 72 hours for an international shipment, and 24 hours for a domestic shipment.

5.10.2 Missing Items

The TSP shall trace any missing property tendered to the TSP upon request from the owner or BLIO. The TSP shall trace:

- Missing cartons, containers or loose HHG discovered at delivery to residence
- Missing shipments and shipments that fail to meet their RDD
- Missing liftvan(s)/container(s) when a containerized shipment is placed into SIT and the liftvan(s)/container(s) are found to be missing with no annotation of the BL or inventory to explain the shortage.

The TSP shall promptly report to the requesters the current or last known location of the missing HHG.

5.11 Impractical Operations

Nothing in this section requires the TSP to perform any linehaul service or any pick-up or delivery service or any other service from, to, or at any point or location where, through no fault or neglect of the TSP, the furnishing of such services is impractical because:

- The conditions of roads, streets, driveways, alleys or approaches thereto would subject the TSP's operations to unreasonable risk of loss or damage to life or property
- Loading or unloading facilities are inadequate
- Any force majeure, war, insurrections, riot, civil disturbance, strike, picketing or other labor disturbance would (1) subject operations to unreasonable risk of loss or damage to life or property or (2) unreasonably jeopardize the ability of the TSP to render linehaul or pick-up or delivery or any other service from, to, or at other points or locations
- TSP's hauling contractors, TSP's employees or TSP's agents are precluded, for reasons beyond TSP's control, from entering premises where pick-up or delivery is to be made
- Local, state or federal restrictions, regulations or laws prohibit performance of such services by linehaul equipment
- When service is impractical for reasons stated in this rule, and service can be completed through the employment of services of third parties, the BLIO may order such service in writing.

Additionally, when the location of property and goods to be shipped or delivered:

- Is not accessible by a permanent stairway (does not include ladders of any type)
- Is not adequately lighted
- Does not have a flat continuous floor

- Does not allow a person to stand erect

The TSP is not responsible for the removal or placement of such property or goods unless the owner requests, and the BLIO authorizes, such removal or placement as well as the additional labor charges incurred.

5.12 Other Exceptions

5.12.1 Provision of Shuttle Service

This HTOS provision applies when it is physically impossible for the TSP to perform pickup of the shipment at the origin address named on the BL or to complete the delivery of the shipment at the destination address as named on the BL with normally assigned linehaul vehicle/equipment. Service for shuttles and/or the use of smaller equipment requires preapproval in writing by the BLIO and must contain the supporting documentation as identified below.

Shuttle Service: Shuttle service is defined as a truck to truck transfer. Except as otherwise provided, shuttle service charges apply at the point where the service is performed and include the cost of the shuttle vehicle and labor required to perform the shuttle service. Other additional services may apply depending on the circumstances and conditions at the pickup or delivery locations. These include, but are not limited to, Waiting Time and Stopoffs and Diversions.

If the conditions of Impractical Operation (HTOS 5.11 above) occur and, in the opinion of the TSP, constitute the need for shuttle service, the TSP must submit a request in writing to the BLIO identifying the reason(s) why shuttle service is needed. The request must then be approved in writing by the BLIO prior to the performance of shuttle service. Once approved in writing by the BLIO, the TSP will use or engage smaller equipment than its normal linehaul equipment or provide extra labor for the purpose, if possible, of transferring the shipment between the origin or destination address and the point of transfer (which may be the TSP's nearest warehouse or storage facility) TO OR FROM the TSP's linehaul equipment.

If shuttle service is approved and performed in accordance with this provision, the TSP must submit the following documentation when billing for shuttle service:

1. Copy of the request submitted to the BLIO as to why shuttle service was requested;
2. Copy of the written approval from the BLIO approving the use of a shuttle;
3. Copy of the document containing the signature of the Owner specifically identifying that shuttle service was performed; and

4. Additional documentation verifying that the shuttle did occur (an additional loading/unloading took place, which could include:

    a. Equipment rental receipts, if appropriate; or
    b. Dispatch logs identifying the equipment and driver that were used to perform the transfer to or from the TSP's linehaul equipment, with dates; or
    c. Weight tickets from a larger vehicle and not the smaller vehicle; or
    d. Reweigh ticket if one was requested.

Smaller Equipment Only: Documentation Requirements:

- Copy of the request submitted to the BLIO as to why smaller equipment was requested and that a shuttle (truck to truck transfer) will not be provided;
- Copy of the written approval from the BLIO approving the use of smaller equipment; and
- Copy of the document containing the signature of the owner specifically identifying that smaller equipment was used.

There may be circumstances in which smaller equipment used for the duration of the shipment will best meet the needs of the agency. In these rare occasions, there are two options available.

1. The TSP maintains the equipment through their own firm or one of their agents. In this scenario, the TSP must adhere to the documentation requirements for the use of smaller equipment only as identified within this HTOS provision, and must specifically state in the request to the BLIO for the use of smaller equipment only that the smaller equipment will be used for the duration of the shipment and that no additional fee for the use of smaller equipment only will be assessed. Upon billing, the TSP may bill a line-haul charge (and short haul if applicable), under the accepted discount provided in TMSS. Items 135 A and B and origin/destination line haul factors are also applicable charges unless the agency has a standing route order specifically excluding these costs. TSPs may not bill for a shuttle charge.

2. The TSP does not have availability of equipment and uses a third-party rental company. In this scenario, the TSP must adhere to the documentation requirements for the use of smaller equipment only as identified within this HTOS provision, and must specifically state in the request to the BLIO for the use of smaller equipment only that the smaller equipment will be used for the duration of the shipment and that the agency will be responsible for the cost of the rental of the needed smaller equipment. Upon billing, the TSP may bill a line-haul charge (and short haul if applicable), under the accepted discount provided in TMSS. Items 135 A and B and origin/destination line haul factors are also applicable charges unless the agency has a standing route order specifically excluding these costs. The rental receipt for the smaller equipment

used for the shipment shall be provided to the agency as a pass through charge. One receipt per shipment will be allowed. TSPs may not bill for a shuttle charge.

5.12.2 Lack of Proper Delivery Address

If the BL sets out a specific residential delivery address and delivery cannot be made at the address specified on the BL through no fault of the TSP, and neither the shipping agency, the destination BLIO, nor the owner designates another address at which delivery can be made, the TSP shall place the property in SIT when the BLIO authorizes the storage.

5.12.3 Constructive Delivery

5.12.3.1 Tender at Nearest Point of Approach

When it is physically impossible for TSP to perform pick-up of shipment at origin address or to complete delivery of the shipment at the destination address with normally assigned linehaul vehicle/equipment due to the structure of the building, its inaccessibility by highway, inadequate or unsafe public or private road, overhead obstructions, narrow gates, sharp turns, trees, shrubbery, the deterioration of roadway due to rain, flood, snow or nature of an article or articles included in the shipment, the TSP shall hold itself available at point of pick-up or tender delivery at destination at the nearest point of approach to the desired location where the linehaul vehicle/equipment can be made safely accessible (which may be the TSP's nearest warehouse or storage facility).

5.12.3.2 Owner Does Not Accept Constructive Delivery

Under the conditions in Section 5.12.3.1 above, if the owner does not accept the constructive delivery of the HHG shipment at nearest point of safe approach by TSP's road equipment to the destination address and if shuttle service or small equipment only is not approved, the TSP may place the shipment or any part thereof not reasonably possible for delivery, in storage at the nearest commercial facility or warehouse used by the TSP or its agent in the normal course of business for receipt and storage of household goods awaiting further transportation (see exception below for international shipments). The BLIO shall be informed of and approve such action prior to placement in warehouse. The liability on the part of the TSP shall cease when the shipment is unloaded into the warehouse and the shipment is considered as having been delivered.

However, for international shipments, the TSP shall place shipments in SIT at the nearest available SIT facility of the TSP's agent at destination shown in the "Consignee Block" unless specified on the GBL or authorized by the BLIO.

5.12.4 Detention by TSP or Agents Prohibited

Personal property shipments moved under this HTOS are sponsored by the Federal Government and, as such, will not, under any condition or for any reason, be detained by TSPs or agents.

5.12.5 Extended Storage

Extended Storage when authorized in writing, also referred to as Non-Temporary Storage (NTS) or Permanent Storage, is provided under the scope of services for CHAMP as detailed in the Extended Storage Tender of Service (XTOS).

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 Agreement (MOA)

The MMS provider and the agency shall enter into a written Memorandum of Agreement (MOA) setting out the terms and conditions of the MMS provider's responsibilities. In instances when the agency requests Bill of Lading (BL) preparation and maintenance under Section 6.6.4, the MOA should contain specific instructions on the BL preparation and maintenance, including instructions to complete each portion of the BL.

A sample MOA is provided in Appendix E. This document is only a sample to be used to initiate the MOA drafting process between the agency and the MMS provider. The agency and MMS provider must tailor the final MOA to meet the agency's specific needs. If requested by the MMS provider and/or the agency, the GSA Program Management Office (PMO) will review the agreement before implementation.

When an agency delegates authority in writing to the MMS provider to approve additional services, the MMS provider is responsible for providing (in writing) an estimated cost for that service, prior to the service being performed. The MMS provider may not invoice the agency any more than 115% of the original estimated cost.

6.3 Performance as TSP

The MMS provider shall be approved as a Transportation Service Provider (TSP) in the Centralized Household Goods Traffic Management Program (CHAMP), file rates within its current approved scope of operation, be subject to the Customer Satisfaction Index (CSI) rating system and comply with the requirement to collect and remit to GSA the Industrial Funding Fee (IFF) as specified in the annual Request for Offers (RFO).

6.4 Commissions Prohibited

The payment of a commission from the TSP to a MMS provider is prohibited under CHAMP.

6.5 Required Services

The MMS provider shall arrange, coordinate and monitor each owner's HHG move from initial notification of the move by the BLIO through completion of all move-related transactions required under Sections 6.5.1 through 6.5.7. The MMS provider shall comply with the terms of the MOA when performing these services.

A HHG move within the Continental United States (CONUS) and Canada is defined as a basic move consisting of one shipment of HHG and, when specifically authorized by the agency, shipment of one or more Privately Owned Vehicles (POVs) and Unaccompanied Air Baggage (UAB) shipments (as defined in the RFO). A HHG move to or from an international location is defined as a basic move consisting of one surface shipment of HHG and when specifically authorized by the agency, UAB shipments and shipment of one or more POVs. Multiple origins and/or destinations may be involved for both CONUS and international shipments. A move consisting of any shipment for other than household goods (49 USC 13102(10)(A)-(B)) is not covered under the terms of this HTOS.

6.5.1 Customer Service

The MMS provider shall:

- Provide a 24-hour, toll-free telephone number to assist in tracking/tracing shipments;
- Resolve problems that occur during the move;
- Provide an approved quality control program addressing all problems which might occur; and
- Assist in filing post-delivery claims for agencies that choose that optional service.

6.5.2 TSP Selection

An agency may select the TSP to transport the owner's HHG or may delegate this responsibility to the MMS provider. If the agency delegates TSP selection to the MMS provider, the agency will furnish the MMS provider criteria to use in selecting the TSP. The selected TSP must be currently approved to participate in CHAMP and shall have approved rates on file with GSA. The MMS provider shall be capable of accessing the GSA Transportation Management Services Solution (TMSS) system to obtain performance/best value information for use in making the TSP selection when delegated this responsibility by the agency and document the reason why the selected TSP was chosen by the MMS provider. Selection criteria shall be submitted to the agency at their discretion.

6.5.3 Shipment Booking

The MMS provider shall perform the following when booking a shipment:

- Schedule the move with the selected TSP
- Order a pre-move survey
- Identify any special services including, but not limited to: shuttle service, smaller equipment only service, special crating and third- party servicing.

Counsel the owner about services the owner is authorized at the agency's expense as well as any requested services that are not the agency's financial responsibility and which the employing agency will charge back to the owner.

The MMS provider may develop a generic form for this purpose. Any service shown on a generic form that is not applicable to a particular shipment shall be struck through or marked as "None" or "Not Applicable" before the form is submitted to the Bill of Lading Issuing Officer (BLIO) for written approval.

6.5.4 Ensuring TSP Performance

The MMS provider shall ensure that transportation services are performed according to the provisions of this HTOS, notwithstanding the Origin and Destination On-Site Quality Control procedures specified in Section 6.6.7 below. The MMS provider shall also take any action deemed necessary and appropriate to protect the interests of the agency to ensure proper TSP performance, and to protect both the real and personal property of the owner. When the MMS provider fails to direct performance as required and causes the agency or owner to incur damages the MMS provider will be liable to the agency and the owner, as appropriate, for such damages.

6.5.5 Arranging Storage-in-Transit (SIT)

If a BLIO authorizes Storage-in-Transit (SIT), the MMS provider shall arrange the storage under provisions of this HTOS. The MMS provider shall notify the owner of the authorized SIT duration and location and provide the owner's SIT-provider contact information to the agency within five (5) calendar days after delivery into SIT.

6.5.5.1 Monitoring Shipments in SIT

The MMS provider shall monitor shipments in SIT and is responsible for arranging delivery of shipments from SIT. The MMS provider shall send a written request for disposition instructions to the owner or the BLIO at least ten (10) business days before expiration of the authorized SIT period. The request will inform the owner of their personal financial responsibility for any charges incurred for storage in excess of the maximum authorized period.

6.5.5.2 SIT in Excess of 150 Calendar Days for Domestic and 180 Calendar Days for International.

If SIT exceeds 150 calendar days for domestic shipments or 180 calendar days for international shipments, the MMS provider shall determine the condition of the owner's property at the end of this period to protect the Federal Government's and the owner's right to recover for TSP-caused loss or damage. The warehouse automatically will be considered the shipment's destination and the warehouseman the agent of the owner's property upon expiration of the authorized SIT period, at which time the MMS provider's responsibility for the shipment ends. The shipment then becomes subject to warehouse rules, procedures and charges, to include local drayage charges for delivery out of storage. The owner is responsible for payment of storage charges for any period of storage in excess of the authorized period.

6.5.6 Completion of GSA Form 3080

The GSA Form 3080, Household Goods Carrier Evaluation Report, is the customer satisfaction survey to be completed by the owner (see HTOS Section 7.5). It is prohibited for the MMS Provider to complete any portion of the GSA Form 3080. The MMS provider is subject to disciplinary action from the PMO if a MMS provider completes the electronic 3080. The MMS provider shall also follow up with the owner to ensure the form is completed. If the owner has not completed the appropriate section on the form within thirty (30) calendar days from the date of delivery of the HHG to the destination residence, the MMS provider shall advise the BLIO.

6.5.7 Service Performance Audit

The MMS provider shall conduct an independent service performance line item audit of transportation billings. This service performance audit is unrelated to an agency's prepayment audit of the actual billing charges. The MMS provider shall document and certify, by line item, whether billed services (including any services specifically requested by the owner) were necessary, were properly authorized and were actually performed. The provider may develop a form for this purpose and, if requested, have it preapproved by the BLIO.

6.5.8 Management Information Reports

The Federal Government requires certain management information reports that may or may not be commercially standard. If the MMS provider has a commercial report that would meet an agency's stated specific need, it may propose that the agency use that report instead of the one specified, as long as it can satisfactorily demonstrate how the proposed substitution would meet the agency's needs. Reports must contain monthly, quarterly and year-to-date totals of specific information required by the agency, when requested. The MMS provider shall provide

required reports to the agency within fifteen (15) business days following the month/quarter services were performed.

If requested by the agency, the MMS provider shall furnish the following reports with the form, content and frequency specified by the agency, data elements may be revised by the agency.

6.5.8.1 Shipment Summary

A summary of the total number of shipments handled for the specified period further broken down into the following categories:

- Number of shipments by agency activity
- Number of shipments by TSP
- Number of interstate shipments
- Number of intrastate shipments
- Number of shipments to/from an international location

For each category the MMS provider shall show total linehaul and accessorial charges.

6.5.8.2 Claims Summary

A summary of the total number of loss/damage claims handled for the specified period further broken down into the following incremental categories:

- Number of claims by agency activity
- Number of claims by TSP
- Number of intrastate claims
- Number of interstate claims
- Number of international location claims
- Average number of days between the date of claim filing and date of issue of initial settlement offer
- Average number of days between the date of receipt of the initial settlement offer and the date of final settlement
- Average amount claimed and settled interstate
- Average amount claimed and settled intrastate
- Average amount claimed and settled on shipments to/from an international location

For any claim not settled within the specified thirty (30) or sixty (60) calendar day limit, the MMS provider shall include an explanation for the delay, using the appropriate Delay Codes identified in Appendix D Report Formats.

6.5.8.3 Counseling Contact Summary Report

When an agency has chosen the optional "Owner Pre-Move Counseling" service, the MMS provider shall present a summary report of counseling contacts showing the owner's name, date of initial contact and current status of the move including date(s) for the pre-move survey, packing, pick-up and actual or proposed delivery into SIT and/or residence.

6.5.8.4 On-time Services Summary Report

A summary report listing:

- Owner(s) name;
- Scheduled pick-up date;
- Actual pick-up date;
- Scheduled delivery date(s) into SIT and/or residence;
- Actual delivery date(s) into SIT and/or residence;
- Scheduled date for delivery out of SIT; and
- Actual date for delivery out of SIT.

When scheduled and actual dates are different, an explanation shall be provided.

6.5.8.5 Specially Requested Reports

Special one-time reports may be furnished to the BLIO when the agency requests and the PMO approves. Content of these reports will be specified at the time of the agency request and PMO approval.

6.6 Optional Services

If specifically requested by the agency, the MMS provider may provide the optional services as described in Sections 6.6.1 through 6.6.7 below.

6.6.1 Owner Pre-move Counseling

Owner pre-move counseling (as distinguished from a TSP provided pre-move survey) shall include information on the TSP's commercial moving practices affecting all aspects of the HHG move. It also may include Federal Government-specific information on HHG allowances prescribed in the Federal Travel Regulation (41 CFR Chapters 300-304) as well as information on any agency internal implementing regulations including weight allowance information. Additionally, the provider shall counsel the owner about services the owner is authorized at Federal Government expense as well as any requested services that are not the Federal Government's financial responsibility and which the employing agency will charge back to the owner. Some of these services are:

- Extra pick-up/delivery
- Temporary SIT authorized by the agency
- Extended (Non-temporary (NTS) or "permanent") storage
- Unauthorized items
- Assembly/disassembly of property
- Shipment of perishable items
- Firearms and hazardous material exclusions
- Level of service coverage, options and costs
- Reporting concealed damages, owner rights and responsibilities, third-party servicing
- Packing/unpacking and crating/ uncrating
- Preparation and filing of claims
- Name and address of origin/destination storage provider
- Local drayage out of storage

6.6.2 Prepayment Audit FMR 102-118

Prepayment audits are the responsibility of the agency. Prepayment audit plans are established by the agency and approved by the GSA Transportation Audits Division. Services must meet all requirements set forth in the Federal Management Regulation (FMR) Part 102-118 and satisfy the requirements of the agency's prepayment audit plan and reporting requirements. It is incumbent upon the agency to ensure its prepayment audit plan is free of any conflicts of interest. If an agency requires its TSP to arrange for the prepayment audit of invoices, such requirement must be included in that agency's Standing Route Order (SRO) so that the TSP can factor the cost into their filed rates.

6.6.2.1 Certification

Any auditor (other than a GSA Prepayment Audit Schedule contractor performing under Financial and Business Solutions (FABS) Schedule 520, Special Item Number (SIN) 520-10 desiring to perform prepayment audit services must be certified by the GSA Transportation Audit Division (QMCA) to do so. Certification may be obtained by contacting:

General Services Administration
Transportation Audit Division (QMCA)
1800 F Street, NW Washington, DC 20405
Email: audit.policy@gsa.gov

6.6.3 Preparation of Shipment Documentation

If an agency exercises its option to have the MMS provider prepare the BL, the MMS provider must comply with the terms and conditions set forth in FMR Parts 102-117 and 102-118. On

international shipments, the MMS provider shall complete and distribute copies of each GBL following instructions published in the "U.S. Government Freight Transportation—Handbook" from the Transportation Audit Division (QMCA)

The MMS provider shall furnish a legible memorandum copy of all BL or a legible copy of all BL prepared and distributed to the BLIO before the shipment pick-up date.

6.6.4 Data Communications Capabilities

The MMS provider shall:

- Provide on-line electronic access to all database information pertaining to orders and applicable shipment records
- Provide the BLIO or designee and the GSA PMO in Kansas City, Missouri, on-line access to all database information pertaining to orders and shipment records for all accounts established under the terms of this HTOS;
- Establish sufficient safeguards to prevent unauthorized access to the database information and make real-time electronic access available; and
- Furnish clear documentation setting out procedures for access to and use of the database.

6.6.4.1 Data Elements

The database must contain, but is not limited to, the following elements:

- Order information
- Shipment information sufficient to generate the management information reports specified in Section 6.5.8.

The shipment database must be maintained in a separate directory with a separate shipment record for each move. Shipment files must not be commingled with data maintained for shipments not subject to this HTOS. Each shipment record must contain all information required for that particular shipment including any claims filed by the TSP, status of the claim, etc. using a continuous computer terminal screen, if necessary. Performance data documenting how the move was handled must be collected independently and maintained in this record.

The MMS provider shall provide the capability for the BLIOs and the GSA PMO to extract and consolidate data such as TSP performance if specific reports are required.

6.6.4.2 Database Maintenance

The MMS provider shall update the database at least once every 24 hours, and provide for 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.

6.6.5 On-site Quality Control Service

If an agency requests, the MMS provider shall arrange for quality control personnel to provide on-site inspection services at the origin and destination residences. Inspection services include, but are not limited to:

- Verification of correct inventory coding
- Use of proper packing materials
- Appropriate article servicing
- Equipment and personnel suitability
- Satisfactory performance of unpacking.

The actual cost of any on-site quality control service requested is negotiable between the MMS provider and the agency. The price agreed upon shall be stated in a written document and signed and retained by both parties. This document is construed as a one-time only amendment to the MMS provider's rate filing. A copy of the written document shall be included with the MMS provider's voucher. The MMS provider may engage a third party to perform these services provided they are representatives or employees of a TSP or an agent thereof.

6.6.6 Quality Assurance Plan

If requested by the agency, the MMS provider shall provide the agency a quality assurance plan to ensure quality service and shall designate quality assurance personnel to execute the plan.

6.6.7 Claims Preparation, Filing, and Settlement Assistance

If either the owner or agency requests, the MMS provider shall provide timely loss and damage claim preparation and filing assistance, including follow-up assistance for any subsequently discovered loss or damage. The MMS provider shall review and negotiate any settlement offer that is inconsistent with the MMS provider's liability or HTOS provisions, and, in the case of an impasse between owner and MMS provider, shall refer the complete file to the agency. The MMS provider shall also counsel the owner about potential consequences of signing any full and unconditional release on any offer of settlement before all claims resulting from a particular move have been resolved.

7 Inspection of Services

7.1 Overview

This section describes the processes by which the Federal Government may inspect the facilities and services provided by Transportation Service Providers (TSPs) for Household Goods (HHG) shipments moving under the Centralized Household Goods Traffic Management Program (CHAMP). In general, the Federal Government reserves the right to inspect these facilities and services and deems it necessary to insure not only compliance with the provisions of this Household Goods Tender of Service (HTOS) but also to determine owner satisfaction with these services. The Federal Government will use the results of these inspections to correct deficiencies in a TSP's services, to provide "best value" recommendations to agencies and to improve the level of satisfaction.

- The Federal Government may use any and all of the following to inspect and evaluate TSP service levels:
- Inspection by the Program Management Office (PMO) and its designated representative
- Inspection by the Bill of Lading Issuing Officer (BLIO) and its designated representatives
- Inspection by the owner or his/her authorized representative

Collection and analysis of GSA Form 3080, Household Goods Carrier Evaluation Reports. (See also Section 2 on how this information is used to adjust a TSP's scope of operation.)

The following sections provide additional detail on these procedures. All references to the TSP refer to the TSP and its agents.

7.2 Inspection by the Federal Government

7.2.1 Inspection of Facilities and Operations

The PMO or its designee will have the right to review and inspect the facilities and operations of any CHAMP TSP. The inspections will determine if the equipment, facilities, operations and personnel are adequate and capable of performing the services required by the Federal Government.

The inspections will validate that TSP operations have been performed in accordance with the provisions of this HTOS and the requirements of the Federal ordering office.

The PMO or designated representative(s) may inspect the TSP's facilities and operations at the TSPs main facility, at the residence of the owner, or at the warehouse or any other facility of the TSP during regular office hours and at any time that work is in progress.

Published corporate TSP quality control programs shall be presented and explained to authorized inspectors when the TSP's facilities are inspected.

7.2.1.1 Inspection of Facilities

The TSP shall furnish PMO or designated representatives with free and reasonable access to its facilities and provide assistance to successfully accomplish the review. The TSP shall provide, without cost to the Federal Government, legible reproductions of any documents requested and required in the performance of the inspection.

7.2.1.2 Inspection of Operations

Authorized representatives will have the right to inspect the packing, loading, weighing, pick-up, delivery, unpacking, warehousing and any other services performed or being performed by the TSP. PMO authorized representatives will include:

- GSA personnel designated to perform quality assurance
- The owner or their authorized representative
- Personnel of the owner's agency designated to perform quality assurance.

7.2.1.3 Inspection by the owner

Most often, the owner will inspect TSP services in the absence of an authorized GSA representative, the employing agency, or the BLIO. The owner's report of inspection (as documented by owner's signature on the Bill of Lading (BL), or a joint inspection conducted at delivery or other report are all acceptable reports of inspection and will be considered administratively final.

7.2.1.4 Immediate Corrective Actions

When authorized representatives of the BLIO find that packing, loading, unpacking or any other work being performed or already completed does not comply with the terms, conditions or specifications set out in this HTOS, the authorized representative will advise the TSP of the situation. The TSP shall promptly correct the deficiency by taking whatever action is necessary at no additional cost to the Federal Government or the owner.

7.2.2 Reports of Inspection

Reports of inspection will be furnished to the PMO. Upon receipt of an on-site review, the PMO will furnish the TSP a report within ninety (90) calendar days of completion of the on-site review. The report will show the findings of the review and corrective actions, if any, which must be taken by the TSP to bring its operation into compliance with requirements as set forth in this HTOS.

A TSP receiving a report showing corrective actions which need to be taken shall have its approval changed to conditional, and shall have thirty (30) calendar days from date of receipt to institute those corrective actions identified as requiring immediate action and to notify the PMO of completion of those corrective actions. Corrective actions not performed in thirty (30) calendar days could result in the TSP's placement in temporary non-use status.

Reports of inspection by the PMO will be considered as final and conclusive of the performance of the services inspected. If the TSP objects to the rating or required corrective actions imposed by the BLIO, the TSP shall first notify the BLIO in writing, setting out the basis of the disagreement and requesting the opportunity to resolve it. If the TSP still objects to the BLIO's report, it may appeal to the PMO in accordance with the provisions of Section 3.

7.3 Other Inspections

7.3.1 Inspection of Sorting For Partial Withdrawal from SIT

The owner or any other person responsible for payment of the transportation charges will have the right to be present at the TSP's facility during the sorting of the property for a partial withdrawal from Storage-in-Transit (SIT). The TSP shall deliver, or the owner has the option to pick up, the property.

7.3.2 Inspection and Re-packing of Pre-packed Items by the TSP

The TSP is responsible for all packing. The TSP is authorized to inspect all packed by owner (PBO) goods to ascertain the contents and determine that only articles not otherwise prohibited by this HTOS are contained in the shipment. For domestic shipments, to ensure safe transportation, if the TSP determines it is necessary to unpack and repack cartons and/or containers that have been packed by the Owner, no additional labor, unpacking and/or additional re-packing charges will apply.

Please note: Labor charges apply for international shipments, see Section 12.7.

7.4 Acceptance by the Federal Government

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

7.4.1 Warranty

Notwithstanding inspection and acceptance by the Federal Government or any provision concerning the conclusiveness thereof, the TSP warrants that all services performed under this HTOS will, at the time of acceptance, be free from defects in workmanship and conform to the requirements of this HTOS. The BLIO will give written notice of any defect or nonconformance to the TSP within forty-five (45) business days from the date of acceptance by the Federal Government. This notice will state either (1) that the TSP shall correct or reperform any defective or nonconforming services, or (2) that the Federal Government does not require correction or reperformance.

7.4.2 Correction and Reperformance

Correction, as used in this section, means the elimination of a defect. If the TSP is required to correct or reperform, it shall be at no cost to the Federal Government, and any services corrected or reperformed by the TSP shall be subject to this clause or if the TSP refuses to correct or reperform, the BLIO may correct or replace with similar services and charge to the TSP the cost occasioned to the Federal Government thereby, or make an equitable adjustment in the price for services rendered.

7.4.3 No Correction and Reperformance

If the Federal Government does not require correction or reperformance, the BLIO will make an equitable adjustment in the price for services rendered.

7.5 Household Goods Carrier Evaluation Report (GSA Form 3080)

This section describes the GSA Form 3080, Household Goods Carrier Evaluation Report, the procedures for administering the TSP evaluation program and how the GSA Form 3080 Responses are used to compute the TSP Customer Satisfaction Indices (CSI). Section 2, Application and Participation, describes how the CSI is used to adjust the scope of a TSP's operation. The CSI is also used by agencies in TSP selection and shipment distribution to meet their agency's service requirements at the lowest cost consistent with those requirements.

7.5.1 Overview

The GSA Form 3080 Carrier Evaluation Report is a customer satisfaction survey. Upon completion of services by the TSP at destination, the TSP must initiate an electronic GSA Form 3080 survey to every owner for each shipment type (HHG, UAB, POV) within the GSA's Transportation Management Services Solution (TMSS) 3080 Module within thirty (30) calendar days of final delivery. The TSP is required to complete all requested shipment information and must ensure that the BL number entered on the GSA Form 3080 matches the BL number entered for the corresponding shipment on the required Shipment and/or SIT Report. The TSP may monitor the responses through the survey reporting tool. It is prohibited for the TSP to complete any portion of the GSA Form 3080. The TSP is subject to disciplinary action from the PMO if the TSP completes the electronic 3080 or fails to initiate a 3080. The GSA PMO will initiate the agency survey on a **yearly** basis. The agency will provide survey results for each TSP or move manager that has handled shipments for that agency in the reporting quarter.

Electronic GSA Form 3080s must be initiated in the TMSS system via one of the following options:

Option 1: Enter the shipment specifics for each completed shipment in to the GSA Form 3080 module – owner information, AMC information, TSP contact information and shipment details (origin, destination, BL number, type, etc). When entering the required Federal Agency Identification Code (FAIC), ensure that it is associated with the AMC name entered. FAICs can be located in the FAIC List within TMSS or the PMO may be contacted for assistance in identifying the correct FAIC. Once entered, TMSS will send the GSA Form 3080 to the owner via the e-mail address entered by the TSP. After completion by the owner, TMSS will notify the AMC via the email provided.

Option 2: Similar to rate filing, Shipment Reports and SIT Reports; upload a batch of shipment specifics in one file. Use the "Report Upload" function on the TMSS main menu, and follow the formatting requirements for Option 2 in Appendix D of this HTOS. All GSA Form 3080 fields should be included as detailed in Option 1. When entering the required Federal Agency Identification Code (FAIC), ensure that it is associated with the AMC name entered. FAICs can be located in the FAIC List within TMSS or the PMO may be contacted for assistance in identifying the correct FAIC. TMSS will validate the uploaded information. Once all information is received in the correct format, TMSS will generate the GSA Form 3080 request to the identified owner via the e-mail provided by the TSP. The remainder of the process will be initiated by TMSS as described above in Option 1.

The CSI is calculated on an annual basis. Only GSA Form 3080s for shipments with indicated delivery dates between January 1 and December 31 of the calendar year for which the CSI is

calculated will be used. The TMSS GSA Form 3080 report module provides TSPs with access to their responses. TSPs can use the report module to monitor outstanding GSA Form 3080s and review the owner's scores. GSA Form 3080s not completed in TMSS by the last day in February will not be used in the calculation of a TSP's CSI score for the previous calendar year. The AMC portion of the GSA Form 3080 survey must be completed at least once by at least one agency for that TSP to receive a CSI score.

7.5.2 Issuing CSI Score

Based on the number of shipment scores reported to the PMO on GSA Form 3080, a TSP will be issued a CSI or be in "unindexed" status. The following criteria will be used when issuing CSI scores.

7.5.2.1 Unindexed Status

A TSP will not be issued a CSI if:

- The TSP had less than two shipments reported.
- The TSP had less than two GSA Forms 3080 returned to GSA.
- The TSP's GSA Form 3080 rate of return was less than 80% of the overall program average rate of return for the calendar year.
- The TSP did not submit complete shipment information.
- The AMC did not fill out at least one GSA Form 3080 for that TSP.
- The TSP is not up to date with IFF payments.

7.5.2.2 Indexed status

A TSP will be issued a CSI if:

- The TSP had between two and fourteen GSA Form 3080s returned to GSA and the TSP's GSA Form 3080 rate of return was greater than 80% of the overall program average.
- The TSP had 15 or more GSA Form 3080s returned to GSA.
- The AMC had filled out at least one 3080 AMC portion for that TSP.
- The TSP is up to date with all IFF payments.

7.5.3 Appeal Procedures

In the event that the rated TSP disagrees with the evaluation contained on the GSA Form 3080, the TSP has the right to appeal such evaluation as specified below. The objective of these appeal procedures is to resolve the disagreement as close to the point of service as possible. Except as provided below, an appeal received by the PMO directly from a rated TSP will be rejected.

7.5.3.1 Shipment Not Tendered

If the rated TSP determines that a shipment was not tendered to its company, the TSP shall advise the PMO in writing requesting review and correction.

7.5.3.2 Disagree with the Rating by the Owner

If the rated TSP disagrees with the owner's evaluation and the owner's evaluation has not been changed by the BLIO prior to submission to the PMO, the rated TSP shall first notify the owner in writing, setting out the basis of the disagreement and requesting the opportunity to resolve it. The BLIO may submit a written request via email to the PMO to change an owner's rating.

Note: If the rated TSP disagrees with the owner's evaluation and the owner's evaluation has been changed by the BLIO, prior to submission to the PMO, the procedures in Section 7.5.3.3.2 will apply.

7.5.3.2.1 Disagreement is Resolved

If the owner and the rated TSP resolve the disagreement and that resolution changes the owner's rating, the owner and the rated TSP shall jointly advise the BLIO by a single memo or email. The BLIO will then notify the PMO in writing by letter or email and request that the rating be changed.

7.5.3.2.2 Disagreement is Not Resolved

If the owner and the rated TSP cannot resolve the disagreement, the rated TSP shall notify the BLIO in writing requesting review and resolution. The request will set out the basis of the disagreement, actions taken to resolve the disagreement, and include a copy of the communication to the owner and any records that may have been made of conversations, meetings or correspondence with the owner. The BLIO will then investigate the disagreement, determine whether any changes should be made in the rating, and, if so, advise the PMO in writing. The BLIO's determination is final and not reviewable by the PMO.

7.5.3.3 Disagree with Rating by the BLIO

In the event the rated TSP disagrees with the BLIO's evaluation, the rated TSP shall first notify the BLIO in writing, setting out the basis of the disagreement and requesting the opportunity to resolve it.

7.5.3.3.1 Disagreement is Resolved

If the BLIO and the rated TSP resolve the disagreement and that resolution changes the BLIO's rating, the BLIO and the rated TSP shall jointly advise the PMO in a single memo or email signed.

7.5.3.3.2 Disagreement is Not Resolved

If the BLIO and the rated TSP cannot resolve the disagreement, the rated TSP and the BLIO must jointly prepare a single memo or email to the PMO approved by both that they request resolution of the disagreement by the PMO and agree to accept the findings of the PMO without further appeal.

The request will set out the basis of the disagreement, actions taken to resolve the disagreement, and include a copy of the communication to the BLIO and any records that may have been made of conversations, meetings or correspondence by either party. The PMO will then investigate the disagreement, determine whether any changes should be made to the rating, and, if so, advise the rated TSP and the BLIO in writing and correct the rating. If the rated TSP and the BLIO cannot agree to jointly request review and resolution by the PMO, the original rating will remain in effect.

7.5.3.3.3 Oral Appeals

Oral appeals will be construed as without merit and be rejected.

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. Transportation Service Providers (TSPs) shall refer to the annual RFO for complete details on rates and charges.

8.1 Invoicing

8.1.1 Voucher and Supporting Documents

GSA has prescribed the Public Voucher for Transportation Charges, SF 1113, and Memorandum Copy, SF 1113-A, for use by TSPs in billing charges for authorized HHG services furnished to the Federal Government. These forms are available from the GSA Forms Library and URLs are provided in Appendix C.

The SF 1113 and one SF 1113-A shall be submitted to the billing office specified on the BL and are expected to be submitted within sixty (60) calendar days after delivery/service is completed. 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 Federal Government for transportation services rendered. However, if after delivery, the original BL cannot be located by the billing TSP, and it is evident that the original BL has been lost or destroyed, the TSP must use the Freight Waybill-Original properly certified by the TSP as a substitute document, when submitting public vouchers to the appropriate Federal Government paying office. 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. The lower of the two net scale weights shall be used for determining the applicable charges. If shipment is reweighed the TSP shall include a copy of the written request for reweighing and both sets of weight tickets. TSPs may substitute manufacturer's weight for automobiles, trucks, vans, motorcycles, campers and boats in lieu of obtaining separate weight tickets on these articles whenever such articles are included within a shipment. Manufacturer's weight will be obtained from either the Branham Automobile Reference Book, the National Automobile Dealers Association (N.A.D.A.) Official Used Car Guide (the "Guide"), or from other appropriate reference sources of manufacturer's weight or the owner may provide the TSP with copies of manufacturer's documents evidencing the weight of the article included in the shipment, unless otherwise weighed as part of the gross weight of the shipment
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. This includes approvals and extensions of SIT above the original authorization.
Advanced Charges/Third Party Charges	Charges advanced by TSP for services of others shall be supported by the TSP with the Bill of Lading Issuing Officer's (BLIO's) authorization, a copy of the invoice setting forth services rendered, charges and basis thereof including reference to the GSA tariff, price list, rate schedule, or similar statement of rates and charges. The charges so advanced are in addition to, and shall be paid with, all other lawful rates and charges
Miscellaneous Charge	Any cost incurred by the TSP for a service outside the terms of this HTOS, authorized in writing by the BLIO, will be billed as a miscellaneous charge. A description of the service, the BLIO's authorization, and the basis for the computation of the charge is required
DD Form 619 Or Comparable Commercial Form	"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	"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 agencies ordering HHG services will establish their own procedures for the submission of TSP invoices. This may include requiring the use of electronic commerce systems that include fees paid by the TSP. The TSP shall be responsible for complying with the agencies' payment procedures.

8.2 Composition of Charges

8.2.1 Applicable Rate

All charges for transportation and related services for shipments handled shall be in accordance with the lowest applicable GSA tariff or tender, and shall be billed to the agency shown in the "Bill Charges to" block on the BL. The TSP's public voucher for charges shall be supported by the documents specified in Section 8.1. Failure to submit any of the documents shall result in rejection of the associated charges.

8.2.2 Applicable Rate in Absence of Accepted Rate

At the time of approval, GSA establishes a TSP's approved scope of operation. Agencies are encouraged to use those TSPs that have approved rates filed in conjunction with the TSP's approved scope of operation. If the selection of TSPs for a specific route is limited, the acceptance and movement of a shipment by the TSP outside of its approved scope of operation over routes for which the TSP has no accepted rates or whose rates have been canceled shall constitute an agreement by that TSP to perform the transportation services at a One-Time-Only (OTO) rate. See Section 4.4 for OTO requirements.

8.2.3 Applicable Charges on Overweight International Shipments

BLIOs may require TSPs to report the actual weight of international shipments prior to movement (See Section 11.2). This is to determine if the actual weight is in excess of the owner's authorized allowance. If this should occur, and the TSP fails to notify the BLIO of the shipment weight and moves the shipment from origin to destination, TSP shall collect from the Federal Government those transportation and 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 owner for the additional charges.

8.2.4 Applicable Weight When Reweigh Performed

When a shipment is reweighed in accordance with Section 5.4.4, charges will be based on the lower of the two net scale weights. In the event the reweigh information is not available at the time of the TSP's initial submission of its invoice, the TSP may either present a supplemental billing adjusting the transportation charges or adjust supplemental billings to reflect the reweigh weight.

8.3 Adjustment Based On Rate Differentials Involved In the Use of Foreign Flag Shipping

Adjustments in rates will be permitted when rate differentials are involved due to the use of Foreign Flag Shipping **(see Section 5.3.1.1 for the requirements and documentation needed to justify and obtain a Determination of Non-Availability (DNA) for the use of a Foreign Flag vessel)**. When increases or decreases occur in rates due to the use of Foreign Flag Shipping, billing and documentation submitted in connection with the GBL shipment will have differences between the Foreign Flag vessel rate and the rate used in computing the accepted transportation single factor rate (SFR). The ocean freight bill which must be submitted to support each GBL and the rate will be adjusted in favor of the TSP or the Federal Government on the basis of this bill. An example of the adjustment required in the event of an ocean rate increase would be:

International GBL Shipment Adjustment Example

SHIPMENT: 3,000 lb, 450 cu ft., Single Factor Rate = $32.00 per cwt

- STEP 1. Original Charges Due: 3,000 lb x $32.00 per cwt = $960.00
- STEP 2. Ocean rate used in constructing the effective GBL rate:
    - 81 cents per cu ft
- STEP 3. Paid to Foreign Flag Ocean TSP as stated on the ocean freight bill and computed in accordance with the measurement rule stated in pricing agreement governing the rate:
    - 90 cents per cu ft (9 cents per cu ft difference)
- STEP 4. Supplemental charge for ocean freight
    - 450 cu ft at 9 cents per cubic foot = $40.50.
- STEP 5. Total charges due TSP: $960.00 + $40.50 = $1,000.50.

8.4 Reductions in Charges

8.4.1 Late Delivery Reduction

A late delivery reduction of $100.00 per day will be payable to the agency paying the transportation charges for each calendar day, or fraction thereof, when the actual transit time for direct delivery shipments exceeds the transit time as defined in Section 10 and the RFO. This reduction is subject to the following conditions:

- When the BLIO and the TSP mutually agree to a transit time longer than the transit time as shown in Section 10 or the RFO, the penalty will begin on the day after the agreed date

- When the Federal Government and the TSP mutually agree to a transit time chart other than the chart in Section 10 or the RFO, the penalty will begin on the day after the agreed date
- When a shipment consigned to Storage-in-Transit (SIT) at destination is en route and the destination is changed to a direct delivery, the transit time is negotiable and no penalty occurs for late delivery
- This reduction will apply only for shipments which
    - 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 agency will not exceed

- An amount equal to the linehaul transportation charges for the shipment on a domestic shipment
- An amount equal to total charges for an international shipment, excluding SIT

This payment satisfies the Federal Government's right to equitable adjustment for failure to perform, but does not waive, mitigate, or satisfy any other right or remedy available to the Federal Government on account of late delivery by the TSP.

8.4.2 Improper Customs Clearance Reduction

In the event that a TSP improperly clears a shipment through customs (for example, a Department of State (DOS) shipment is cleared as a Department of Defense (DoD) shipment, rather than a DOS shipment) and warehouse handling, storage, or delivery costs accrue exceeding those applicable to

the properly cleared shipment, the excess warehouse handling, storage, or delivery costs will not be reimbursable by the agency paying the transportation charges.

8.5 Other Charges

8.5.1 Valuation Charges

Although the liability in excess of that declared by the shipping agency is an expense of the owner, the charges will be billed by the TSP to the finance office of the agency sponsoring the shipment and identified as a separate item of billing.

8.5.2 Delivery/Pick-up at a Third Party and Self-Storage Warehouse

Except as otherwise provided herein, when TSP picks up or delivers a shipment to/from a third party warehouse (including self-storage/mini-warehouse locations), a charge will apply when the TSP is requested by the BLIO to enter the warehouse for the purpose of removing items stored from, or placing items into, the warehouse space rented/controlled by the owner or the agency. This service must be approved in writing by the BLIO prior to performance of the service. Charges apply at the point where the service is performed, based on the weight of the shipment, or portion thereof, that is placed into or removed from the warehouse, subject to a minimum weight of 1,000 pounds.

8.5.3 Charges for Repacking Pre-packed Items

When the TSP is required to repack cartons and/or containers that have been packed by the Owner, no additional repacking or carton/containers charges will apply on domestic shipments due to the Full Service Packing charges for the shipment. Please note: Labor charges apply for international shipments, see Section 12.7.

8.5.4 Charges for Crating Services

Crating services will be quoted, billed and paid as provided in the GSA tariff for domestic shipments or Section 12 of this HTOS for international shipments. If the use of a third party is authorized in writing by the BLIO to provide crating services and the charges are in excess of those provided in the GSA tariff or Section 12, the office that issued the BL or the BLIO has the authority to waive or negotiate the excess crating charges, in whole or in part, based on the circumstances of the use of third party services.

8.5.5 Excessive Distance Carry

For domestic shipments, refer to GSA tariff. For international shipments refer to Section 12.26 of the HTOS.

8.5.6 Charges for Reweigh

The TSP may bill the agency for the cost of the reweigh scale charge but an original copy of the scale charge invoice must be included with the billing. No reweigh service charge will apply.

8.6 Storage-In-Transit (SIT) Charges

8.6.1 Warehouse Handling Charges

Warehouse handling charges for shipments placed in Storage-in-Transit (SIT) will be in accordance with the GSA tariff and tender for the destination address or municipality shown on the BL, unless otherwise specifically authorized by the BLIO. In the event the TSP is authorized to use trailers, vans, public warehouses and self-storage units, one-half the applicable warehouse handling rate will be paid.

8.6.2 Storage Charges

Storage charges for shipments placed in SIT will be in accordance with the applicable GSA tariff and tender for the destination address shown on the BL, unless otherwise specifically authorized in writing by the BLIO or on the BL. In the event the TSP is authorized to use trailers, vans, public warehouses and self-storage units, one-half the applicable storage rate will be paid.

8.6.3 Domestic SIT Pick-up or Delivery Charges

Pick-up or delivery charges for shipments placed in SIT will be in accordance with the GSA tariff for the destination address shown on the BL, unless otherwise specifically authorized in writing by the BLIO.

8.6.4 International SIT Pick-up or Delivery Charges

On shipments delivered from SIT, the applicable transportation charges will be the delivery transportation rate from the nearest available TSP agent's DoD or DOS-approved SIT facility at destination shown in the "Consignee Block" to final destination.

8.6.5 Placement in SIT on Different Dates

When property is placed in SIT in segments on different dates, the transportation rates and additional service charges in effect on the date of the pick-up of the initial shipment will apply to each property segment placed in SIT.

8.6.6 Nearest Available Facility Rule

If SIT facilities (TSP or foreign warehouse) are not available within the required 50 miles of the destination address as identified on the BL (or the origin address as identified on the BL if SIT at

origin was specified on the BL or authorized in writing by the BLIO), the BLIO will be advised and SIT will be placed at:

a. The nearest available facility (TSP or foreign warehouse), or
b. The BLIO and TSP agreed upon facility. In which case, charges will be assessed based on either the destination address as identified on the BL (or the origin address as identified on the BL if SIT at origin was specified on the BL or authorized in writing by the BLIO) or the actual location.

The BLIO can waive, in writing, the 50 mile distance and pricing requirement at his/her discretion. When a waiver is granted, the billing must be supported by a copy of the waiver indicating the BLIO waived the 50 mile distance requirement and that charges are based on the location where the SIT was performed.

In the event the storage occurs at a point other than the TSP's agent's nearest available facility, and in the event that the transit time for delivery from the actual point of storage to the final destination exceeds the transit time between the TSP's agent's nearest available facility and the final destination, the total charges may be subject to a reduction equal to the Federal Government paid cost of temporary quarters for the excess transit time. This may apply if the agency approves an alternate location for the TSP's convenience.

8.6.7 Additional International Provisions for SIT Charges

8.6.7.1 Storage Charges at Destination

When SIT is at destination, charges (including charges for additional services, advances and other properly authorized charges) will be billed after SIT is completed.

8.6.7.2 Agent Refusal of International SIT Shipment

If the agent refuses to accept a shipment (e.g., because of the TSP's refusal to provide a waiver or due to the TSP's poor payment history) the agent's facility will be considered "available" for the purpose of determining charges under the provisions of Section 8.6.6 without regard to which destination warehouse the TSP uses.

8.6.8 Charges Applicable To Portion

The transportation charges to apply on a portion of a SIT shipment delivered from warehouse location to destination will be the applicable transportation rate based on the weight of such portion, subject to the provisions of Section 8.6.10 on withdrawals.

8.6.9 Overflow

On property consigned to SIT where an overflow of property requires that a split shipment be delivered to the warehouse on different dates, the charges for such property will be as follows:

- Transportation charges from initial point of pickup to delivery address as identified on the BL based on the combined weight of the property stored in transit and computation of transportation charges will be as provided in Section 8.6.5.
- Storage charges in effect on date of initial pick- up will apply and be assessed separately on each portion of shipment stored in transit, except the 1,000 pound minimum weight will apply to the combined weight of property stored in transit. Storage will be rated separately on each portion added
- All subsequent charges will be based on the combined weight of the property stored in transit.
- Warehouse handling charges will be based on the combined weight of the property placed in SIT and will apply only once
- All subsequent charges will be based on the combined weight of the SIT property.

8.6.10 Withdrawal of Property

During SIT, the owner may withdraw a portion of the property. When the selection of items requires unstacking/restacking all or a portion of the shipment, charges for such handling will be assessed in accordance with labor charge provisions in the GSA tariff or tender. Charges for transportation furnished, if any, for the portion selected for delivery will be assessed on the same basis as an individual shipment. The following will be applicable to the portion remaining in storage:

- Storage charges will continue to apply on the weight of remainder of the property
- Charges for transportation furnished, if any, for the delivery of the remainder of the property will be assessed on the same basis as an individual shipment.

Billing of charges incident to partial withdrawal of property will be in accordance with the instructions of the BLIO.

8.6.11 Removal from SIT and Extra Pick-up

When property is removed from SIT and extra pick-ups are ordered, the transportation rates and additional service charges in effect on the date of the pick-up of the initial shipment will apply based on the weight of the property removed from SIT or constituting the extra pick-up.

8.7 Payment In The Event Of Shipment Termination

8.7.1 Termination of a Domestic Shipment

In the event a TSP's right to provide services is terminated by the BLIO as provided in Section 3, the TSP will be paid up to the point of termination for services actually performed. Payment to the terminated TSP will be based on the actual services performed, less the difference between the terminated TSP's billing and the billing of the replacement TSP.

8.7.2 Termination of an International Shipment

In the event a TSP's right to provide services is terminated by the BLIO as provided in Section 3, the TSP will be paid up to the point of termination on a prorated basis for the services actually performed. The basis of proration shall be negotiated between the BLIO and the TSP. Upon determination, the BLIO's decision shall be final and conclusive.

8.8 Collection of Transportation Charges on Household Goods Shipments Involving Loss or Destruction-in-Transit

TSP can collect, or require the agency to pay, any applicable transportation charges (including charges for additional services) when a shipment or portion thereof is lost or destroyed in transit, only if in accordance with the terms and conditions of GSA's CHAMP, the TSP has paid to the owner Full Replacement Value for the lost or destroyed items. The TSP is not responsible for loss or damage caused by one or more of the exceptions listed in Section 9.1.2.

8.9 Other Provisions

8.9.1 Application of Prompt Payment Act

The Prompt Payment Act, 31 USC 3901, et seq., applies to shipments transported under this HTOS.

8.9.2 Payment of Debt

Should any agency be advised that a TSP filing rates under the terms of this HTOS has failed to comply with the terms of an arrangement entered into between the TSP and an agency of the Federal Claims Collection Act of 1966 relating to transportation services, that agency may place the TSP in temporary non-use status until such time as the TSP has complied with the terms of the arrangement.

8.9.3 Excess Costs - International Only

To enable the Government to collect excess costs incurred due to TSPs defaulting on shipments in transit, TSPs assuming the onward movement will maintain records of all excess costs including

demurrage, storage, etc., over and above those normally associated with a shipment. These records will be provided to the BLIO or PMO on request.

8.10 Limitation of Action – Claims for Charges

8.10.1 Filing of Claims by TSPs

All claims and actions at law by TSPs for recovery of their charges on shipments subject to the provisions of this HTOS will be filed within three (3) years (not including any time of war) from the date of any one of the following, whichever is later:

- Final delivery of the property
- Payment of the transportation charges thereon
- Subsequent refund of excess charges
- Deduction of such excess charges from TSP's account.

8.10.2 Filing of Claims Against TSPs

All claims and actions at law against TSPs for recovery of excess charges on shipments subject to the provisions of this HTOS will be filed within three (3) years (not including any time of war) from the date of payment of the charges thereon.

8.10.3 Federal Government's Breach of Limitation – International Only

Provided, however, that if the limitation of actions set forth in this item is breached by the Federal Government by the filing of a claim or action at law (other than by mistake or inadvertence) at a time other than stated in this section, this section will be of no force and effect and will be void ab initio.

8.11 Payment of GSA Industrial Funding Fee (IFF)

8.11.1 Remittance of GSA IFF

The GSA Industrial Funding Fee (IFF) will be remitted to GSA on the basis of shipments billed as reported, in the PMO Shipment Report and/or Storage-in-Transit (SIT) Report (Section 11 and Appendix D) and in accordance with the provisions of the annual RFO. The remittance may be transmitted either by check or by electronic funds transfer.

8.11.1.1 Remittance by Check

Checks shall be made payable to "GSA-GL474.1*SCAC Code+"; e.g., "GSA-GL474.1*YZAB+". The check register/memo line must identify the quarter (i.e. 1stqtr17, 3rdqtr16) and the GBL/BL number or

include with the IFF submission a copy of the Shipment Report and/or SIT 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.

[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
{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 non-use pending revocation of 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 and/or international transportation services, pursuant to the provisions of this Household Goods Tender of Service (HTOS), shall offer full replacement value protection for each shipment. This includes all transportation services (including accessorial and terminal services) furnished by a TSP for which the TSP assumes liability for loss and damage. This will not exceed the full replacement value of the items transported.

9.1.1 Released Value

All surface and Unaccompanied Air Baggage (UAB) shipments (domestic and international) are released at full value.

All Privately Owned Vehicle (POV) shipments (domestic and international) are released at the current value of the vehicle based on the National Automobile Dealers Association (NADA) value for the vehicle. See Section 9.1.3.2 for more details.

9.1.1.1 Base Valuation

The TSP shall refer to the current Request for Offers (RFO) for the base valuation for various shipments. Note that different agencies may require different base valuation amounts for their owners.

9.1.1.2 Increase in Basic Released Value

Should the owner elect to specify a released value different from that specified on the Bill of Lading (BL), after the BL has been issued but prior to the date of pick-up, the TSP should have the owner contact the Bill of Lading Issuing Officer (BLIO) and request an amendment to the original BL indicating the desired valuation.

9.1.2 Exceptions to TSP Liability

9.1.2.1 Overall Exceptions

The TSP is not responsible for loss or damage caused by:

- Acts of God, public authority or negligence of the owner and/or owner 's agent
- Hostile or warlike action in the time of peace or war, including action in hindering, combating or defending against an actual, impending or expected attack, including

  - by any government or sovereign power (de jure or de facto), 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.

9.1.2.3 Duty to Mitigate Loss

If loss or damage occurs to a shipment from one of the overall exceptions identified in Section 9.1.2.1, the TSP may still be liable for additional damage that results from its failure to take reasonable steps to mitigate the extent of the loss. For example, if a shipment is damaged by water from a flood or hurricane, the TSP, as soon as practical, should attempt to clean and dry the items, rather than allow further damage (e.g., rust, warping, or mildew), to develop from prolonged exposure to dampness. In some cases, the BLIO may direct the TSP to undertake specific mitigation work, or may authorize payment for mitigation work, subject to later determination of whether the government or the TSP will be liable for the cost. The cost of any such mitigation efforts that are not paid for by the Government will be deducted from the TSP's maximum liability for loss or damage.

9.1.3 Extent of TSP's Liability

9.1.3.1 Liability for Non-Vehicular Personal Property

Except when loss or damage arises out of causes beyond the control and without the fault or negligence of the TSP, the TSP shall be liable to the Federal Government or the owner for the loss of or damage to any article in an amount not to exceed the released value of any article over which the TSP has control or custody. Custody on the part of the TSP shall be considered to begin at the time performance of service commences and shall continue until services are completed. This includes, but is not limited to, all times while the property is being:

- Packed
- Picked up
- Loaded
- Transported
- Delivered
- Unloaded
- Unpacked
- Stored in transit
- Serviced by a third party hired by the TSP to perform the servicing

9.1.3.1.1 Non-Vehicular Property Delivered To a Foreign Post - International Shipments

Subject to the general provisions stated above, and in the event non-vehicular personal property is lost or damaged, the measure of damages for a shipment delivered to a foreign post shall be repair or replacement not to exceed the replacement value of the item at the foreign post. The foreign post value must be within ten percent (+/-10%) of the Continental United States (CONUS) replacement value at the point of origin at the time of arrival at the port of debarkation. In the event the foreign post value is not within ten percent (+/-10%), the measure of damages will be the CONUS replacement value of the item at the point of origin at the time of arrival at the port of debarkation plus the cost of transportation and delivery of the property, including customs clearance, to the owner at the post. Replacement value must be based on replacement of the property with property of comparable kind and quality.

9.1.3.1.2 Non-Vehicular Property Delivered Within CONUS

Subject to the general provisions stated above and in the event personal non-vehicular property is lost or damaged, the measure of damages for a shipment to be delivered within the CONUS shall be repair or replacement not to exceed the replacement value of the property at the point of destination in the United States, including the cost of transportation and delivery of the property, including customs clearance if applicable, to the owner at the destination

residence. Replacement value must be based on replacement of the property with property of comparable kind and quality.

9.1.3.2 Liability for Vehicular Property

9.1.3.2.1 International Shipment

In the event of loss or damage to vehicular property during the course of an international shipment, the measure of damages will be the cost of repair or replacement not to exceed the current value of the vehicle based on the NADA value for the vehicle (in the month of landing converted to local currency), plus the cost of transportation, delivery and customs clearance (if applicable) to the owner at post and the cost of rental of a comparable vehicle for the period of time during which the vehicle is unavailable for owner use. However, the liability for the cost of rental shall not exceed the current value of the vehicle. The quality of repair or replacement must equal or exceed the standards applied in the CONUS.

9.1.3.2.2 Domestic Shipment

In the event of loss or damage to vehicular property during the course of a domestic shipment, the measure of damages will be the cost of repair or replacement not to exceed the current value of the vehicle based on the NADA value for the vehicle, plus the cost of transportation, delivery and customs clearance (if applicable) to the owner at destination residence and the cost of rental of a comparable vehicle for the period of time during which the vehicle is unavailable for owner use. However, the liability of the cost of rental shall not exceed the current value of the vehicle. The quality of repair or replacement must equal or exceed the standards applied in the CONUS.

9.1.3.3 Liability for Real Property Damage

The TSP shall be liable for any damage sustained to the premises or property of the owner caused by the TSP, its agents or employees.

9.1.3.4 Liability for High Risk Items

The TSP's legal liability for loss or damage to high risk items shall be the same as for any other property lost or damaged. Unless covered by a high risk program established in accordance with Section 9.1.5 below, a TSP's liability for high risk items shall in no way be limited to a value less than that established under the terms of the level of service stated on the BL.

9.1.3.5 Liability for Concealed Loss/Damage

The TSP shall be liable for concealed loss or damage discovered by the owner within seventy-five (75) calendar days after delivery if the owner notifies the TSP, in writing, of the loss and/or

damage within seventy-five (75) calendar days from the date of delivery. The notification requirement cited here does not mean that a claim cannot be filed after seventy-five (75) calendar days by the owner. Lack of notification shall not be used as the sole basis for denying a claim.

9.1.3.5.1 Burden Of Proof When Notice Is Given

If the owner provides written notification of the discovered loss or damage within seventy-five (75) calendar days after delivery, the TSP shall bear the burden of proving that it did not cause the loss or damage. If a claim for concealed loss or damage is filed more than seventy-five (75) calendar days after delivery and the TSP received notice of all or some of the loss or damage within that period, the TSP shall bear the burden of proving that it did not cause the loss or damage for which it received notice and on the property for which the owner did not give notice.

9.1.3.5.2 Burden Of Proof When Notice Is Not Given

If the owner files a claim for concealed loss or damage and the TSP did not receive notice of any of the loss or damage within the seventy-five (75) calendar day period, the owner will bear the burden of proving that the TSP caused the loss or damage.

9.1.3.6 Liability for Delay

The TSP shall be liable for the inconvenience and extra expense caused to the owner and to the Federal Government if the owner is required to obtain temporary quarters due to the TSP's failure to pick-up or deliver the household goods shipment in accordance with the instructions provided by the BLIO, the owner, or his authorized representative. Equipment failure, actions by other TSPs or agents, and illness or error by persons in its employ or in the employ of its agents, among others, are considered within the control of the TSP and may not be used as a basis for denying a claim for damages due to delay.

9.1.3.7 Liability for Terminated Shipments

In the event a shipment is terminated by the Federal Government and is assigned to another TSP for completion of service, both the terminated and the assigned TSPs shall be jointly liable for any loss or damage to the shipment and for any delay. The Federal Government reserves the right to file a claim for reprocurement costs in excess of the terminated TSP’s rates on file; property loss or damage; and/or for shipment delay with either the terminated TSP or the assigned TSP. The TSP against which the claim is filed shall be responsible for settling the claim in full without waiting for any acknowledgment of liability or reimbursement from the other TSP.

9.1.3.8 Liability for Prohibited Items

When a TSP undertakes the shipment of items prohibited by law or regulatory bodies which are injurious or contaminating to the shipment, the TSP shall be liable for loss or damage resulting from its failure to decline such items.

9.1.3.9 Liability for Missing Articles

If the missing articles are not found within thirty (30) calendar days from the date of shipment delivery, they shall be presumed lost by the TSP and payment to the owner will be made upon the filing of a claim without dispute.

In the event the missing articles are located subsequent to claims action by the owner or the Federal Government, the TSP shall hold the articles at the point of location, notify the BLIO, and await disposition instructions. When articles/items are returned to the owner, any claims which have been paid in favor of the owner shall be readjusted in the TSP's favor.

9.1.4 Owner Failure to Verify Inventory

The TSP shall not deny liability for property loss or damage solely on the basis that the Federal Government, the owner, or the owner's authorized representative failed to verify the origin or destination inventories.

9.1.5 Establishment of High Risk Program

A high risk program limiting a TSP's liability for loss of or damage to high risk items may only be established with the approval of the BLIO and be evidenced by a written agreement setting out the terms and conditions established by the shipping agency. The mere issuance of a BL to a TSP with a pre-existing high risk program is not sufficient to incorporate the terms of such high risk program into the Federal Government’s contract of carriage.

9.2 Preparation and Filing of Claims

The TSP shall furnish to the owner all reasonable and necessary assistance in the preparation and filing of claims. Included in such assistance are inspections of the damaged property, if requested, completion of claim forms, and obtaining estimated repair costs at no cost to the owner.

9.2.1 Claims for Loss of or Damage to Personal Property

Claims for loss of or damage to personal property shipped pursuant to this HTOS must be filed with the TSP by the shipping agency, provided, however, that with the approval of the shipping

agency, the owner or his/her authorized representative may file the claim on behalf of the owner and the Federal Government.

9.2.2 Claims for Damage to Real Property

Claims for damage to real property belonging to the owner at the time of shipment or subsequent thereto must be filed with the TSP by the shipping agency, provided, however, that with the approval of the shipping agency, the owner or designated representative(s) may file the claim on behalf of the owner and the Federal Government.

9.2.3 Inconvenience Claims

Inconvenience claims may be filed with the TSP by either the owner or the Federal Government. When the claim is filed by the owner, the TSP shall be liable for the reasonable costs incurred by the owner in excess of those reimbursed to the owner by the Federal Government.

When the claim is filed by the Federal Government, the TSP shall be liable for the reimbursement made by the Federal Government to the owner for the temporary quarters obtained by the owner.

9.2.4 Claims for Injury

Claims for injury shall be filed with the TSP by the injured party.

9.2.5 Claims for Delay

Claims for delay may be filed by the owner, his/her authorized representative or by the agency paying the cost of the services provided pursuant to this HTOS.

9.2.6 Minimum Filing Requirements

The minimum requirement to file a claim is written communication from a claimant filed with the Federal Government or the TSP and must include:

- Sufficient facts to identify the shipment (or shipments) of property involved
- An assertion of liability for alleged loss, damage, injury, or delay
- A demand for the payment of a specified or determinable amount of money.

This written communication will be considered in compliance with the provisions for filing claims on the BL or other contract of carriage.

9.2.7 Documents Not Constituting Claims

Bad order reports, appraisal reports of damage, notations of shortage or damage on freight bills, delivery receipts or other documents, notifications of loss or damage at or after delivery,

or inspection reports issued by the TSP or their inspection agencies, whether the extent of the loss or damage is indicated in dollars and cents or not, standing alone, will not be considered sufficient to comply with the minimum claim filing requirements specified above.

9.2.8 Supporting Documents

9.2.8.1 Minimum Requirements

When necessary to an investigation, each claim for each article must be supported by a statement of the nature and extent of such damage, the basis for the amount claimed (i.e., date article purchased, original cost, actual cash value at time of loss or damage) or the full replacement value.

9.2.8.2 Inconvenience Claims

Inconvenience claims shall be supported with an itemized listing of costs incurred and payments made by the Federal Government to the owner.

9.2.9 Only Claim

When a claim asserted for loss of an entire package or an entire shipment cannot otherwise be authenticated upon investigation, the TSP shall obtain from the claimant a certified statement, in writing, that the property for which the claim is filed has not been received from any other source.

9.2.10 Inventory Correctness

When a claim is asserted for loss of an article, either contained in a carton or as a stand-alone item, and it is not specified on the inventory, the item shall be construed as present and the TSP shall not contest a claim for the missing item, unless the TSP can establish that the inventory was a complete listing of all items in the shipment and that the article was not received by the TSP.

9.3 Claims Settlement

The TSP shall acknowledge a claim in writing within ten (10) calendar days and shall settle the claim within thirty (30) calendar days of receipt.

9.3.1 Settling Property Loss or Damage Claims

The TSP shall satisfy a claim by repairing or replacing the property lost or damaged to the extent of TSP liability with materials of like kind, quality, and condition at time of acceptance by the TSP. Repair or replacement will also be construed to include payment in cash.

In the event that estimates of repair costs are obtained by the owner, either on his/her own or at the request of the TSP, the estimator's cost to furnish such estimates shall be reimbursable to the owner. However, if the terms of the estimate provide that the cost of the estimate will be deducted from the cost of repairs when repairs are completed, the TSP's liability will not exceed the cost of repairs.

9.3.2 Delays in Settlement

If the claim cannot be processed and disposed of within thirty (30) calendar days after receipt thereof, an additional thirty (30) calendar day period will be available for settlement of the claim. The TSP shall, at that time, advise the claimant and the BLIO in writing or electronically of the status of the claim and the reason for the delay in making final disposition. The TSP shall retain a copy of such advice to the claimant in its claim file.

9.3.3 Claim Settlement Penalty

If the TSP does not settle the claim within thirty (30) calendar days after receipt, the TSP shall pay a $30.00 per day penalty to the ordering agency. The total penalty shall not exceed $300.00. The BLIO can waive the penalty in whole or part depending on the circumstances.

9.3.4 TSP Failure to Settle

Failure to make settlement within the initial thirty (30) calendar day period (or the maximum sixty (60) calendar day period if proper notice is given) shall be construed as a refusal by the TSP to settle the claim. If a TSP fails to settle a claim in the time allowed or to its legal liability as determined and to the satisfaction of the owner, the agency paying the costs of the shipment and BLIO are authorized to make a determination of TSP liability for:

- Equitable adjustment for incomplete or non-performance of services
- Loss of or damage to real and personal property.

In making these decisions, the BLIO should interview the TSP and the owner or authorized representative and review the TSP’s settlement offer (if any) and all supporting schedules and documentation. Upon review, the BLIO will determine the propriety of the settlement or, when appropriate, direct the TSP to resettle in the amount or amounts determined to be proper by the BLIO.

9.3.5 Setoff

Failure to make settlement within the initial thirty (30) calendar day period, or the maximum sixty (60) calendar day period shall be construed as a refusal by the TSP to settle the claim and as an admission of its liability to the full extent of the law and this HTOS.

If the TSP refuses to settle a claim, the BLIO can initiate action to collect the money due from the amount owed the TSP.

9.4 Additional International Provisions

The following provisions apply to TSPs performing international HHG shipments.

9.4.1 Liability for General Average/Salvages

On ocean shipments, in addition to the TSP's liability as otherwise provided in this HTOS, the TSP assumes full liability for and shall pay all contributions in general average or salvage assessed against personal property and shall provide bonds or make arrangements for the prompt release of the shipments from any maritime lien arising there from.

9.4.2 Federal Government Liability

The Federal Government (DOS or other Federal Government agencies assuming effective custody) will be liable to the TSP for damage to or loss or destruction of liftvans due to negligence of the Federal Government, reasonable wear and tear excepted.

9.5 Limitation of Action – Claims for Property Loss or Damage

The time frame for the filing of claims for property loss and damage shall be in accordance with the laws of the United States of America and the terms and conditions of the applicable Bill of Lading.

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 Bill of Lading Issuing Officer (BLIO). Transportation Service Providers (TSPs) should refer to the Request for Offers (RFO) for special transit times required by specific agencies.

10.1.1 Measurement of Transit Time

A transit time penalty charge of $100 per day will apply when the actual transit time for direct delivery shipments exceeds the transit time defined in HTOS Section 10, Transit Times of GSA's applicable HTOS and shall be payable to the agency paying the charges for each calendar day, or fraction thereof. Transit time will be measured in calendar days from the date loading is completed to the date on which the shipment is offered for delivery at the residence or delivered to storage at destination. When the last day of the transit time falls on Saturday, Sunday, a local or a Federal holiday, then the next Federal Government business day will be considered the last day of transit. In the event storage-in-transit (SIT) occurs at origin, transit time will be measured based on the transportation from the point of SIT to the delivery residence.

The transit times are based on the assumption that a TSP shall be given a minimum of five (5) business days' notice before the pick-up date of shipment. If less than five (5) business days' notice is given the TSP, the transit times will be increased by one (1) business day for each day under the five (5) business day notice period.

10.2 Domestic Transit Times

Section 10.2.1 defines the allowable transit times for HHG shipments moving between Continental United States (CONUS) locations, and between CONUS and Canada locations.

The transit time for a Privately Owned Vehicle (POV) is the same as that for other HHG shipments, except for the locations shown in Section 10.3.

A transit time penalty applies if the TSP fails to meet the POV transit time specified in this section or Section 10.3. The TSP shall notify the applicable department or agency within 24 hours of any expected delay. Also, the TSP shall arrange for the owner's use of a rental car at the TSP's expense. The rental must be the same, or comparable, size/model as the POV the owner shipped. The BLIO may waive this penalty in whole or in part based on the circumstances of the delay.

10.2.1 Interstate and Canada Transit Times

Entries in the following table are the allowable number of calendar days of transit time based on the weight and distance to be moved from origin to destination.

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

INTERSTATE AND CANADA TRANSIT TIMES					
Weight					
5251 - 5500	32	30	28	27	26
5501 - 5750	33	31	29	28	27
5751 - 6000	34	32	30	29	28
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 Juneau, Ketchikan, Kodiak, Sitka, and others located in the vicinity of these cities), add an additional ten (10) calendar days for time in port to the applicable days shown above.

10.2.2.2 Twenty Day Additive

For shipments to and from the cities of Kodiak, Juneau, Ketchikan, Sitka, and others located within the vicinity of these cities, add an additional twenty (20) calendar days for time in port to the applicable calendar days shown above.

10.2.3 Intrastate Transit Times

Entries in the following table are the allowable number of days of transit time based on the weight and distance to be moved from origin to destination for intrastate HHG shipments.

INTRASTATE 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

INTRASTATE TRANSIT TIMES					
Weight					
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

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
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
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

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
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 BLIO in writing.

10.4.2 Between International Locations

The transit time for HHG shipments going between international locations is limited to sixty (60) calendar days. The BLIO may adjust this time in writing.

10.4.3 POVs

The transit time for a POV is the same as that for other HHG shipments.

A transit time penalty applies if the TSP fails to meet the POV transit time specified in this section or Section 10.3. The TSP shall notify the applicable department or agency within 24 hours of any expected delay. Also, the TSP shall arrange for the owner's use of a rental car at the TSP's expense. The rental must be the same, or comparable, size/model as the POV the owner shipped. The BLIO may waive this penalty in whole or in part based on the circumstances of the delay.

10.4.4 International Transit Time Table

Entries in the following table are the allowable number of calendar days of transit time for HHG shipments between any State, Trust Territory, or Possession of the United States and the named countries. This table includes the GSA reporting codes (see Appendix D) for cross reference purposes.

INTERNATIONAL TRANSIT TIMES								
Code	**Country**	**Days**	**Code**	**Country**	**Days**	**Code**	**Country**	**Days**
111A	Afghanistan	65	3940	Germany	64	925I	Northern Ireland	62
120A	Albania	71	3960	Ghana	66	0690	Northern Mariana Islands	82
1250	Algeria	65	4000	Greece	71	6850	Norway	60
060A	American Samoa	55	117G	Grenada	61	490K	Okinawa	70
1410	Angola	80	4070	Guadeloupe	50	6160	Oman	67
1490	Antigua	50	170G	Guam	61	7000	Pakistan	79
150A	Argentina	67	4150	Guatemala	62	131P	Palau	65
101A	Armenia	66	4170	Guinea	66	7100	Panama	63
630A	Aruba	66	119G	Guinea-Bissau	66	7120	Papua New Guinea	78
160A	Australia	75	4180	Guyana	66	7150	Paraguay	67
1650	Austria	64	4200	Haiti	50	7200	Peru	66
112A	Azerbaijan	65	210H	Hawaii	47	7250	Philippines	80
735A	Azores	65	120H	Holy See	50	7300	Poland	64
1800	Bahamas	50	4300	Honduras	63	7350	Portugal	65
1810	Bahrain	64	4350	Hong Kong	69	180P	Puerto Rico	45
1820	Bangladesh	82	4450	Hungary	61	7470	Qatar	64
1840	Barbados	50	4500	Iceland	57	7550	Romania	71
102B	Belarus	71	4550	India	79	8250	Russia	64
1900	Belgium	61	4580	Indonesia	78	132R	Rwanda	80
2270	Belize	63	110N	Iran	65	7850	Saudi Arabia	66
103B	Benin	66	110I	Iraq	65	7700	Saint Lucia	50
1950	Bermuda	50	4700	Ireland	62	133S	Sao Tome/Principe	71
2050	Bolivia	65	4750	Israel	66	925S	Scotland	65
104B	Bosnia-Herzegovina	59	4800	Italy	61	7870	Senegal	66
2100	Botswana	66	4870	Jamaica	50	113S	Serbia	71
220A	Brazil	65	490J	Japan	58	7900	Sierra Leone	80
2320	Brunei	80	5000	Jordan	66	7950	Singapore	76
2450	Bulgaria	71	5250	Kazakhstan	80	114S	Slovak Republic	65
9270	Burkina Faso	80	5050	Kenya	80	7890	Slovenia	64
2500	Burma	72	5150	Korea	72	789S	Solomon Islands	78
2520	Burundi	80	110K	Kosovo	62	7899	Somalia	70
2550	Cambodia	77	5200	Kuwait	64	8010	South Africa	80

INTERNATIONAL TRANSIT TIMES								
Code	**Country**	**Days**	**Code**	**Country**	**Days**	**Code**	**Country**	**Days**
2570	Cameroon	80	121K	Kyrgyzstan	65	8300	Spain	64
830C	Canary Islands	64	5300	Lao People's Democratic Rep	78	2720	Sri Lanka	79
113C	Cabo Verde	65	122L	Latvia	61	8350	Sudan	65
2680	Cayman Islands	50	5400	Lebanon	66	8400	Suriname	66
2690	Central African Republic	80	123L	Lesotho	65	135S	Kingdom of eSwatini	65
2730	Chad	80	124L	Liberia	65	8500	Sweden	60
2750	Chile	67	112L	Libya	65	8550	Switzerland	65
2800	China	80	5420	Lithuania	71	8580	Syrian Arab Republic	66
2850	Colombia	66	5700	Luxembourg	61	350T	Tahiti	55
105C	Congo	80	125M	North Macedonia	65	2810	Taiwan	69
2950	Costa Rica	61	5750	Madagascar	80	136T	Tajikistan	65
106C	Cote D'ivoire	65	5770	Malawi	80	8650	Tanzania	80
4400	Croatia	61	5800	Malaysia	76	8750	Thailand	78
3000	Cuba	50	5850	Mali	66	115T	Togo	65
3050	Cyprus	71	5900	Malta	51	205T	Trinidad And Tobago	56
3100	Czech Republic	64	127M	Marshall Islands	65	8900	Tunisia	61
3150	Denmark	60	5920	Mauritania	61	9050	Turkey	75
3170	Djibouti	66	5930	Mauritius	65	116T	Turkmenistan	80
3200	Dominican Republic	50	5950	Mexico	53	9100	Uganda	80
107D	East Timor	65	630	Micronesia	61	9280	Ukraine	80
9220	Egypt	65	128M	Moldova	65	8880	United Arab Emirates	67
3250	Ecuador	56	6070	Monaco	59	9300	Uruguay	65
3300	El Salvador	63	129M	Mongolia	65	117U	Uzbekistan	80
925E	England	62	113M	Montenegro	65	9400	Venezuela	66
114E	Equatorial Guinea	65	6100	Morocco	64	9450	Viet Nam	78
108E	Eritrea	65	6150	Mozambique	65	200V	Virgin Islands St. John	45
115E	Estonia	60	8210	Namibia	66	190V	Virgin Islands St. Thomas/St. Croix	45
3350	Ethiopia	80	6250	Nepal	82	9630	Western Samoa	65
3380	Fiji	78	6300	Netherlands	61	9650	Yemen	80
3400	Finland	60	6400	Netherlands Antilles	66	9700	Yugoslavia	71
3500	France	61	6600	New Zealand	79	2910	Zaire	80
3880	Gabon	66	6650	Nicaragua	61	9900	Zambia	80
116G	Gambia	65	130N	Niger	80	8180	Zimbabwe	80
109G	Georgia	65	6700	Nigeria	80			

10.5 Unaccompanied Air Baggage Transit (UAB) Times

Transit time for Unaccompanied Air Baggage (UAB) is eighteen (18) calendar days, unless waived by the BLIO in writing.

11 Reporting Requirements

This section defines the reports that Transportation Service Providers (TSPs) shall submit during the performance of Household Goods (HHG) shipment services under the provisions of this Household Goods Tender of Service (HTOS). It also describes how these reports are used to control HHGs shipment process.

11.1 Reports to the Owner

Reports required to be furnished to the relocating owner are listed here. Some additional information on owner reports is contained in Reports to the Bill of Lading Issuing Officer (BLIO), Section 11.2.

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 BLIO permits telephone survey, transmit within one (1) business day.	To owner or authorized representative. Hard copy or scan of pre- move survey.

11.2 Reports to the Bill of Lading Issuing Officer (BLIO)

11.2.1 Reports Applicable to All Shipments

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

Weight Variance Report		
Contents	**Date Due**	**Submission**
Pre-move survey weight Actual weight Justification of difference (if required by BLIO)	Prior to invoicing the agency.	In the event the actual shipment weight is greater than 115% of the pre- move survey weight, the TSP shall notify the BLIO or its third party representative of the estimated and actual weights, and justify the difference

Notes: Failure to Notify BLIO of Weight Variance -- If the TSP fails to notify the BLIO, the TSP agrees that the constructive weight of the shipment will be no more than 115% of the estimated weight recorded on the pre-move survey.
Failure to Justify Weight Variance -- If the TSP fails to satisfactorily justify the difference between the actual and pre-move survey weights, the TSP agrees that the constructive weight of the shipment will be 115% of the pre-move survey weight. The constructive weight shall take precedence over the actual weight for the assessment of transportation, accessorial, and SIT charges when based on weight. The BLIO has the authority to waive this provision.

Unusual Incident Report		
Contents	**Date Due**	**Submission**
1. Type of incident 2. Location of incident 3. Last name, first name, and middle initial of owner 4. GBL number and date issued 5. BLIO 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 BLIO 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 owner 2. GBL number and date issued 3. BLIO 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 it is impossible to meet the scheduled pick- up date or the scheduled delivery date established for a HHG shipment.	Submit to the BLIO, and if practicable, the owner or their authorized agent.
Note: Neither the Federal Government nor the relocating owner will be responsible for additional charges assessed on any shipment a TSP or its agent holds for any reason unless specific written approval has been obtained from the BLIO.		

Notice of Shipment Arrival		
Contents	**Date Due**	**Submission**
1. Last name, first name, and middle initial of owner 2. GBL 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 BLIO 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 owner 2. GBL 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 BLIO 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 of owner 2. GBL number and date issued 3. Origin 4. BLIO 5. Destination 6. Required delivery date 7. Location of shipment(s), if applicable, including port and pier location and date vessel arrived or warehouse location 8. 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 BLIO. The notification shall reach the BLIO before expiration of the RDD.

TSP Error in Shipment		
Contents	**Date Due**	**Submission**
1. Last name, first name, middle initial of owner 2. GBL number and date issued 3. Origin 4. BLIO 5. Current (Incorrect) Destination 6. Location of property or shipment, as applicable, including port and pier location or warehouse location 7. Corrective actions taken 8. New destination and ETA of property or shipment	As soon as possible after discovery of error.	TSP shall report to the BLIO 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 BLIO on international HHG shipments only. When indicated, a copy of the report shall be provided to the owner or their authorized representative.

Actual Weight of International Shipment In Excess of Owner's Authorized Allowance		
Contents	**Date Due**	**Submission**
1. Last name, first name, and middle initial of owner 2. GBL number and date issued 3. Actual weight of the international shipment	Prior to moving the shipment from the origin warehouse	If required by the BLIO

Notes:

1. If the shipment weighs in excess of the owner's authorized allowance, the BLIO will notify the TSP when it may move the shipment. This time will not be counted against the allowable transit time, and payment will be authorized for any SIT at origin.
2. If, when requested, the TSP fails to notify the BLIO of the actual weight of an international shipment and moves the shipment from origin to destination, the TSP shall collect from the Federal Government an amount equal to the allowable charges due for the owner's authorized shipment weight. In this situation, the TSP is prohibited from collecting anything from the relocating owner for the excess weight.

SIT Pick-up/Delivery Report		
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 BLIO using means requested by BLIO.

Shipment Pick-up Report		
Contents	**Date Due**	**Submission**
1. Owner's name 2. GBL 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 BLIO using means requested by BLIO.

Shipments on Hand Report		
Contents	**Date Due**	**Submission**
1. Owner's name 2. GBL 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 owner's residence as well as from its agent's facilities before the previous Wednesday.	Upon request of the BLIO using means requested by BLIO. 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 agency and the US Dispatch Agents by FAX. BLIO may waive this requirement.
Note: Refer to Appendix C for detailed report format		

Ocean Terminal Port Agent Roster		
Contents	**Date Due**	**Submission**
Port Agent Name Location 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 agency and • Five (5) copies of the rosters of overseas ocean terminal port agents to the shipping agency. 2. Changes shall be submitted as they occur during the year.		

11.3 Reports to the Program Management Office (PMO)

11.3.1 Shipment Report

The TSP shall furnish to the PMO a quarterly Shipment Report of shipments billed to the agencies during the previous quarter on shipments handled under the HTOS provisions.

- The Shipment Report should contain a listing of all Centralized Household Goods Traffic Management Program (CHAMP) shipments including household goods, Unaccompanied Air Baggage (UAB), and Privately Owned Vehicles (POVs). For purposes of this Shipment Report, use the date of submission of the Public Voucher for Transportation Charges, SF 1113, as the billing date for including shipments in this report.
- The Shipment Report shall be submitted within sixty (60) calendar days after the end of each calendar quarter. GSA's Industrial Funding Fee (IFF) will only be collected on HHG and POV; however, the report should contain a listing of all UAB shipments as well. See Section 1.3.6 and the annual Request for Offers (RFO) for information on the GSA IFF.
- The PMO will notify the TSP or its Rate Filing Service Provider (RFSP) via e-mail of any errors. If a Shipment 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 and will be placed in the TSP's directory, or directory of a RFSP.

- The error report will contain a list of the identified errors found within the Shipment Report. To resubmit, the TSP or RFSP shall correct the errors and upload the entire Shipment Report file back to GSA.

11.3.1.1 Failure to Submit Shipment 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 Shipment 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 Shipment Report status if errors have been found in a submitted Shipment Report. Upon notification, the TSP shall have ten (10) calendar days to submit the identified Shipment Report or to correct the identified errors. If the Shipment Report is not submitted or the errors are not corrected and resubmitted within the ten (10) calendar days, another automated e-mail will be sent to the TSP. If the TSP fails to submit the Shipment Report or to correct the identified errors in a submitted Shipment Report in two consecutive quarters or three of four quarters, GSA will send a notification to the TSP identifying the deficiencies and will give the TSP thirty (30) calendar days to correct the deficiencies. If the TSP fails to correct the deficiencies within the thirty (30) calendar days, the TSP shall be placed in a temporary non-use status in CHAMP and its rate offers will be removed from the TMSS database. GSA will then issue a second notification informing the TSP of its temporary non-use status in CHAMP, the removal of its rate offers from TMSS and the TSP shall be given a final thirty (30) calendar days to correct the deficiencies. If GSA does not receive the required Shipment Reports or acceptably corrected Shipment Reports within the thirty (30) calendar days, the TSP's approval to participate in CHAMP will be revoked.

11.3.1.3 Negative Shipment Reports Required

TSPs are required to submit a negative Shipment 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 Storage-in-Transit (SIT) Report

The TSP shall furnish to the PMO a quarterly report of SIT shipments billed to the agencies during the previous quarter on SIT shipments handled under the HTOS provisions.

- The SIT Report should contain a listing of all CHAMP SIT shipments. 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 SIT shipments in this report.
- The SIT Report shall be submitted within sixty (60) calendar days after the end of each calendar quarter. 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 RFSP via e-mail of any errors. If a SIT 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 and will be placed in the TSP's directory, or directory of a RFSP.
- The error report will contain a list of the identified errors found within the SIT Report. To resubmit, the TSP or RFSP shall correct the errors and upload the entire SIT Report file back to GSA.

11.3.2.1 Failure to Submit SIT Reports or Correct Deficiencies

Failure to submit SIT Reports or to correct identified deficiencies in submitted SIT 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 TMSS database and possible subsequent revocation of its approval to participate in CHAMP.

Failure to submit a SIT Report or to correct deficiencies in a submitted SIT Report in one of the four quarters will result in an incomplete report submission status and will affect a TSP's CSI score.

11.3.2.2 Correcting Deficiencies in SIT Reports

An automated e-mail will notify each TSP of its SIT Report status if errors have been found in a submitted SIT Report. Upon notification, the TSP shall have ten (10) calendar days to submit the identified SIT Report or to correct the identified errors. If the SIT 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 SIT Report or to correct the identified errors in a submitted SIT Report in two consecutive quarters or three of four quarters, GSA will send a notification to the TSP identifying the deficiencies and will give the TSP thirty (30) calendar days to correct the deficiencies. If the TSP fails to correct the deficiencies within the thirty (30) calendar days, the TSP shall be placed in a temporary non-use

status in CHAMP and its rate offers will be removed from the TMSS database. GSA will then issue a second notification informing the TSP of its temporary non-use status in CHAMP, the removal of its rate offers from TMSS and the TSP shall be given a final thirty (30) calendar days to correct the deficiencies. If GSA does not receive the required SIT Reports or acceptably corrected SIT Reports within the thirty (30) calendar days, the TSP's approval to participate in CHAMP will be revoked.

11.3.2.3 Negative SIT Reports Not Required

TSPs are not required to submit a negative SIT Report if a SIT shipment was not billed during the quarter.

11.3.3 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.

11.3.3.1 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.

11.3.3.2 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.

11.3.4 Content and Format Requirements

The Shipment Report, SIT Report and Claims Settlement Report shall meet the content and format requirements set out in Appendix D.

11.3.5 Electronic Filing Only

Required reports shall be submitted using electronic media. Hard copy (i.e., paper) Shipment Reports, SIT Reports and Claim Settlement 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 tariff. These services may be furnished by the Transportation Service Provider (TSP) upon request of the BLIO at the rates or charges specified in Parts II, III, and IV in this section. The rates in this section apply to accessorial services performed by the TSP and are in addition to the single factor rate (SFR) for surface transportation from point of origin to point of destination or destination warehouse.

12.3 Minimum Weights

Except as otherwise provided, the minimum weight for surface HHG shipments shall be 1,000 pounds (450kg); and the minimum weight of UAB shipments shall be 45 kilograms (100 lbs).

12.4 Conversion Factors

To convert U.S. customary units to metric units, multiply by the conversion factor. To convert metric to U.S. customary units, divide by the conversion factor.

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

Symbol	When You Know	Multiply By	To Find	Symbol
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 Bill of Lading Issuing Officer (BLIO) on a DD Form 619 (Statement of Accessorial Services Performed) or comparable commercial form.

Charges for auxiliary service:

1. Per additional vehicle: US$29.45 per hour
2. Labor: Apply labor rates contained in Section 12.7

12.7 Labor Charges

A. Labor Charges cover all services for which no charges are otherwise provided in the HTOS or RFO when such services are authorized and confirmed in writing by the (BLIO) on a DD Form 619 (Statement of Accessorial Services Performed) or comparable commercial form.

B. Charges based on time are computed by multiplying the hourly rate by the time involved. When fractions of an hour are used, charges will be as follows: 15 minutes or less, one-quarter of an hour; 16 to 30 minutes, one-half hour; 31 to 45 minutes, three-quarters of an hour; and in excess of 45 minutes, 1 hour.

C. See Part III, Geographical Application of Rates and Schedules, for Labor Rates to apply to HHG and UAB shipments when service is performed at points within CONUS, Canada, and Hawaii.

D. Applicable Labor Charge when service is performed at points other than those within CONUS, Canada and Hawaii is at the rates shown below:

SERVICE AREAS	RATES (In dollars and cents)	
	Regular Hour per Person	Overtime Hour per Person
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 BLIO prior approval and is subject to the TSP's convenience.

E. Charges based on time are computed by multiplying the hourly rate by the time involved. When fractions of an hour are used, the charges will be as follows:

- 15 minutes or less, one-quarter of an hour
- 16 to 30 minutes, one-half hour
- 31 to 45 minutes, three-quarters of an hour
- In excess of 45 minutes, one hour.

F. Labor charges for the vehicle driver and helper(s) will be at the hourly labor rate in Section 12.7, Labor Charges

12.9 Overtime Loading and Unloading

A. Except as otherwise provided for and subject to applicable notes below, an additional charge of US$2.35 per net hundredweight (45kg) will apply for each overtime loading or unloading when this service is performed outside of regular working hours and when authorized and confirmed, in writing, by the BLIO.

B. Overtime loading and unloading charges apply when:

- The service is performed outside of regular working hours
- The service is made necessary by landlord requirements or is required by prevailing laws or ordinances
- The service is rendered at the specific written request of BLIO or its agent.

The BLIO shall be notified of the additional charge specified in this section for this service before the loading or unloading begins. See following notes:

Note 1: Overtime loading and unloading charges will be based on the net hundredweight (45 kg) of the shipments subject to a minimum of 500 pounds (227 kg).

Note 2: Overtime loading and unloading charges will not apply when service is performed for the TSP's convenience or when shipments are delivered to a warehouse at destination.

Note 3: Overtime loading and unloading services will be rendered only at the option of the TSP. Service involving loading or unloading at a warehouse must be agreed to by the warehouseman.

Note 4: Outside of regular working hours is defined as follows:

- Between 5 p.m. and 8 a.m., except Saturdays, Sundays, and holidays
- During any hour on Saturday
- During any hour on Sunday
- During any hour on officially declared Foreign National, U.S. National or State holidays, except such charges shall apply on State holidays only when service is rendered within that State on that holiday.

12.10 Reweigh - Household Goods

A. The TSP shall reweigh the shipment prior to delivery when requested to do so by the BLIO. The lower of the two net scale weights will be used for determining transportation charges. The TSP may bill the Federal Government for the cost of the reweigh scale charge but an original copy of the scale charge invoice shall be included with the billing. No reweigh service charge will apply.

B. Reweigh provisions are not applicable when constructive weight is used in accordance with Section 5.4.5.

12.11 Crates/Special Containers

A. Compensation to the TSP is authorized for construction of crates/containers necessary for safe transit of motorcycles, mopeds, minibikes and items of unusual nature such as, but not limited to, hang gliders, sail boards, hot tubs, slate pool tables, marble/glass table tops and certain grandfather clocks (e.g., those with protruding glass faces), and other similar articles requiring special protection.

B. External shipping containers are authorized for items that will not fit into standard HHG shipping containers.

1. Compensation: US$7.00 per cubic foot, (US$233.85 per cubic meter) no minimum charge.
2. Container becomes property of the Federal Government.

C. Internal crates are authorized for items that will fit standard HHG shipping containers but require additional protection for safe transit.

1. Compensation: US$14.45 per crate or US$3.35 per cubic foot (US$112.00 per cubic meter) whichever is greater.
2. Crates remain the property of the owner.

D. TSPs are responsible for notifying the BLIO of any property requiring crates/containers prior to performing service. BLIO must provide written authorization prior to construction of crates/containers.

E. With the exception of vehicular equipment, such as motorcycles, mopeds, minibikes, the BLIO is responsible for determining the necessity of TSP's, as well as owners, requests for crating. Vehicular items are not automatically approved for crating. See Section 5.2.2.1.4.

Note: Some countries require that motorcycles be crated separately. It is the responsibility of the TSP to determine which destinations have this requirement.

F. If a TSP utilizes crates retained by the owner from a previous move, compensation for service performed will be made under labor costs.

G. Flat Panel televisions include Plasma and Liquid Crystal Display (LCD) types, which are, by design, four (4) inches or less in depth and are incapable of standing alone without a form of support. Flat panel televisions must always be handled in an upright position. Flat panel televisions must be packed in the original manufacturer's shipping container, if available and serviceable. If original packing materials are not available, flat panel televisions in excess of 60 inches (diagonal screen size) may be wrapped and crated for maximum protection. For televisions that are 60 inches or less (diagonal screen size), TSPs are authorized to use corrugated cartons which are specially designed to ship flat panel televisions. Crating charges apply only for televisions in excess of 60 inches (diagonal screen size) and are subject to the provisions of Sections 5.2.2.1.4 and 8.5.5 above. There will be no additional compensation for labor costs when using the original container or the corrugated cartons.

12.12 Unpacking Service - UAB Only

A. Additional charges apply when unpacking service for UAB is requested by the BLIO and verified by the owner.

1. When a TSP unpacks the external container/crate, and places each article in the residence or other building, a US$.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.		
WARDROBE CARTON		
Not less than 10 cubic feet (0.3 cubic meters)	Each	None

DESCRIPTION	PER	UNPACKING RATE (In US dollars and cents)
CFFT = Cubic Foot (Cubic Meter) or Fraction Thereof.		
CONTAINERS OR CRATES **Specifically designated for mirrors, painting, flat panel TVs, 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 en route, provided all portions of the shipment are made available to the TSP at the same time. Service under this section will be authorized by proper entry on the BL or by ordering of the service and certification on DD Form 619 or a comparable commercial form by the BLIO.

B. Charges for extra pick-up or delivery of HHG will be computed as follows:

Continental United States, Hawaii and Canada	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.
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 BLIO.

2. An additional charge of US$12.85 per extra pick-up or delivery per shipment will apply.

12.14 Attempted Delivery to Residence from SIT

A. Compensation to a TSP for attempted delivery to residence from Storage-In-Transit (SIT), when the failure to deliver is not the fault of the TSP, will be as follows:

1. Round trip mileage from the warehouse to residence and return:

   a. If total mileage is fifty (50) miles (80 km) or less, Pick-up or Delivery Transportation Rate on SIT shipments will apply. See Section 12.19 and Part III for rate to apply.

   b. If total mileage is greater than fifty (50) miles, (80 km) applicable provisions of the linehaul tables in Sections 12.28 to 12.35 of Part IV will apply.

2. Warehouse Handling: A second warehouse handling charge will apply if the shipment is again placed into SIT.

Note: If the shipment remains on the same vehicle until delivered, this additional warehouse handling charge will not apply.

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 calendar (30)-day basis for HHG and a fifteen calendar (15)-day basis for UAB.

12.15 Attempted Pick-up and Direct Delivery Charges

A. Whenever an attempted pick-up or direct delivery occurs, under conditions stated in the definition of the term in Appendix A, the service will be supported by DD Form 619 or comparable commercial form certified by the BLIO.

B. Charges for this service will be computed as follows:

1. Per vehicle: US$29.45 per hour.

2. Labor: Apply labor rates contained in Section 12.7.

3. Waiting Time: One hour free time in accordance with Section 12.8 (HHG only).

12.16 Delivery to Storage in Federal Government Facilities

Shipments delivered to storage in Federal Government facilities will be considered terminated. The Federal Government facility will be considered the final delivery point for the shipment.

12.17 SIT and Warehouse Handling Charge Household Goods Surface Shipment

A. SIT and warehouse handling charges are in dollars and cents per net hundredweight (45kg) and apply based on the location of warehouse where SIT service is provided. Charges for these services will be based on the actual weight of goods stored, subject to a 1000 pound (454 kg) minimum. Rates in effect on the date of initial pick-up at origin will apply.

B. This section applies when SIT is ordered by the BLIO and performed by a TSP or its agent.

1. CONUS and Canada locations: Storage charges apply for each day of storage and apply for the exact time SIT service is rendered. Storage days will include the day goods are placed in storage, and the day goods are removed from storage. If the goods are removed from storage on the same day they are placed in storage, one (1) day of storage will apply.

2. Overseas locations: Storage charges apply for thirty (30) calendar days of storage or fraction thereof, and each time SIT service is rendered. Storage days will include the day goods are placed in storage, but not the day removed from storage. If the goods are removed from storage on the same day they are placed in storage, one (1) thirty (30) day storage period will apply.

C. The warehouse handling charge applies once each time a shipment is placed into SIT.

D. Except as provided below, a shipment or portion thereof may be placed in SIT one or more times for an aggregate period not to exceed 180 calendar days unless additional storage is authorized by the BLIO. If additional SIT is authorized, the BLIO will notify TSP in writing of the projected termination date. When not removed from SIT at the expiration of the time limit specified in this section:

- The liability of the TSP will terminate at midnight on the 180th day or at the end of the extended SIT period authorized by the BLIO
- The through GBL character of the shipment will cease
- The warehouse will be considered the destination of the shipment
- The warehouseman will become the agent for the owner
- The shipment becomes subject to the rules, regulations and charges of the warehouseman.

EXCEPTION: When the owner has requested final delivery of their property at least five (5) business days before the expiration of storage, and when the TSP, through no fault of the owner, does not deliver the property prior to the end of the 180 day period (or any extension thereof) then SIT charges will not apply after the 180 calendar days or at the end of the extended SIT period. All other provisions under the original tender will continue in effect until property is delivered to final residence.

E. Delivery to residence will be made on the date requested. If prior commitments prevent the TSP from delivering on that date, then delivery will be made as soon as possible thereafter. In any event, storage charges will cease on whichever of the following dates is earlier:

1. Requested delivery date, or five (5) business days following the date of notification to deliver, whichever is later; or

2. Date of actual delivery for CONUS and Canada locations, or the date immediately prior to the date of actual delivery for overseas locations.

F. See Part III for the SIT and warehouse handling rate to apply when service is performed at points within CONUS and Canada.

OVERSEAS APPLICATION: Rates apply as shown below based on the location of the warehouse where Storage-in-Transit service is provided. Also see Section 5.8.

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 BLIO, provided the BLIO has given the TSP three (3) business days' notice. The TSP shall deliver the shipment no later than three (3) business days after BLIO notification. If notification is given before noon of a business day, that day will be considered day one. If notification is given after noon of a business day, the following day will be considered day one. Storage charges will cease:

a. After Day 3, when the shipment is delivered beyond the third working day at the convenience of the TSP.
b. The day after the shipment is removed from storage when the shipment is delivered beyond the third working day at the BLIO's request.

Note 2: This section applies when SIT is ordered by the BLIO and performed by a TSP or its agent. Storage days will include the day goods are placed in storage and the day goods are removed from storage. If the goods are removed from storage on the same day they are placed in storage, one (1) fifteen (15) calendar day storage period will apply.

Note 3: Warehouse Handling Charges apply once each time shipment is placed in SIT.

12.19 Pick-up or Delivery Transportation Rates to Apply on SIT Shipment HHG, Surface

A. Rates in this section apply to the drayage of SIT shipments as follows:

1. From residence to a SIT facility at origin.
2. From destination SIT facility to final residence.

Note: This charge applies to shipments stored at either a commercial or Federal Government facility.

B. Shipments stored within CONUS, Canada or Hawaii:

1. Pick-up or delivery within fifty (50) miles (80 km) of SIT facility, apply the rates in the applicable schedule in this item.
2. Pick-up or delivery beyond fifty (50) miles (80 km) of SIT facility, apply the schedules in this item, plus the rate for additional mileage beyond fifty (50) miles. Refer to the linehaul tables in Sections 12.28 to 12.35 in Part IV.

C. For Shipments stored overseas, refer to the linehaul tables in Sections 12.28 to 12.35 in Part IV.

D. The BLIO may order, subject to TSP's concurrence, the services provided by this section outside of regular working hours. The rates specified below plus overtime loading or unloading charges will apply. These additional charges will not apply when service is performed outside of regular working hours for the convenience of the TSP. When such service is ordered, it must be confirmed in writing. Rates in effect on date of initial pick-up at origin will apply.

E. See Part III, for the Pick-up or Delivery Transportation Schedules to apply when service is performed at points within CONUS and Canada.

Note 1: Rates are expressed in terms of dollars per shipment and in terms of dollars per hundredweight (45kg) for each 100 pounds (45 kg) or fraction thereof, in excess of 22,999

pounds (10,432 kg). The "Add'l CWT. (45kg)" rate applies for each additional 100 pounds (45 kg), or fraction thereof, in excess of 22,999 pounds (10,432 kg), plus the base rate per shipment.

Note 2: For rates applicable for Hawaii, apply Schedule D; for Alaska apply Schedule H.

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
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

Pick-up Or Delivery Transportation Rates On Storage-In-Transit (SIT) Shipments									
Weight		Schedules							
From	Thru	A	B	C	D	E	F	G	H
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
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

Pick-up Or Delivery Transportation Rates On Storage-In-Transit (SIT) Shipments									
Weight		Schedules							
From	Thru	A	B	C	D	E	F	G	H
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
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 Federal Government storage facility is used.

B. Rates apply in the territory or areas shown below based on the location of the warehouse where SIT service is provided. Charges are subject to a US$32.55 minimum per shipment.

C The following rates apply within fifty (50) miles (80 km) of warehouse:

Applicable Rates When Warehouse Is Located At	Rates Per Gross Cwt (45kg)
Any point within CONUS and CANADA	US$8.85
Any overseas point not listed below	US$4.40
Alaska	US$12.55
Germany	US$7.80
Hawaii	US$11.15

D. For distances over fifty (50) miles (80 km):

1. Within CONUS, Canada and the Island of Oahu, Hawaii, apply the rates in the applicable linehaul rate tables or the rates above, whichever is greater, subject to a US$37.00 minimum charge per shipment.

2. Overseas (except Germany, Alaska, and the Island of Oahu, Hawaii), apply the rates in the applicable linehaul rate tables or the rates above, whichever is greater, subject to a US$30.65 minimum charge per shipment.

3. Within Alaska, apply the rates in the applicable linehaul rate tables or the rates above, whichever is greater, subject to a US$37.00 minimum charge per shipment.

4. Germany (either origin and/or destination) apply rates in the applicable linehaul rate tables or the rate above, whichever is greater, subject to a US$30.65 minimum charge per shipment.

5. An administrative fee of US$15.00 per shipment will apply.

E. For delivery or pick-up of shipments from or to SIT in the Hawaiian Islands other than Oahu, the rate of US$8.20 per gross hundredweight (45kg) in addition to the rate above will apply.

F. Pick-ups and/or deliveries may be made after regular hours on non-business days at the written request of the BLIO, subject to the TSP's concurrence and additional charges. If this service is provided for the convenience of the TSP with the owner's concurrence, additional charges will not apply.

G. Charges noted above are in addition to the SFR.

12.21 Termination of Shipment – HHG

A. A shipment will be terminated when appropriate and ordered by the BLIO or other authorized Federal Government representative.

B. When an order for termination is received, the TSP shall locate the shipment, advise BLIO of shipment's location and take necessary action to secure the shipment and stop onward movement. BLIO will issue a Government Bill of Lading (GBL) Correction Notice to reflect the termination point.

C. The following will apply to shipments terminated for the convenience of the Federal Government:

1. For shipments terminated prior to departure from the origin area (CONUS, Canada and overseas), applicable payments are authorized as follows:

    a. A charge of US$54.00 per net hundredweight (45kg) including the use of packing materials and stuffing into HHG containers.

    b. SIT Charges, warehouse handling charges and delivery to SIT when required and authorized.

    c. When SIT is not ordered, apply appropriate linehaul rate table to cover local drayage charges.

2. For shipments terminated after movement from origin but before commencement of ocean or air transportation, applicable payments are authorized as follows:

    a. A charge of US$54.00 per net hundredweight (45kg) including the use of packing materials and stuffing into HHG containers.

    b. See the linehaul tables in Part IV for rates to cover local drayage from residence to warehouse.

c. See the linehaul tables in Part IV for rates from origin warehouse to point of termination.

d. SIT and warehouse handling charges apply when required and authorized by the BLIO.

3. For shipments terminated during or after completion of over-water transportation, the applicable payments are authorized as follows:

   a. TSP's SFR to rate area of the termination point or TSP's SFR to the rate area of the original destination point whichever is less, minus US$3.00 per hundredweight (45kg) for non-performance of the unpacking services. The GBL Correction Notice will reflect this reduction.

   b. If the shipment is to be delivered to a residence or warehouse also within the rate area of the termination point, the TSP's SFR as specified above plus appropriate charges for additional services as ordered by the BLIO on a DD Form 619 or comparable commercial form will apply.

4. A termination charge of US$40.00 per shipment will apply in addition to other charges authorized in this section. The termination charge will be supported by the GBL Correction Notice.

D. When shipments are terminated through the fault of the TSP, the provisions for termination of performance in Section 3.2 apply.

Note: Any charges for services performed after the termination of the shipment will be in accordance with applicable rules and rates specified in this section.

12.22 Termination of Shipment – UAB

A. A UAB shipment will be terminated when appropriate and ordered by a BLIO or other authorized Federal Government representative.

B. When an order for termination is received, the TSP shall locate the shipment, advise the BLIO of shipment's location and take necessary action to secure the shipment and stop onward movement. The BLIO will issue a GBL Correction Notice to reflect the termination point.

C. The following will apply to UAB shipments terminated for the convenience of the Federal Government:

1. For shipments terminated prior to departure from the origin area (CONUS, Canada and overseas), applicable payments are authorized as follows:

a. A charge of US$5.00 per gross hundredweight (45kg) for packing, including the use of packing materials and stuffing into containers, if used.

b. SIT charges, warehouse handling charges, and delivery to or from SIT, when required and authorized.

c. Unpacking charges, if applicable.

d. When SIT is not ordered, apply the appropriate linehaul rate table from Part IV to cover local drayage charges.

2. For shipments terminated after movement from origin but before commencement of ocean or air transportation, applicable payments are authorized as follows:

   a. A charge of US$5.00 per gross hundredweight (45kg) for packing, including the use of packing materials and stuffing into containers.

   b. Applicable linehaul rates from Part IV for mileage from origin to point of termination.

   c. SIT and warehouse handling charges, when required and authorized.

   d. Unpacking charges, if applicable.

3. For shipments terminated during or after completion of over-water transportation, applicable payments are authorized as follows:

   a. TSP's SFR to rate area of the termination point or TSP's SFR to the rate area of the original destination point, whichever is less.

   b. If the shipment is to be delivered to a residence also within the rate area of the termination point, the TSP's SFR rate as specified above, plus appropriate charges for additional services as ordered by the BLIO on a DD Form 619 or comparable commercial form, will apply.

4. A termination charge of US$10.00 per shipment will apply in addition to other charges authorized in this section. The termination charge will be supported by the GBL Correction Notice.

D. When shipments are terminated through the fault of the TSP, the provisions for Termination of Performance in Section 3.2 and Section 2.17, apply. The termination charge of US$10.00 will not apply.

12.23 Reshipments – Household Goods

A. This section applies to shipments which are terminated for the convenience of the Federal Government and which require over-ocean transportation either by air or water. A reshipment normally will be handled by the TSP who originally tendered the shipment, if that TSP has a cost effective GSA-approved rate on file.

B. The point of termination will be considered the final destination of the original shipment and the GBL will be adjusted accordingly.

C. Onward movement of property will be treated as a new shipment under a new GBL. The following procedures will be followed in determining applicable rates for the new GBL.

1. If the TSP originally handling the shipment has a cost effective GSA-approved rate on file to the new destination, that SFR, less US$54.00 per net hundredweight (45kg) will apply. The reduction will be supported by BLIO annotation on the original GBL.

2. If the TSP originally handling the shipment does not have a cost effective rate on file to the new destination, an acceptable rate will be negotiated with BLIO or the shipment will be tendered to another TSP.

3. If the shipment is tendered to another TSP with a cost effective GSA-approved rate on file, the SFR will be reduced by US$49.00 per net hundredweight (45kg) for non-performance of packing services. The shipment will be taken out of the containers and stuffed into other containers and original containers returned to owner.

D. The above procedures are not applicable to those shipments terminated and retendered due to the fault of the TSP, such as TSP bankruptcy or failure to complete movement as defined in Section 3.2 and Section 2.17, Termination of Performance Procedures. In these instances, due to the need to expedite onward movement, shipments will remain in the original TSP's containers. These containers will be made available to the original TSP by the new TSP at destination.

E. Old and new GBLs will be cross-referenced.

12.24 Reshipments-Unaccompanied Air Baggage

A. This section applies to UAB shipments which are terminated for convenience of the Federal Government and which require over- ocean transportation either by air or water. A reshipment normally will be handled by the TSP originally tendered the shipment if that TSP has a cost effective, GSA-approved rate on file or negotiates an acceptable one-time-only (OTO) rate with GSA.

B. The point of termination will be considered the final destination and the original GBL will be terminated at that point.

C. Onward movement of property will be treated as a new shipment under a new GBL. The following procedures will be followed in determining applicable rates for the new GBL:

1. If the TSP originally handling the shipment has a cost effective, GSA-approved rate on file to the new destination, that SFR, less US$5.00 per gross hundredweight (45kg) for nonperformance of packing will apply. The reduction will be supported by a BLIO annotation on the original GBL.

2. If the TSP originally handling the shipment does not have a cost effective, GSA-approved rate on file to the new destination, an acceptable OTO SFR will be negotiated or the shipment will be tendered to another TSP.

3. If the shipment is tendered to another TSP, this SFR will be reduced by US$5.00 per gross hundredweight (45kg) for nonperformance of packing services.

D. Old and new GBLs will be cross-referenced.

12.25 Shipments Diverted After Commencement of Transportation Service

A. Upon instructions made and confirmed in writing by BLIO, shipments will be diverted subject to the provisions and charges shown below. However, when charges are assessed in accordance with the provisions of this item, the charges associated with delivery from SIT in this section will not apply.

B. The term “diverted” or “diversion” as used here means a change to a new destination point more than fifty (50) miles (80 km) from the original destination point. A diversion will be made only at an ocean port of embarkation, an ocean port of debarkation, or at destination point. If the BLIO directs the movement of the shipment to a place which is less than fifty (50) (80 km) miles from the original destination point of the shipment, the shipment will be terminated at the point designated by the BLIO and no diversion will occur. In such instances, the SFR will be that applicable to the original destination point. If the BLIO directs the movement of the shipment to a place which is more than fifty (50) (80 km) miles from the original destination point, the transportation charges as stated below in this section will apply.

EXCEPTION: The provisions of this section will not apply if instructions are received to change the destination of a shipment that is in SIT at destination. In such instances, transportation

charges to the new destination point from the SIT warehouse will be computed under the provisions of Pick-up/Delivery Transportation Rate to apply on SIT shipments (Section 12.20).

C. When an order for diversion is received by the TSP, diligent effort shall be made by the TSP to locate the shipment at the ocean port of embarkation or debarkation or destination and complete the diversion ordered. The TSP will not be responsible for failure to complete the diversion ordered, unless such failure is due to error or negligence of the TSP or its employees.

D. Upon receipt of a diversion certificate from the BLIO, and when properly affixed to TSP's invoice to support billing for diversion charges, a US$40.00 per shipment charge will apply and, when applicable, the following additional provisions, and associated rates and charges will apply:

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).

Shipments Originating In CONUS and CANADA		
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).
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 BLIO.
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 BLIO
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 en route 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.

Shipments Originating Overseas.		
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.
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 owner has the right to increase the value in excess of the base valuation.

For applicable charges and value amount, refer to the RFO.

Part III – Geographic Application of Rates for Accessorial Services

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	Newfoundland and Labrador, 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
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 12.21**	**HTOS 12.21**	**HTOS 12.21**	D
224	Honolulu, HI	30.75	46.50	D	**HTOS 12.21**	**HTOS 12.21**	**HTOS 12.21**	D
228	Kauai, HI	25.75	38.75	D	**HTOS 12.21**	**HTOS 12.21**	**HTOS 12.21**	D
232	Maui, HI	25.75	38.75	D	**HTOS 12.21**	**HTOS 12.21**	**HTOS 12.21**	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
276	Ft. Wayne IN	37.00	55.75	F	1.40	0.17	2.85	F

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
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
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

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
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
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

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
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
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

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
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
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

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
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
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

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
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
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	37.00	55.75	F	1.40	0.17	4.05	F

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
	WI							
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 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 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, and The Netherlands for delivery in/out of SIT, diversions, terminations, alternate ports, etc., involving surface HHG shipments. "Break points" indicate weight at which lower charge develops by use of lowest weight and applicable rate in next higher weight bracket.

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

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
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
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 1,600-mile rate shown above.					

12.30 Surface Linehaul Rate Table for CONUS, Canada, Alaska, and Hawaii

The following table will be used for CONUS, Canada, Alaska, and Hawaii for delivery in/out of SIT, diversions, terminations, alternate ports, etc., involving surface HHG shipments. “Break points” indicate weight at which lower charge develops by use of lowest weight and applicable rate in next higher weight bracket.

Surface Linehaul Rate Table for CONUS, Canada, Alaska, and Hawaii											
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. INCL.	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
Note: Over 900 miles, add US$1.60 for each additional 100 miles or fraction thereof, to 900-mile rate shown above					

12.35 UAB Linehaul Rate Table for the United Kingdom

The following table will be used for the United Kingdom for delivery in/out of SIT, diversions, terminations, alternate ports, etc., involving UAB shipments. “Break points” indicate weight at which lower charge develops by use of lowest weight and applicable rate in next higher weight bracket.

UAB Linehaul Rate Table for the 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

UAB Linehaul Rate Table for the 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
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
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 1,600 - mile rate shown above.					

Part V – Service Area Designations

The following tables define the service area (SA) numbers, corresponding to the states, counties, countries, and provinces, used in Part III to determine the applicable rates and charges for services performed at CONUS, Canada, and Hawaii locations for services described in Part II.

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	12	Greenlee	32	22	Pima	32
4	Cochise	32	14	La Paz	36	24	Pinal	28
6	Coconino	24	16	Maricopa	28	26	Santa Cruz	32
8	Gila	28	18	Mohave	500	28	Yavapai	24
10	Graham	32	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	14	Nova Scotia	116	22	Saskatchewan	132
6	Newfoundland and Labrador	96	16	Ontario	120	24	Northwest Territory	112
8	Manitoba	100	18	Prince Edward Isle	124	26	Yukon	136

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
30	Dixie	192	74	Leon	192	120	Sumter	196
32	Duval	176	76	Levy	176	122	Suwannee	192

FLORIDA SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
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
40	Camden	176	146	Hart	204	252	Spalding	204
42	Candler	216	148	Heard	204	254	Stephens	204

GEORGIA SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
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
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

ILLINOIS SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
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
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
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

INDIANA SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
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
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

IOWA SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
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
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

KANSAS SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
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
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

KENTUCKY SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
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

LOUISIANA SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
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

MICHIGAN SERVICE AREAS								
----------County-------		SA	----------County----------		SA	----------County----------		SA
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

MINNESOTA SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
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

MISSISSIPPI SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
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

MISSOURI SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
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
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

NEBRASKA SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
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
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

NORTH CAROLINA SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
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
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

NORTH DAKOTA SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
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

OHIO SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
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

OKLAHOMA SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
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

OREGON SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
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
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
			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

SOUTH DAKOTA SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
14	Brule	704	58	Hand	704	102	Oglala Lakota	708
16	Buffalo	704	60	Hanson	712	104	Pennington	708
18	Butte	708	62	Harding	708	106	Perkins	700
20	Campbell	700	64	Hughes	704	108	Potter	700
22	Charles Mix	704	66	Hutchinson	712	110	Roberts	712
24	Clark	700	68	Hyde	704	112	Sanborn	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

TENNESSEE SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
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
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

TEXAS SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
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
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

TEXAS SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
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
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

TEXAS SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
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
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

VIRGINIA SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
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
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

WASHINGTON SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
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
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
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

WYOMING SERVICE AREAS								
----------County--------		SA	----------County----------		SA	----------County----------		SA
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

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

Accessorial charges – Services such as packing, appliance servicing, unpacking, or piano stair carries that you request to be performed (or that are necessary because of landlord requirements or other special circumstances). Charges for these services may be in addition to the line haul charges.

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

Agency – A department, agency, and independent establishment in the executive branch of the Government as defined in 5 USC 101 et seq., and a wholly-owned Government corporation as defined in 31 USC 9101(3). Includes organizations authorized by GSA pursuant to statute or regulation to use GSA as a source of supply. See GSA Order 4800.2I. The party responsible for the payment of the Bill of Lading or Government Bill of Lading, usually the employer of the owner. Any reference in this HTOS made to "agency" will be understood to mean Federal shipping agency, Federal ordering agency, Federal civilian agency or Federal agency.

Agency Move Coordinator (AMC) – An individual within each Government agency designated as the primary liaison between that ordering agency and the Contractor. The Coordinator shall act within the scope of the contract and may not amend or modify the contract. The Coordinator shall be the contact point in settling disputes between the employee and the Contractor

Agent – A business firm, corporation, or individual acting for or on behalf of a TSP. A bona fide agent of a personal property TSP, as distinguished from a broker, is a person who, or business enterprise which, represents and acts for a TSP and performs its duties under the direction of the TSP pursuant to a pre-existing agreement with the TSP providing for a continuing relationship between the two.

All-Inclusive – All transportation related services are included as part of the rate. Exceptions are pass-through charges which must be approved by the agency.

Alternate TSP – Alternate TSP as used in this HTOS for purposes of domestic shipments means a person acting individually or as an established business furnishing origin, linehaul, or destination services for a specific shipment other than the principal TSP. It includes TSPs operating in conjunction with the principal TSP on the basis of interline or trip lease arrangements.

Article – See Item.

Attempted Pick-up – When a TSP fails to perform pick-up services, through no fault of its own, at an owner's residence. The TSP is authorized compensation for labor services and/or vehicle use in accordance with the GSA tariff and/or tender for the origin address or municipality shown on the BL.

Attempted Delivery – When a TSP fails to perform delivery services, through no fault of its own, at an owner's residence. The TSP is authorized compensation on direct delivery and from SIT shipments for labor services and/or vehicle use in accordance with the GSA tariff and/or tender for the destination address or municipality shown on the BL.

Auxiliary Services – BLIO approved labor services and/or non-standard linehaul or delivery vehicles used by the TSP to pick up or deliver shipments when the origin or destination is inaccessible by virtue of building design or roadway nonexistence, design, condition, construction, or obstacles.

Bill of Lading (BL) – An accountable shipping document used for the acquisition of authorized transportation and related services from commercial TSPs for the movement of agency sponsored HHG shipments. Sometimes referred to as a commercial bill of lading, but includes a Government bill of lading (GBL), means the document used as a receipt of goods, a contract of carriage, and documentary evidence of title. See Federal Management Regulation (41 CFR 102-117) for GBL terms and conditions for all Federal Government shipments moving under this HTOS.

Bill of Lading Issuing Officer (BLIO) – The individual or his/her designated representative within the shipping or receiving agency responsible for household goods traffic management functions.

Bonded Warehouse – A storage facility authorized by the Customs authority where imported goods are stored prior to customs duties and taxes being paid.

Broker – As used in this HTOS, a broker arranges for the truck transportation of household goods belonging to others, for compensation, utilizing for-hire carriers to provide the actual truck transportation. A broker is responsible only for arranging the transportation. It does not own the truck or other vehicle used to transport the shipment and is required to find an authorized mover to provide the transportation.

Business Day – A day of the week, Monday through Friday from 8 am to 5 pm, excluding Federal, state, and overseas, locally observed holidays.

Calendar Days – Consecutive days of the week, Sunday through Saturday, without regard to Federal, state, and overseas, locally observed holidays.

Carrier – As used in this HTOS, this term refers to a household goods carrier and means a firm engaged in the transportation, for compensation or hire, of used household goods by means of motor vehicles being used in the transportation. Carriers possess the appropriate Federal and State operating authorities for the routes they serve.

Correction – As used in this HTOS means the elimination of a defect. If the TSP is required to correct (or reperform) it shall be at no cost to the Federal Government, and any corrected services shall be subject to this provision of the HTOS. If the TSP refuses to correct the defect, the BLIO may correct or replace with similar services and charge the cost incurred by the Federal Government to the TSP, or make an equitable adjustment in the price for defective services rendered.

Contractor As Bill of Lading Issuing Officer (CBLIO) – In those instances where a shipment is managed by a third party relocation contractor, pursuant to a contract awarded by GSA or an agency, the contractor shall have the responsibilities and authorities as set out in this HTOS for the BLIO, to the extent not limited or modified by the contract.

Code "C": Domestic Household Goods – Movement of Household Goods in a Container from origin residence to destination residence. When specifically requested by the agency, the movement of a domestic household goods shipment in a Container (supplied by the TSP) from origin to destination. Use of commercial best practice containers is authorized. Shipments must always be containerized, will never be Owner packed and cannot be left unsecured or outdoors. Containerization must be completed at the Owner's residence unless the BLIO authorizes, in writing, containerization at TSP/Agent warehouse. As with all shipments moved under CHAMP and GSA tariff, responsibility for the shipment remains with the TSP to whom the Bill of Lading was issued.

Code "D": Domestic Household Goods – Movement of Household Goods in a Motor Van or Container from origin residence to destination residence. The actual mode of service is at the discretion of the TSP. TSPs must advise the BLIO of their intent to containerize a shipment. When the TSP elects to containerize the shipment at their discretion, it will be at no additional cost to the agency. As with all shipments moved under CHAMP and the GSA tariff, responsibility for the shipment remains with the TSP to whom the Bill of Lading was issued.

CONUS – *Continental United States* —The 48 contiguous States and the District of Columbia.

Cube – A measure of the volume of an item.

Designated Representative – A person(s) authorized by the Owner to act on his/her behalf or a person(s) authorized by the BLIO to act on his/her behalf.

Destination Point – A city or post shown on the GBL (International) or the BL (Domestic).

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

Domestic Transportation – The movement of a relocated Federal Government owner's HHG within the United States and Canada including the District of Columbia and Alaska, but excluding Hawaii.

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

Federal Government – See definition under *agency*.

Filing Criteria – The terms and conditions for the filing of rates established in the GSA issued Request for Offers.

Filing Dates – Designated dates announced by GSA during which CHAMP rates and other data must be filed.

Final Delivery Point – Place at which TSP surrenders possession of property to the owner and no further transportation or services are required under the BL.

Forwarder – As used in this HTOS, also Freight Forwarder and Household Goods Freight Forwarder, a company that arranges for transportation of cargo belonging to others, utilizing for-hire carriers to provide the actual transportation. A forwarder assumes responsibility for the cargo from origin to destination and usually takes possession of the cargo at some point during the transportation. Freight forwarders typically assemble and consolidate less-than-truckload (LTL) and less than container (LCL) load shipments into truckload (TL) and container load (CL) shipments at origin, and separate and deliver shipments at destination.

Full Replacement Value (FRV) – The level of released value used for CHAMP shipments.

General Services Administration (GSA) – The agency responsible for the administration of the HTOS and the CHAMP. The office is located at 2300 Main Street, 7th Floor NE, Kansas City, MO 64108.

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

General Transportation Services – The transportation and 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 1103) used for the acquisition of authorized international transportation (including offshore Alaska, Hawaii, Guam, Virgin Islands and Puerto Rico), and related services from commercial TSPs for the movement of agency sponsored HHG shipments. GBL means the document used as the receipt of goods, a contract of carriage and documentary evidence of title. (See Federal Management Regulation (41 CFR 102-117). The GBL was retired for domestic use (in all forms) March 31, 2002. For domestic shipments, where reference is made in this HTOS to a GBL, it shall be construed as a BL.

Government Bill of Lading Office Code (GBLOC) – A designated code consisting of four (4) alpha characters unique to GSA and each overseas post participating in the ITGBL Program.

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

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

GSA tariff – The GSA tariff serves as the principal domestic tariff that governs the transportation of household goods (HHG), personal effects, property and other similarly defined articles between points in the United States (U.S.) (including the District of Columbia and Alaska but excluding Hawaii) and between points in the U.S. (including District of Columbia and Alaska but excluding Hawaii) and points in Canada in accordance with the terms and conditions of GSA's Centralized Household Goods Traffic Management Program (CHAMP). This tariff is published and maintained by GSA.

Household Goods – The term "household goods" as used in connection with transportation, means personal effects and property used or to be used in a dwelling, when a part of the equipment or supply of such dwelling, and similar property if the transportation of such effects or property is: (A) Arranged and paid for by the household, except such term does not include property moving from a factory or store other than property that the householder has purchased with the intent to use in his or her dwelling and is transported at the request of and the transportation charges are paid to the carrier by the household, or (B) Arranged and paid for by another party.

Household Goods Tender of Service (HTOS) – The HTOS is the document governing the requirements of the GSA CHAMP.

Hundredweight (cwt) – A pricing unit used in transportation equal to 100 pounds.

In Bond – Goods on which a duty is due are "in bond" when placed in the custody of a government or bonded warehouse or are moving by a bonded carrier. Bonding guarantees that the duty will be paid.

International Transportation – The door-to-door container movement of HHG in liftvans between CONUS (including Alaska and Canada) and an international country or off-shore location, or between two international countries or off-shore locations in liftvans. A TSP provides complete through service from origin residence to destination residence by surface or ocean means.

Item (Or Article) – The terms "item" and "article" used in this HTOS shall be interchangeable. Each shipping piece or package and the contents thereof shall constitute one item. Any item taken apart or knocked down for handling or loading shall constitute one item.

Kilogram – One kilogram is equal to 2.2046 pounds. To convert kilograms into pounds, multiply kilograms by a 2.2046 factor. To convert pounds into kilograms, multiply pounds by a 0.453 factor.

Kilometer – One kilometer is equal to 3,280.8 feet or 0.62137 mile. To convert kilometers into miles, multiply the number of kilometers by a 0.62137 factor. To convert miles into kilometers, multiply the number of miles by a 1.609 factor.

Linehaul – The charges associated with the loading, transporting and unloading of a HHG shipment between cities.

Memorandum of Agreement (MOA) – A memorandum of Agreement is a documented agreement between two parties. It expresses the terms of the agreement between the parties, indicating an intended set of common actions. It is not fully binding in the way that a contract is, but it is more binding and more formal than a verbal agreement.

Miscellaneous Charge – Any cost incurred by the TSP performing a service authorized by the BLIO that is outside the terms of this HTOS.

Move Management Services (MMS) – This term applies to a MMS provider's arrangement, coordination, and monitoring of each owner's HHG move, from initial notification of shipment booking through delivery at destination. Services identified in Sections 5 and 6 of the HTOS will be provided within a MMS provider's approved scope of operation. No brokering of shipments will be allowed.

Net Weight – The net weight of shipments transported in containers shall be the difference between the tare weight of the empty container and the gross weight of the packed container.

Non-Temporary Storage (NTS) – See Extended Storage.

One-Time-Only (OTO) Rates – Rate offers solicited by agencies from individual TSPs for the one time movement of personal property. OTO rates are all inclusive of charges for the specific shipment(s).

Owner – Shall include the person whose property is being shipped and whose name the property is stored under, the person who is entitled to a shipment at agency expense, even if that person does not have formal legal title to all of the goods that are shipped, the Owner's designated representative, or, in the case of a deceased Owner, the survivors or estate of the Owner. Owner is the employee who is being relocated by the agency.

Packing Carton – The carton used for packing articles requiring additional protection prior to placing them inside a shipping container.

Pick-up Point – The specific location where the TSP takes possession of HHG for shipment.

Point of Diversion – The location of the shipment when orders are given to change destination point.

Port of Embarkation/Debarkation (POE/POD) – Includes dock, wharf, pier, berth at which cargo is loaded aboard ship or is discharged from ship, including the TSP's port terminal facility or warehouse serving the port.

Privately Owned Vehicles (POV) –An automobile operated by an individual that is not owned or leased by a Government agency and is the owner or owner's dependent for the primary purpose of providing personal transportation. See FTR for complete detail.

Principal Transportation Service Provider – Principal TSP as used in this HTOS for purposes of domestic shipments means the motor common carrier or freight forwarder named on the Bill of Lading, including its employees and contract (other than trip lease) drivers, if applicable, and those holding primary agency agreements in the course of which and in the normal course of their business, hold themselves out as representing the principal TSP.

Program Management Office (PMO) – The PMO is responsible for providing transportation management services to agencies throughout the world including CHAMP TSP approval, price negotiation and TSP performance measurement. PMO contact information is in Section 1 Overview. Any reference to PMO in this HTOS will be understood to mean PMO and or its designees or representatives.

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

Rate Solicitation Cycle – The designation assigned to the BL electronic rates filed with GSA which is effective for a specific rate cycle.

Regular Working Hours – Regular working hours include the days Monday through Friday, between the hours of 8 a.m. and 5 p.m. local time, and exclude all other hours of the day, days of the week, and officially declared foreign national, U.S. National or State holidays.

Reperformance – see Correction.

Required Delivery Date (RDD) – A specified calendar date on or before which the TSP agrees to offer the entire shipment of personal property for delivery to the owner or owner's agent at destination. If the RDD falls on a Saturday, Sunday, Foreign National, U.S. National, or State holiday, the RDD will be the following business day.

Revocation of Approval – the Program Management Office's exercise of its right to revoke a TSP's approval to participate under CHAMP based on performance failures and/or its inability to comply with the terms of the HTOS.

Shipment – As used in this HTOS, a single load of household goods, Unaccompanied Air Baggage or a Privately Owned Vehicle consigned to a TSP for movement from origin to destination on a single set of shipment documents.

Shipper - The agency responsible for the payment of the BL, usually the employer of the relocating personnel.

Shipping Container – External container, liftvan, crate, tri-wall, bi-wall as specified by the BLIO into which individual articles and/or packing cartons are placed.

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

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

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

Tender – This term refers to Section 12 of the HTOS which defines the international provisions of CHAMP.

Termination for Convenience of the Government – the exercise of the Government's right to completely or partially terminate performance of work under the BL when it is in the Government's interest.

Termination of Performance – the exercise of the Government's right to completely or partially terminate a BL because of the TSP's actual or anticipated failure to perform its obligations under the HTOS.

Transportation Services – For domestic and international household goods shipments, as appropriate, transportation services include, but are not limited to, providing origin agents for the performance of pre-move surveys, packing, the stuffing of containers and liftvans, linehaul transportation from origin to port of debarkation, providing debarkation port agent and broker services, providing ocean transportation, providing embarkation port agent and broker services, customs clearance, inland transportation to destination, and providing destination agents for the performance of storage-in-transit, delivery, unpacking, placement of property, and removal of debris, containers, and liftvans.

Transportation Service Provider (TSP) – This term refers to a household goods carrier or forwarder and means a firm engaged in the transportation, for compensation or hire, of used household goods by means of motor vehicles being used in the transportation. TSPs possess the appropriate Federal and State operating authorities for the routes they serve. This term includes all of the TSP's agents and carriers it employs to perform the required services. TSPs must be approved in CHAMP and refers to the firm approved to file rates.

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

APPENDIX B—Acronyms and Abbreviations

AMC	Agency Move Coordinator
BL	Bill of Lading
BLIO	Bill of Lading Issuing Officer
CBL	Commercial Bill of Lading
CFAC	Common Financial & Administration Control
CFR	Code of Federal Regulations
CHAMP	Centralized Household Goods Traffic Management Program
CONUS	Continental United States
CSI	Customer Satisfaction Index
DA	Dispatch (Despatch) Agent
DoD	Department of Defense
DOS	Department of State
DOT	Department of Transportation
DP3	Defense Personal Property Program
DPM	Direct Procurement Method
EC	Electronic Commerce
FAR	Federal Acquisition Regulation
FMC	Federal Maritime Commission
FMR	Federal Management Regulation
FTR	Federal Travel Regulation
GBL	Government Bill of Lading
GSA	General Services Administration
HHG	Household Goods

HTOS	Household Goods Tender of Service
IFF	Industrial Funding Fee
MMS	Move Management Services
MOA	Memorandum of Agreement
NADA	National Automobile Dealers Association
NTS	Non-Temporary Storage
OCONUS	Outside the Continental United States
O/T	Overtime
OTO	One-Time-Only
P/D	Pick-up/Delivery
PBO	Packed By Owner
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
RFSP	Rate Filing Service Provider
SA	Service Area
SAM	System for Award Management
SAP	Service Area Pairs

SCAC	Standard Carrier Alpha Code
SDDC	Surface Deployment and Distribution Command
SFR	Single Factor Rate
SIN	Special Item Number
SIT	Storage-in-Transit
TIN	Taxpayer Identification Number
TMSS	Transportation Management Services Solution
TPA	Trading Partner Agreement
TSP	Transportation Service Provider
UAB	Unaccompanied Air Baggage
USC	United States Code
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. GSA Forms Library

Electronic Forms

Household Goods Carrier Evaluation Report	GSA Form 3080 (electronic in TMSS)
Statement of Accessorial Services Performed - SIT Delivery and Reweigh	DD Form 619-1 (DoD site)
Government Bill of Lading SF 1103	GSA Forms Library
Government Bill of Lading Correction Notice SF 1200	GSA Forms Library
Public Voucher for Transportation Charges, SF 1113	GSA Forms Library
Memorandum Copy Public Voucher for Transportation Charges, SF 1113A	GSA Forms Library
Performance Bond, SF 25	GSA Forms Library

Hard Copy Forms (see below)

- Transportation Service Provider Request to Participate and Agreement
- Transportation Service Provider Commercial Port Level Report
- TSP Certification Statement of Eligibility
- General Services Administration Basic Transportation Trading Partner Agreement

Transportation Service Provider Request to Participate and Agreement

The following form entitled "Transportation Service Provider Request to Participate and Agreement to Abide by the Terms and Conditions of the General Services Administration's Centralized Household Goods Traffic Management Program (CHAMP)" shall be submitted with the application process.

Transportation Service Provider Request to Participate and Agreement to Abide by the Terms and Conditions of the General Services Administration's Centralized Household Goods Traffic Management Program (CHAMP)

This requests approval to participate in the General Services Administration's (GSA) Centralized Household Goods Traffic Management Program (CHAMP). I agree to abide by the terms and conditions set forth in the GSA Household Goods Tender of Service (HTOS), dated [insert date], revisions and supplements thereto or reissues thereof.

I understand that participation in GSA's CHAMP is contingent upon our performance or service as stated in the GSA HTOS. I certify that the information presented herein is completed and correct to the best of my knowledge, understanding that willful submission of false information in my application or on any document furnished pursuant to this HTOS is punishable by fines, imprisonment, or both (US Code, Title 18, Section 1001). I further understand that GSA may terminate my participation in the program upon notice to me of such intent, based upon evidence of my non-compliance with the terms and conditions of the GSA HTOS and/or any performance failures.

I certify and acknowledge receipt of the HTOS, dated [INSERT DATE] consisting of Sections 1 through 12 and Appendices A through E.

Company Name: _____

Signature of Authorized Official: _____

Title of Authorized Official: _____

Transportation Service Provider Contact Information

Name: _____

Title: _____

Address City/State: _____

Telephone Number: _____

Fax Number: _____

E-Mail Address: _____

Transportation Service Provider Commercial Port Level Report

If the BLIO requires, TSPs shall submit this report in accordance with the requirements of Section 11 HTOS.

COMMERCIAL PORT LEVEL REPORT

Port of: _____ Port Agent: _____

Period Ending: _____ Date of Report: _____

PART 1. - SHIPMENTS ON HAND

A. Number of import shipments that have not been picked up for linehaul movement _____

B. Number of import shipments that are past the RDD. _____

C. Number of export shipments on hand. _____

D. Number of export shipments on hand that are past the RDD. _____

PART 2. - NARRATIVE COMMENTS

Provide comments regarding the following:

Processing Problems_____

_____

_____

Availability and Responsiveness of Truckers_____

_____

_____

Customs Problems_____

_____

_____

Responsiveness of Vessel Operators_____

_____

_____

Other Issues_____

_____

_____

PART 3. - MISSED REQUIRED DELIVERY DATE

Provide the following information for all on-hand shipments that have missed the RDD:

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: _____

TSP Certification Statement of Eligibility

TRANSPORTATION SERVICE PROVIDER CERTIFICATION STATEMENT OF ELIGIBILITY FOR THE AWARD OF CONTRACTS FOR TRANSPORTATION

A. By submitting this rate tender, the Transportation Service Provider (TSP) certifies that:

(1) Neither the TSP, nor any of its subsidiaries, officers, directors, principal owners, or principal employees is currently suspended, debarred, or in receipt of a notice of proposed debarment from any agency as a result of a civil judgment or criminal conviction or for any cause from GSA, nor has been placed in temporary non-use status by GSA for the routes covered by this tender as of the date that this rate tender is offered.

(2) The TSP is not a corporation, partnership, sole proprietorship or any other business entity which has been formed or organized following the suspension or debarment of, a subsidiary, officer, director, principal owner, or principal employee thereof (or from such an entity formed after receipt of a notice of proposed debarment).

B. The following definitions are applicable to this certification:

(1) A subsidiary is a business entity whose management decisions are influenced by the TSP through legal or equitable ownership of a controlling interest in the firm's stock, assets, or otherwise.

(2) A principal owner is an individual or company which owns a controlling interest in the TSP's stock, or an individual who can control, or substantially influence, the TSP's management, through the ownership interest of family members or close associates.

(3) A principal employee is a person(s) acting in a managerial or supervisory capacity (including consultants and business advisors) who is able to direct, or substantially influence, the TSP's performance of its obligations under its contracts for transportation with the Federal Government.

C. Knowledge required.

The knowledge of the person who executes this certification is not required to exceed the knowledge which that person can reasonably be expected to possess, following inquiry, regarding the suspended or debarred status of the parties defined in (B), above.

D. Obligation to inform.

The TSP has a continuing obligation to inform the GSA office to which this rate tender is submitted of any change in circumstances which results in its ineligibility for the receipt of contracts for transportation.

E. Erroneous certification.

An erroneous certification of eligibility or failure to notify the GSA transportation zone office receiving this tender of a change in eligibility, may result in a recommendation for administrative action against the TSP. Additionally, false statements to an agency of the Federal Government are subject to criminal prosecution pursuant to 18 USC 1001, as well as possible civil penalties.

_____

COMPANY NAME

_____

SIGNATURE AND TITLE OF AUTHORIZED OFFICIAL DATE

TSP CONTACT

NAME: _____

TITLE: _____

ADDRESS: _____

CITY/STATE: _____

TELEPHONE NO :(____) _____

E-MAIL ADDRESS: _____

General Services Administration Basic Transportation Trading Partner Agreement

TSPs applying for approval in CHAMP shall complete this form as directed by the Program Management Office and Section 2 of the HTOS.

Note: The term "participant" as used in this document shall refer to the Transportation Service Provider (TSP).

General Services Administration

Basic Transportation Trading Partner Agreement

Applicability: Check the box below which represents the activity of your firm under this Trading Partner Agreement:

- ☐ Household Goods Common Carrier (All paragraphs, except Paragraphs 3 and 5G, of this agreement will apply and are binding.)
- ☐ Household Goods Freight Forwarder (All paragraphs, except Paragraphs 3 and 5G, of this agreement will apply and are binding.)
- ☐ Rate Filing Service Provider (All paragraphs, except Paragraph 5G, of this agreement will apply and are binding.)

1. Introduction.

This agreement prescribes the general procedures and policies to be followed when Electronic Commerce (EC) is used for transmitting and receiving requests for offers, rate tenders, or other business information in lieu of creating one or more paper documents normally associated with conducting business with the General Services Administration.

The General Services Administration (GSA or the agency) will transmit and receive via the Transportation Management Services Solution (TMSS) system using the HHG Rate Filing Upload module *such transaction sets (documents) as it chooses and as established by the governing tender of service or the request for offers.* These transaction sets will be transmitted to those firms, organizations, agencies, or other entities (trading partners) recognized by GSA that agree to accept such documents and to be bound by the terms and conditions contained in those documents, this agreement, and any applicable tender of service.

2. Purpose.

This agreement is to ensure that all EC obligations are legally binding on all trading partners. Further, the use of any electronic equivalent of a standard business document referenced in Paragraphs 3 and 4 will be deemed an acceptable business practice and that no trading partner will challenge the admissibility of the electronic information in evidence, except in circumstances in which an analogous paper document could be challenged. Where participant is used in this agreement it will mean carrier/forwarder as applicable.

3. 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
- GSA Centralized Household Goods Traffic Management Program Request for Offers

4. Terms and Conditions.

   A. GSA will place electronic documents in the secure TMSS website (www.moveit.gsa.gov and in the directory of a confirmed trading partner (trading partner/<SCAC>), hereinafter referred to as directory. It will receive documents from confirmed trading partners in each confirmed trading partner's directory via electronic commerce established within TMSS. Receipt by the trading partner is considered to occur when the document is placed in either the TSP's directory or the trading partner's directory, as the case may be.

   B. GSA will bear the costs of maintaining the TMSS server and the costs of placing documents issued by GSA in the appropriate directory, and the costs of managing documents placed within the directory in TMSS by its trading partners. The agency's trading partners are responsible for all costs associated with getting documents from or putting documents in the GSA TMSS system.

   C. When the transmissions are submission of rate offers, the submitting firm must have first met all applicable approval requirements set out in the applicable, governing Tender of Service.

   D. GSA will be responsible for the accuracy of documents issued by it and placed in the GSA directory. GSA will not be responsible for errors occurring in documents placed in the GSA TMSS directory, nor will GSA be responsible for errors occurring in documents uploaded from the GSA directory.

   E. GSA will not be responsible for any damages incurred by a trading partner as a result of missing or delayed transmissions when the problem is not with or caused by GSA or the agency's server.

   F. Any document placed in a directory maintained on the TMSS server is to be considered a valid and authentic document backed by the same guarantees of legitimacy as are found in a paper transaction. Likewise, any document from a trading partner put into a directory on the TMSS server will be considered a valid and authentic document backed by the same guarantees of legitimacy as are found in a paper transaction.

   G. If a participant uses a shipper agent/Intermodal Marketing Company, or filing service to file its rates with GSA, documents submitted on behalf of the participant will be accepted as though submitted by the participant and GSA. The use of a shipper agent/Intermodal Marketing Company, or filing service does not relieve the participant of any of its rights or obligations under the terms of this agreement, including the maintenance of a valid trading partner agreement with GSA.

5. Force Majeure.

None of the parties in this agreement will be liable for failure to properly conduct EC in the event of war, accident, riot, fire, flood, epidemic, power outage, labor dispute, act of God, act of public enemy, malfunction or inappropriate design of hardware or software, or any other cause beyond such party's control. If standard business cannot be conducted by EC, GSA will, at its discretion, return to a paper based system.

6. Effective Date.

The effective date of this agreement will be the latest of the date(s) shown on the signature page of this document.

7. Agreement Review.

The agreement will be effective on a continuing basis, except as provided in Paragraph 9, below; provided, however, that GSA may from time to time make such changes to the agreement as necessary, and the trading partner may request review of the agreement at any time.

8. Termination.

If GSA revokes a participant's participation in the GSA Centralized Household Goods Traffic Management Program, this agreement will be considered terminated as of the date notice is given to a firm of its participation revocation.

If the Program Management Office revokes a participant's participation in the GSA Centralized Household Goods Traffic Management Program, this agreement will be considered terminated as of the date notice of such revocation is issued by the GSA.

Except as provided above, this agreement may be terminated by either GSA or its trading partner, effective 30 calendar days after receipt of written notice by either party. Termination will have no effect on transactions occurring before the effective date of termination.

9. Whole Agreement.

This agreement and all addenda constitute the entire agreement between the parties. No changes in terms and conditions of this agreement will be effective unless approved and signed by both parties. At the inception of this agreement, Addendum/Addenda (is) (are) applicable. As the parties develop and implement additional EC capabilities, addenda may be incorporated into this agreement. Each addendum will be signed and dated by both parties. The latest date contained on the signature page will be the effective date of the addenda. The addendum will be appended to this agreement.

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 Acquisition Service
Street Address	Street Address 2300 Main Street, 7th Floor NE
City, State, Zip	City, State, Zip Kansas City, MO 64108
Telephone	Telephone 816-823-3644/3650
Fax	Fax
Internet E-mail	Internet E-mail
Electronic Commerce Contact	Electronic Commerce Contact 816-823-3644/3650
Telephone	Telephone
Fax	Fax
Internet E-mail	Internet E-mail
Date	Date

TRADING PARTNER AGREEMENT NUMBER	

(To Be Completed by GSA)

APPENDIX D—Report Formats

Report Format Requirements

The Shipment Reports, Storage-in-Transit (SIT) Reports and Claims Settlement Reports specified in Section 10 shall meet the requirements set out in this Appendix.

Consolidated Reports Prohibited

In no instance shall any combination of Shipment Reports (domestic or international), SIT Reports (domestic or international) and/or Claim Settlement 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 Shipment Reports; one for general domestic transportation (GD) and one for domestic move management services (DM). Domestic shipments reported must include any containerized method of shipping. International TSPs shall submit two (2) quarterly Shipment 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 Shipment Reports. If a shipment was placed and/or delivered to/from SIT during the quarter being reported, domestic TSPs shall submit up to two (2) quarterly SIT Reports; one for general domestic transportation (GD) and one for domestic move management services (DM). Domestic SIT shipments reported must include any containerized method of shipping. International TSPs shall submit up to two (2) quarterly SIT 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 up to four (4) quarterly SIT Reports.

Electronic Media Reports

Electronic media reports shall be submitted in accordance with the following requirements. Electronic media reports shall be transmitted between the dates indicated below of each calendar year:

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)

Shipment Report Format Requirements

Shipment Report format requirements, as set out below, must be adhered to. Submissions received from TSPs or Rate Filing Service Providers (RFSPs) not conforming to the record and report formatting requirements will be unacceptable and will be rejected and the information not accepted by the database.

Contents of Shipment Report

The Shipment Report consists of a Shipment Report Header record and a Shipment Detail Record for each reportable shipment.

Shipment Report Header Record

This line is the Header Record providing information about the TSP Shipment Report. The Header Record is position sensitive. The Header Record should be posted on line 1 of the report.

Shipment Report Header			
Field	**Required Positions**	**Record Positions**	**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/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. **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. NOTE: If report is being submitted by the TSP, the remaining fields are not necessary.
Field Delimiter	1	16	Comma

Shipment Report Header			
Field	**Required Positions**	**Record Positions**	**Contents**
RFSP ID	4	17-20	Four (4) character ID assigned to the RFSP submitting the report on behalf of the TSP.
Field Delimiter	1	21	Comma
RFSP E-Mail		22-66	Enter the e-mail of the RFSP

Examples for TSPs:

- General Domestic Shipments for January-March, 2019: H,GSAA,GD,20191
- General International Shipments for April-June, 2019: H,GSAA,GI,20192

Example for RFSPs:

- General Domestic Shipments for January-March, 2019:
  H,GSAA,GD,20191,HHGG,HHGG@gmail.com

Shipment Detail Record Format

The second record ("Line 2") and each record following the headed record shall identify individual shipment details. Entry format is text entry (i.e. left aligned). Fields marked with an asterisk (*) are numeric and shall, if necessary, be zero filled from the left (i.e., 00250 for 250) depending on the field size. Save the file as a comma-separated file (.CSV) then rename as a shipment report (.SHP). See below for complete file naming conventions.

Shipment Detail Records			
Field	**Required Positions**	**Record Positions**	**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; for One-Time-Only shipment, put in OTO. **If multiple elements were moved using one GBL/BL, each element shall have an individual shipment record.

Shipment Detail Records			
Field	**Required Positions**	**Record Positions**	**Contents**
Field Delimiter	1	14	Comma
Federal Agency Identification Code	10	15-24	The Federal Agency Identification Code (FAIC) is a 10 digit code assigned by the Transportation Management Services Solution (TMSS) system. The FAIC can be obtained directly from TMSS. If unable to obtain the proper FAIC, please contact the PMO. Records with this field blank will not be accepted.
Field Delimiter	1	25	Comma
TSP Reference Number	15	26-40	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	41	Comma
Billing Date	8	42-49	Date of Agency Billing (YYYYMMDD) (Example: 20190215 = February 15, 2019).
Field Delimiter	1	50	Comma
BL Number	18	51-68	Bill of Lading Number. Use GBL/BL number associated with shipment. If GBL/BL number is less than 18 characters, fill with trailing spaces. If GBL/BL number is more than 18 characters, report the LAST 18 characters. Records with this field blank or zero filled will not be accepted.
Field Delimiter	1	69	Comma
Type of GBL/BL	1	70	Input V if Virtual GBL/BL was used. Input G if standard GBL/BL was used.
Field Delimiter	1	71	Comma
Pick-up Date	8	72-79	YYYYMMDD (see Billing Date).
Field Delimiter	1	80	Comma
Delivery Date	8	81-88	YYYYMMDD (see Billing date).
Field Delimiter	1	89	Comma
Transit Time	3	90-92	Actual Transit Times in days Example: 007 = 7 days.
Field Delimiter	1	93	Comma
Origin State or Country Code	4	94-97	Four digit state or country identifier. State is the two digit state identifier, all CAPS, plus two (2) zeros (0). Example: FL00. Country code is the four-digit country code as listed in the most current Request for Offers. Example: Germany = 3940. If shipment contained an area not approved in CHAMP, input OTOO. Records with this field blank, X, or zero filled will not be accepted.
Field Delimiter	1	98	Comma
Origin Zip Code	5	99-103	5-digit zip (for international origins fill with blanks).

Shipment Detail Records			
Field	**Required Positions**	**Record Positions**	**Contents**
Field Delimiter	1	104	Comma
Destination State or Country Code	4	105-108	See Origin State above. If shipment contained an area not approved in CHAMP, input OTOD. Records with this field blank X, or zero filled will not be accepted.
Field Delimiter	1	109	Comma
Destination Zip Code	5	110-114	5-digit zip (for international destinations fill with blanks).
Field Delimiter	1	115	Comma
Actual Weight Shipped	6	116-121	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	122	Comma
Mileage	4	123-126	Whole miles only. Example: 0750 = 750 miles**.** This field should be zero filled for International moves.
Field Delimiter	1	127	Comma
Discount Offered	3	128-130	Domestic: Discount off the current GSA tariff; International: Percentage of the base line rate tables contained in the Request for Offers. If applicable discount/percentage is more than 3 positions, enter 999. Example: 045 = 45%
Field Delimiter	1	131	Comma
Total Pass-Through Charges	8	132-139	Total pass-through charges, including dollars and cents with an implied decimal point. Example: 00125000=$1,250.00 If no pass-through charges, enter all zeros.
Field Delimiter	1	140	Comma
Gross Charges	8	141-148	Inclusive of linehaul, accessorial (including pass-through), fuel and packing, but exclusive of SIT, including dollars and cents with an implied decimal point. Example: 01520075 = $15,200.75
Field Delimiter	1	149	Comma
Net Charges	8	150-157	Inclusive of linehaul, accessorial (including pass-through), fuel and packing, but exclusive of SIT, including dollars and cents with an implied decimal point. Example: 01020050 = $10,200.50
Field Delimiter	1	158	Comma
Owner's Last Name	15	159-173	Last name of the owner listed on the GBL/BL in all CAPS. If the owner's name does not consist of 15 letters, fill with trailing spaces.

Examples:

D,GSAA,GD,HHG,0250000011,G9S000075 ,20190730,01931939911
,G,20190630,20190715,016,MT00,59405,MD00,20748,004920,2080,054,00125000,01025100,0
0471500,SMITH

D,GSAA,GI,HHG,0190000011,443609 ,20190903,N07996784326015
,G,20190811,20190818,008,OH00,45208,3940, ,004320,0000,157,00850000,00888700,
00400300,DUNN

D,GSAA,GD,OTO,0730000023,N4S011032 ,20190930,01560869221
,G,20191030,20191130,032,OTOO,99721,WA00,98371,014540,2685,055,00023500,01148700,0
0835500,CLOVER

Shipment Report Trailer Record Format

The last line of each Shipment 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 Positions**	**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/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. **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 records contained in file.

Shipment Report Trailer Record Format			
Field	**Required Positions**	**Record Positions**	**Contents**
Field Delimiter	1	21	Comma
Sum of Pass-Through Charges	10	22-31	Sum of individual detail record pass-through amounts, including dollars and cents with an implied decimal point. Example: 0000350050 = $3,500.50. If no pass-through
Field Delimiter	1	32	Comma
Sum of Gross Charges	10	33-42	Sum of individual detail record gross amounts (including pass-through), including dollars and cents with an implied decimal point. Example: 0015200750 = $152,007.50
Field Delimiter	1	43	Comma
Sum of Net Charges	10	44-53	Sum of individual detail record net amounts (including pass-through), including dollars and cents with an implied decimal point. Example: 0013500550 = $135,005.50

Example:

- 50 General Domestic Shipments for January-March, 2019:
  T,GSAA,GD,20191,0050,0000350050,0015200750,0013500550

Negative Shipment Report Format

Negative shipment reports are filed in TMSS via the Negative Shipment Reporting link.

Shipment Report File Naming Convention

This line is the File Naming convention for the Shipment Report. The File Name Record is position sensitive. Positions marked with an asterisk (*) are numeric and shall, if necessary, be zero filled from the left (i.e., 00250). Save the file as a comma-separated file (.CSV) then rename as a shipment report file (.SHP).

Shipment Report File Naming Convention			
Field	**Required Positions**	**Record Positions**	**Contents**
File Name ID	3	1-3	Shall be HHG for Shipment files
SCAC	4	4-7	Four (4) characters Standard TSP Alpha Code. Identify the SCAC for the TSP the GBL/BL was issued to.

Shipment Report File Naming Convention			
Field	**Required Positions**	**Record Positions**	**Contents**
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
Calendar Year	4	10-13	YYYY - Calendar Year of Report.
Identifying Quarter	1	14	1 – 4 Identifies the calendar quarter the report represents.
Report Submission Number	2	15-16	Starts at 01, increments by 1.
Error Indicator	1	17	Blank from TSP, "E" for error file from TMSS.

Examples:

- General Domestic Shipments for January-March, 2019: HHGGSAAGD2019101.SHP
  - Returned error file from GSA: HHGGSAAGD2019101E.SHP
  - Returned error file from TSP HHGGSAAGD2019102.SHP
- General International Shipments for April-June, 2019: HHGGSAAGI2019201.SHP
  - Returned error file from GSA: HHGGSAAGI2019201E.SHP
  - Returned error file from TSP HHGGSAAGI2019202.SHP

Storage-in-Transit (SIT) Report Format Requirements

SIT Report format requirements, as set out below, must be adhered to. Submissions received from TSPs or RFSPs not conforming to the record and report formatting requirements will be unacceptable and will be rejected and the information not accepted by the database.

Contents of SIT Report

The SIT Report consists of a SIT Report Header record and a SIT Shipment Detail Record for each reportable SIT shipment.

SIT Report Header Record

This line is the Header Record providing information about the TSP SIT Shipment Report. The Header Record is position sensitive. The Header Record should be posted on line 1 of the report.

SIT Report Header			
Field	**Required Positions**	**Record Positions**	**Contents**
Header ID	1	1	Should always be H for SIT 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/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. **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. NOTE: If report is being submitted by the TSP, the remaining fields are not necessary.
Field Delimiter	1	16	Comma
RFSP ID	4	17-20	Four (4) character ID assigned to the RFSP submitting the report on behalf of the TSP.
Field Delimiter	1	21	Comma
RFSP E-Mail		22-66	Enter the e-mail of the RFSP

Examples for TSPs:

- General Domestic SIT Shipments for January-March, 2019: H,GSAA,GD,20191
- General International SIT Shipments for April-June, 2019: H,GSAA,GI,20192

Example for RFSPs:

- General Domestic Shipments for January-March, 2019:
  H,GSAA,GD,20191,HHGG,HHGG@gmail.com

SIT Detail Record Format

The second record ("Line 2") and each record following the headed record shall identify individual SIT shipment details. Entry format is text entry (i.e. left aligned). Fields marked with an asterisk (*) are numeric and shall, if necessary, be zero filled from the left (i.e., 00250 for 250) depending on the field size. Save the file as a comma-separated file (.CSV) then rename as a shipment report (.SHP). See below for complete file naming conventions.

SIT Detail Records			
Field	**Required Positions**	**Record Positions**	**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	Enter SIT for Storage-in-Transit.
Field Delimiter	1	14	Comma
Federal Agency Identification Code	10	15-24	The Federal Agency Identification Code (FAIC) is a 10 digit code assigned by the Transportation Management Services Solution (TMSS) system. The FAIC can be obtained directly from TMSS. If unable to obtain the proper FAIC, please contact the PMO. Records with this field blank will not be accepted.
Field Delimiter	1	25	Comma
TSP Reference Number	15	26-40	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	41	Comma
Billing Date	8	42-49	Date of Agency Billing (YYYYMMDD) (Example: 20190215 = February 15, 2019).
Field Delimiter	1	50	Comma

SIT Detail Records			
Field	**Required Positions**	**Record Positions**	**Contents**
BL Number	18	51-68	Bill of Lading Number. Use GBL/BL number associated with shipment. If GBL/BL number is less than 18 characters, fill with trailing spaces. If GBL/BL number is more than 18 characters, report the LAST 18 characters. Records with this field blank or zero filled will not be accepted.
Field Delimiter	1	69	Comma
SIT Location within 50 miles	1	70	Input O if SIT shipment was stored within 50 miles at origin. Input D if SIT shipment was stored within 50 miles at destination. Input N if neither apply.
Field Delimiter	1	71	Comma
Pick-up Date	8	72-79	YYYYMMDD (see Billing Date). Enter the date the shipment was placed in to SIT.
Field Delimiter	1	80	Comma
Delivery Date	8	81-88	YYYYMMDD (see Billing date). Enter the date the SIT shipment was delivered to residence or to another location. If still in SIT (delivery has not occurred), enter all zeros.
Field Delimiter	1	89	Comma
Days in SIT	3	90-92	Number of days in SIT Example: 037 = 37 days.
Field Delimiter	1	93	Comma
Origin State or Country Code	4	94-97	Four digit state or country identifier. State is the two digit state identifier, all CAPS, plus two (2) zeros (0). Example: FL00. Country code is the four-digit country code as listed in the most current Request for Offers. Example: Germany = 3940. If shipment contained an area not approved in CHAMP, input OTOO. Records with this field blank, X, or zero filled will not be accepted.
Field Delimiter	1	98	Comma
Origin Zip Code	5	99-103	5-digit zip (for international origins fill with blanks).
Field Delimiter	1	104	Comma
Destination State or Country Code	4	105-108	See Origin State above. If shipment contained an area not approved in CHAMP, input OTOD. Records with this field blank X, or zero filled will not be accepted.
Field Delimiter	1	109	Comma
Destination Zip Code	5	110-114	5-digit zip (for international destinations fill with blanks).
Field Delimiter	1	115	Comma
Actual Weight Stored	6	116-121	In pounds. Example: 009800 = 9800 pounds.

		SIT Detail Records	
Field	Required Positions	Record Positions	Contents
Field Delimiter	1	122	Comma
Mileage to/from SIT Location	4	123-126	Whole miles only. Example: 0050 = 50 miles. This field should identify the miles from origin to SIT location (if shipment was stored at origin) or miles from SIT location to destination (if shipment was stored at destination). If stored elsewhere, enter all zeros.
Field Delimiter	1	127	Comma
SIT Discount Offered	3	128-130	Domestic SIT: Discount off the current GSA tariff; International SIT: The SIT percentage displayed in TMSS. If applicable discount/percentage is more than 3 positions, enter 999. Example: 065 = 65%
Field Delimiter	1	131	Comma
Total Pass-Through Charges	8	132-139	Total pass-through charges exclusive to SIT shipment, including dollars and cents with an implied decimal point. Example: 00125000=$1,250.00. If no pass-through charges, enter all zeros.
Field Delimiter	1	140	Comma
Gross Charges	8	141-148	For SIT include first day, each additional day, pick up/delivery, warehouse handling and any pass-through charges. Amount in dollars and cents with an implied decimal point. Example: 00320050 = $3,200.50
Field Delimiter	1	149	Comma
Net Charges	8	150-157	For SIT include first day, each additional day, pick up/delivery, warehouse handling and any pass-through charges. Amount in dollars and cents with an implied decimal point. Example: 00520075 = $5,200.75
Field Delimiter	1	158	Comma
Owner's Last Name	15	159-173	Last name of the owner listed on the GBL/BL in all CAPS. If the owner's name does not consist of 15 letters, fill with trailing spaces.

Examples:

D,GSAA,GD,SIT,0250000011,G9S000075 ,20190130,01931939911
,D,20190105,20190115,011,MT00,59405,MD00,20748,004920,0040,065,00000000,00325100,0
0271500,SMITH

D,GSAA,GI,SIT,0250000011,G9S002324 ,20190313,01931939911
,O,20190220,20190305,014,VA00,20103,210H, ,004550,0015,110,00000000,00175100,00125
000,ROGERS

D,GSAA,GD,SIT,0250000011,G9S003752 ,20190423,01931939911
,D,20190301,20190415,046,FL00,32003,WA00,98371,014000,0035,062,00000000,00775100,00
651500,OCONNOR

SIT Report Trailer Record Format

The last line of each SIT Report will identify a summary of the SIT shipments reported within the SIT 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.

SIT Report Trailer Record Format			
Field	**Required Positions**	**Record Positions**	**Contents**
Trailer ID	1	1	Should always be T for SIT 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/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. **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 records contained in file.
Field Delimiter	1	21	Comma
Sum of Pass-Through Charges	10	22-31	Sum of individual detail record pass-through charges, including dollar and cents with an implied decimal point. Example: 0000250050=$2,500.50. If no pass-through charges, enter all zeros.
Field Delimiter	1	32	Comma
Sum of Gross Charges	10	33-42	Sum of individual detail record gross amounts (including pass-through), including dollars and cents with an implied decimal point. Example: 0015200750 = $152,007.50
Field Delimiter	1	43	Comma

SIT Report Trailer Record Format			
Field	**Required Positions**	**Record Positions**	**Contents**
Sum of Net Charges	10	44-53	Sum of individual detail record net amounts (including pass-through), including dollars and cents with an implied decimal point. Example: 0013500550 = $135,005.50

Example:

- 50 General Domestic Shipments for January-March, 2019:
  T,GSAA,GD,20191,0050,0000250050,0015200750,0013500550

Negative SIT Report Format

Negative SIT Reports are not required if no SIT shipments were billed during the quarter.

SIT Report File Naming Convention

This line is the File Naming convention for the SIT 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).

SIT Report File Naming Convention			
Field	**Required Positions**	**Record Position(s)**	**Contents**
File Name ID	3	1-3	Shall be SIT for SIT files.
SCAC	4	4-7	Four (4) characters Standard TSP Alpha Code. Identify the SCAC for the TSP the GBL/BL was issued to.
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
Calendar Year	4	10-13	YYYY - Calendar Year of Report.
Identifying Quarter	1	14	1 – 4 Identifies the calendar quarter the report represents.
Report Submission Number	2	15-16	Starts at 01, increments by 1.
Error Indicator	1	17	Blank from TSP, “E” for error file from TMSS.

Examples:

- General Domestic Shipments for January-March, 2019: SITGSAAGD2019101.SHP
  - Returned error file from GSA: SITGSAAGD2019101E.SHP
  - Returned error file from TSP SITGSAAGD2019102.SHP
- General International Shipments for April-June, 2019: SITGSAAGI2019201.SHP
  - Returned error file from GSA: SITGSAAGI2019201E.SHP
  - Returned error file from TSP SITGSAAGI2019202.SHP

Origin/Destination Codes

The following tables define the codes to be used to indicate the origin and destination of the shipments reported in the Shipment Report and the SIT shipments reported in the SIT Report.

State Codes (CONUS) for Shipment/SIT Origin/Destination

State	Code
Alabama	AL00
Alaska	See below
Arizona	AZ00
Arkansas	AR00
California	CA00
Colorado	CO00
Connecticut	CT00
Delaware	DE00
District Of Columbia	DC00
Florida	FL00
Georgia	GA00
Idaho	ID00
Illinois	IL00
Indiana	IN00
Iowa	IA00
Kansas	KS00

State	Code
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

State	Code
West Virginia	WV00
Wisconsin	WI00
Wyoming	WY00

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.

Canadian Provincial Codes for Shipment/SIT Origin/Destination

Province	Code
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

International Country Codes for Shipment/SIT Origin/Destination

Country/Designated Point	Code
Afghanistan – All 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

Country/Designated Point	Code
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
Cabo 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

Country/Designated Point	Code
- Shenyang	28SG
Colombia	2850
The Republic of Congo (formerly Zaire)	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
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

Country/Designated Point	Code
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

Country/Designated Point	Code
Kosovo	110K
Kuwait	5200
Kyrgyzstan	121K
Lao People's Democratic Republic	5300
Latvia	122L
Lebanon	5400
Lesotho	123L
Liberia	124L
Libya	112L
Lithuania	5420
Luxembourg	5700
North 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

Country/Designated Point	Code
Micronesia	0630
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 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

Country/Designated Point	Code
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
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
- Durban	80DB
- Johannesburg	80JB
- Pretoria	80PT
South Sudan	8360
Spain	8300
Sri Lanka	2720
Sudan	8350
Suriname	8400
Kingdom of eSwatini	135S
Sweden	8500
Switzerland	8550
Syria	8580

Country/Designated Point	Code
Tahiti	350T
Taiwan	2810
Tajikistan	136T
Tanzania	8650
Thailand	8750
Togo	115T
Trinidad	205T
Tunisia	8900
Turkey	9050
Turkmenistan	116T
Uganda	9100
Ukraine	9280
United Arab Emirates	8880
United Kingdom – All Other Points	925U
London	925L
Edinburgh	925D
Northern Ireland	925I
Uruguay	9300
Uzbekistan	117U
Venezuela	9400
Viet Nam	9450
Virgin Islands St. John	200V
Virgin Islands St. Thomas/St. Croix	190V
Western Samoa	9630
Yemen	9650
Zambia	9900
Zimbabwe	8180

Claims Report Format Requirements

If a Claims Report is furnished, format requirements, as set out below, shall be adhered to. Submissions received from TSPs or Rate Filing Service Provider (RFSP) not conforming to the

record and report formatting requirements will be unacceptable and will be rejected and the information not accepted by the database.

Claims Report Header Record

The first line of the Claims Report is the Header Record providing information about the TSP's report. The Header Record is position sensitive. Positions marked with an asterisk (*) are numeric and shall, if necessary, be zero filled from the left (i.e., 00250).

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/BL 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, 2019:

  C,GSAA,GI,0020,20192

- 87 MMS Domestic Claims for October-December, 2019

C,GSAA,DD,0087,20194

- Negative General Domestic Claim Report for April-June 2019:

C,GSAA,GD,0000,20192

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/BL, each element shall have an individual shipment record; if the GBL/BL was used for household goods, put in HHG; for Automobile, enter POV; and for Unaccompanied Air Baggage, enter UAB. **If multiple elements were moved using one GBL/BL, each element shall have an individual shipment record
Field Delimiter	1	14	Comma
Federal Agency Identification Code	10	15-23	Agency's 10 digit User ID code used to access TMSS. This User ID can be obtained directly from the using agency or from the TMSS system itself. If unable to obtain the proper User ID, please contact the PMO. Records with this field blank, X or zero-filled will not be accepted
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/BL number that was used to handle the shipment. If BL number is less than 8 characters, place X's after the number to fill in field. Records with this field blank or zero filled will not be accepted
Field Delimiter	1	49	Comma
Type of GBL/CBL	1	50	Input V if Virtual GBL/BL was used. Input G if standard GBL/BL was used
Field Delimiter	1	51	Comma
Date Claim Received	8	52-59	YYYYMMDD (20190315 = March 15, 2019)
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
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

Claim Settlement Detail Records			
Field	**Required Positions**	**Record Position(s)**	**Contents**
Field Delimiter	1	118	Comma
Owner's Last Name	15	119-133	Last name of the owner listed on the GBL/BL in all CAPS. If the owner's name does not consist of 15 letters, place X's after the name to fill out the 15 positions. Example: The name of Jones would appear as 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 *002300*	POV	RXPG8TY43	*Q794-P912666XXX*	*PP123456*	*G*	*20190601*	*20190622*	*021*	

M	*N*	*O*	*P*
001600	*Z99C12P13XXXXXXXXXXXXXXXXXXXXXX*	*O'TOOLEXXXXXXXX*	*123456722*

Claim Settlement Delay Code Specifications

Codes beginning with a “C” apply specifically to reasons for a late settlement because of a TSP's act or omission; codes beginning with a “P” apply specifically to reasons for a late settlement because of an owner’s act or omission. Codes “C99,” “P99,” and “Z99” are used to indicate a group of reasons for a late settlement; see below for additional information. Except as otherwise specified, the Delay Codes shall begin in position 81.

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)

Claim Settlement Delay Code Specifications	
TSP Reason Codes	
Delay Code	**Meaning**
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 owner, 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. If the failure to obtain timely repair estimates was based on the inability of the repair TSP to meet with the owner, use Delay Code P13
C14	RESERVED
C15	RESERVED
P 99	Indicates that because of a combination of owner failures, as indicated by the following owner 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 owner was unable to meet with the TSP's adjuster in sufficient time for the adjuster to complete review and settlement action within sixty (60) calendar days or to provide the TSP with its report so that the TSP could complete settlement within sixty (60) calendar days
P13	Repair Estimates: Indicates that the owner was unable to meet with the TSP's repair TSP in sufficient time for the TSP to complete review and settlement action within sixty (60) calendar days or to provide the TSP with its report so that the TSP could complete settlement within sixty (60) calendar days. This code may also be used to indicate that the owner declined use of the TSP's repair TSP, but failed to provide the TSP with repair estimates in sufficient time for the TSP to complete settlement within sixty (60) calendar days
P14	Appraisals: Indicates that despite a timely request from the TSP, the owner failed to provide the TSP high value article appraisals when such appraisals are warranted by the nature of the property (such as antiques or art objects) in sufficient time for the TSP to complete settlement within sixty (60) calendar days
P15	RESERVED

Claim Settlement Delay Code Specifications	
TSP Reason Codes	
Delay Code	**Meaning**
P 99	Indicates that because of a combination of owner failures, as indicated by the following owner 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 owner was unable to meet with the TSP's adjuster in sufficient time for the adjuster to complete review and settlement action within sixty (60) calendar days or to provide the TSP with its report so that the TSP could complete settlement within sixty (60) calendar days
P13	Repair Estimates: Indicates that the owner was unable to meet with the TSP's repair TSP in sufficient time for the TSP to complete review and settlement action within sixty (60) calendar days or to provide the TSP with its report so that the TSP could complete settlement within sixty (60) calendar days. This code may also be used to indicate that the owner declined use of the TSP's repair TSP, but failed to provide the TSP with repair estimates in sufficient time for the TSP to complete settlement within sixty (60) calendar days
P14	Appraisals: Indicates that despite a timely request from the TSP, the owner failed to provide the TSP high value article appraisals when such appraisals are warranted by the nature of the property (such as antiques or art objects) in sufficient time for the TSP to complete settlement within sixty (60) calendar days
P15	RESERVED

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, Move Management Domestic = C, Move Management International = D
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
1	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
1	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.).

Shipment Report, SIT Report and Claim Report Submission Requirements

Electronic Submission Required

Reports shall be submitted electronically via the TMSS system using the Report Upload module. Hard copy (paper) reports will not be accepted. Submissions received from TSPs or RFSP not conforming to the report submission specifications will be rejected.

Electronic Report Submission Instructions

The Shipment Report**, SIT Report** and Claims Report (if furnished) shall be submitted via TMSS using the Report Upload module and shall meet the transmission requirements defined below. If a TSP has never submitted reports electronically to the General Services Administration (GSA) and intends to directly transmit the required reports via TMSS using the Report Upload module instead of using a RFSP, the TSP will need to contact the Program Management Office (PMO) in writing on company letterhead to receive a user ID and password. A facsimile or e-mail request is acceptable.

Format

Format requirements as set out in this section shall be adhered to and shall be uploaded via TMSS using the Report Upload module. Submissions received from TSPs or RFSPs not conforming to the record requirements will be unacceptable and not incorporated in the database.

File Preparation

In order to transfer the file(s) via TMSS using the Report Upload module, the file shall be uploaded as unformatted (TEXT ONLY) flat file, (i.e., no tab characters, etc.). The file shall not have a top/ bottom/or left margin, page feeds, or embedded blank records.

Note: The use of Java software is a requirement to upload reports. If a TSP does not currently have Java, the TSP can receive a free download from the TMSS web site. GSA suggests using "File > Save As > Text Document" to prevent saving any formatting along with the text. Be sure to change the .TXT file extension to the required one after saving the text file, .SHP or .CLM.

Accessing the Report Upload Module

In order to access the new "Report Upload" module, a TSP's administrator shall first designate who will have access to this module and grant them access via TMSS. A TSP's administrator can do this by logging on to TMSS, selecting "Account Info," then "User List," and then selecting the applicable user and checking "Allow Upload." TSPs may also contact GSA to receive access.

When Shipment Reports, SIT Reports and/or Claim Reports are ready for submission, the user can select the "Report Upload" link located in the left margin of the main TMSS page. At that point, the module will load and bring the user to a login screen. Please note that the user's system shall have Java installed to allow for proper loading of the module. If Java is not currently installed on the system, the user will be given a link that will take them to a site for a free download. At the login screen, the user will be asked to input a User Name and Password. The User Name and Password is the same as is used for annual rate submissions. If a TSP's User Name and Password is not known, please contact GSA.

Directory Access

Once the user has logged on, the Browse button will become activated. To upload reports, select the Browse button. A pop-up window will appear identifying folders on the TSP's computer's hard drive. Go to the directory location of the reports and select the file(s). Next, select OK. The files will appear to transfer and will be displayed in the current window. Help Files are also available to assist with the upload process which is very similar to attaching a document to an e-mail. Please note that the system will only accept files with a .shp or .clm extension, which falls in line with the file naming conventions identified above. No files containing any other extension will be accepted.

Verification of File Transfer

Once the reports have been uploaded, the TSP can verify their existence and/or download files back off of TMSS via the "File Download" module that is located in the left margin of the main TMSS page. When "File Download" is selected, a login window will appear. The user will need to use the same User Name and Password that is used to login to "Report Upload." Once that is complete, the user will be taken to a screen similar to that of Windows Explorer. The user will need to click on the "HHG" directory and will then be taken to a list of folders designated by the Standard TSP Alpha Codes (SCAC). The user will need to scroll down to find their TSP's folder and then will be able to verify all files that have been uploaded into their TSP's directory. To download a file, the user will just need to click on the file to be given the option to save it. At this point the user should be able to see the TSP's file identified in its assigned directory. If the file doesn't appear, the user will need to "Upload" the file again. The steps identified above will

assist the user only in verifying that the TSP's Shipment Report, SIT Report and/or Claim Report file was transferred successfully. Following these steps WILL NOT verify that the contents of the TSP's reports have been formatted correctly--only that GSA has received a file.

GSA Form 3080 Batch Filing Instructions (Option 2):

- To initiate TSP must be registered in TMSS and must have valid login credentials.
- TSP must login to TMSS and use the 'Report Upload' functionality on the TMSS main menu to upload the initiation and/or Complete Survey file.
- File Naming convention initiation is - CE<SCAC><Creation Date><seq. no.>.SUR
    - E.g. CEAERM20190425001.SUR
- File should be a text file with extension '.SUR'
- All fields must be entered to process the file.
- TMSS validates the uploaded file(s) and sends processing status information to the TSP. Processing status includes the following details.
    - Total number of records received/checked
    - Total number of detailed records received/checked
    - Total number of header records Accepted
    - Total number of header records rejected
    - Total number of Detailed records Accepted
    - Total number of Detailed records rejected
    - Name of the error file (contains the rejected records and the rejection reason)
- TSP can download the error file(s) from TMSS by using the 'File Download' option on the TMSS main menu.
- Rejected records can be corrected and resubmitted with a different sequence number on the same day or next day.
- Surveys will be initiated and send notifications to the appropriate employees.

Option 2

Batch file layout to initiate a GSA Form 3080 electronic form:

Header Layout: Total length = 135 chars maximum / 49 chars minimum.

Field Name	Position	Max Length	Example	Comments
Header Id	1	2	HI	To initiate a GSA Form 3080 Survey the header ID should be 'HI'
Field Separator	3	1	|	System checks for the separator value equals '|' (pipe char)
SCAC	4	4	ABCD	Must be registered in TMSS
Field Separator	8	1	|	
Transaction Type	9	2	CE	The value should be always CE; stands for Carrier Evaluation
Field Separator	11	1	|	
Creation Date	12	8	20190425	The date should be in 'yyyymmdd' format
Field Separator	20	1	|	
Detail Record Count	21	6	000015	Total number of detail records has to be entered with leading zeroes if the length is less than 6.
Field Separator	27	1	|	
TSP First Name	28	25	Steve	TSP contact's first name; Must have at least 1 letter
Field Separator	n/a	1	|	
TSP Last Name	n/a	25	Smith	TSP contact's last name; Must have at least 1 letter
Field Separator	n/a	1	|	
TSP Phone	n/a	10	1234567890	TSP contact's phone no. ; Must be numeric and min/max 10 nos.
Field Separator	n/a	1	|	
TSP Email Id	n/a	45	abc@abc.com	TSP contact's email ID

Detail Record Layout: Total Length = 423 chars

Field Name	Type	Max Length	Min Length	Example	Comments
Shipment Type	Alpha	1	1	I or D	I - International| D - Domestic
Field Separator	Alpha	1	1	|	System checks for the field separator value equals '|'
SCAC	Alpha	4	4	ABCD	Must be registered in TMSS
Field Separator	Alpha	1	1	|	
BOL Number	Alpha	18	1	R123456789	Enter the BOL number
Field Separator	Alpha	1	1	|	
BOL Type	Alpha	1	1	H or U or P	H - HHG| U - UAB| P - POV
Field Separator	Alpha	1	1	|	
Federal Agency ID	Alpha	10	10	0470912345	Federal agency ID - <agy><bur><account code>
Field Separator	Alpha	1	1	|	
Pick Up Date	Numeric	8	8	20190101	In 'yyyymmdd' format
Field Separator	Alpha	1	1	|	
Delivery Date	Number	8	8	20190202	In 'yyyymmdd' format
Field Separator	Alpha	1	1	|	
Old Duty Zip	Numeric	5	0 - if Country is not USA 5 – if Country is USA	22222	Enter the 5 digit numeric zip code if the Old Duty Country is 'United States'; is not required if the Old Duty Country is other than 'United States'

Field Name	Type	Max Length	Min Length	Example	Comments
Field Separator	Alpha	1	1	|	
Old Duty City	Alpha	28	0 - if Country is not USA 1 – if Country is USA	Chicago	Enter the City Name if the Old Duty Country is 'United States'; is not required if the Old Duty Country is other than 'United States'
Field Separator	Alpha	1	1	|	
Old Duty Country	Alpha	30	1	United States	Enter the Old Duty Country
Field Separator	Alpha	1	1	|	
New Duty Zip	Numeric	5	0 - if Country is not USA 5 – if Country is USA	22222	Enter the 5 digit numeric zip code if the New Duty Country is 'United States'; is not required if the New Duty Country is other than 'United States'
Field Separator	Alpha	1	1	|	
New Duty City	Alpha	28	0- if Country is not USA 1 – if Country is USA	Chicago	Enter the City Name if the New Duty Country is 'United States'; is not required if the New Duty Country is other than 'United States'
Field Separator	Alpha	1	1	|	
New Duty Country	Alpha	30	1	United States	Enter the New Duty Country
Field Separator	Alpha	1	1	|	

Field Name	Type	Max Length	Min Length	Example	Comments
Owner's First Name	Alpha	25	1	Steve	Enter Owner's first name
Field Separator	Alpha	1	1	|	
Owner's Middle Initial	Alpha	1	0	K	Middle initial if available
Field Separator	Alpha	1	1	|	
Owner's Last Name	Alpha	25	1	Smith	Owner's last name
Field Separator	Alpha	1	1	|	
Owner's Phone	Numeric	10	10	1234567890	Owner's phone number
Field Separator	Alpha	1	1	|	
Owner's Phone Ext	Alpha	6	0	123456	Telephone extension if available
Field Separator	Alpha	1	1	|	
Owner's Email Id	Alpha	45	1	abcd@abc.com	Owner's email ID
Field Separator	Alpha	1	1	|	
AMC. First Name	Alpha	25	1	John	Move Coordinator's first name
Field Separator	Alpha	1	1	|	
AMC. Middle Initial	Alpha	1	0	M	Middle initial if available
Field Separator	Alpha	1	1	|	
AMC. Last Name	Alpha	25	1	Doe	Move Coordinator's last name
Field Separator	Alpha	1	1	|	
AMC. Phone	Numeric	10	10	1234567890	Move Coordinator's phone number
Field Separator	Alpha	1	1	|	

Field Name	Type	Max Length	Min Length	Example	Comments
AMC. Phone Ext	Alpha	6	0	123456	Phone ext. if available
Field Separator	Alpha	1	1	|	
AMC. Email Id	Alpha	45	1	abcd.abcd@gsa.gov	Personal emails will not be accepted; only emails from .FED| .GOV| .MIL and .US domains will be accepted

APPENDIX E—Sample Move Management Agreement for Household Goods Move Management Services

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MOVE MANAGEMENT AGREEMENT FOR HOUSEHOLD GOODS

MOVE MANAGEMENT SERVICES

Between

[Agency]

[City/State]

And

[Move Management Services Provider/SCAC]

[City/State]

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1. General

The [agency name] located at [agency address], herein identified as [Agency] and [Move Management Services Provider], herein identified as [Provider], located at [MMS Provider address], herein agree that the Provider will provide Move Management Services (MMS) according to the specifications and requirements as set forth in the GSA Household Goods Tender of Service (HTOS), the Extended Storage Tender of Service (XTOS), all applicable Request for Offers (RFO), *the terms and conditions of the non-alternating standing route order (SRO), [Agency Specific Code] (if applicable),* all other relevant regulations and policies and this Memorandum of Agreement (MOA). All shipments moved in accordance with this MOA must be conducted under the General Services Administration's (GSA's) Centralized Household Goods Traffic Management Program (CHAMP) with CHAMP approved Transportation Service Providers (TSPs). Services to be provided in accordance with this MOA are for the coordination and transportation of household goods shipments for federal employees/owners when paid for by the Agency.

2. Scope

This MOA applies to the shipment and storage of all domestic and international household goods moves as defined by the HTOS and the XTOS and authorized for the benefit of the Government and funded by the Agency.

3. Definitions

Transportation Service Provider (TSP) – TSP is used when referring to federally approved carriers and forwarders accepted by GSA to participate in CHAMP.

Move Management Services (MMS) – All services necessary for coordinating the packing, loading, movement, storage, unpacking, placement, assembly, disassembly, counseling, advising, estimating, performing cost comparisons, cost projections and site surveys, data collection and retention, reporting, billing the Government, receiving Government payments and disbursing payments to subcontractors (if applicable), and all other related services for employee/owner household goods shipments.

Bill of Lading Issuing Officer (BLIO) – After a Travel Authorization has been issued, the BLIO has the authority to further obligate the Agency to expend funds to support a course of action necessary to continue the progress of a household goods shipment to its completion. The BLIO is the primary contact for initiating a MMS request under this MOA on behalf of the Agency. The BLIO may appoint other personnel from the Agency as his/her designee. This designee(s) will also be responsible for initiating and managing shipments.

Household Goods Shipments – All services related to the packing, loading, transportation, storage and delivery of household goods are included as defined in CHAMP, the HTOS, the XTOS, all applicable RFOs, *the terms and conditions of [Agency Specific Code] (if applicable)*, and all other relevant regulations and policies and this MOA.

Move Management Services include, but are not limited to:

- receiving service requests;
- conducting owner counseling;
- making TSP selections;
- preparing bills of lading;
- preparing shipment invoices;
- conducting TSP performance evaluations;
- conducting service performance audits;
- preparing and assisting with claims documentation;
- assigning selected shipments to storage-in-transit (SIT), both temporary and extended, if authorized;
- preparing and submitting service requests to TSPs;
- initiating the GSA Form 3080 electronically via the Transportation Management Services Solution (TMSS) system via either Option 1 and/or Option 2 as identified in Section 7.5.1. of the HTOS;
- maintaining MMS Provider's web application with the most current programming and shipment information; and
- preparing and submitting management reports.
- prepayment and postpayment audit [Note: this is optional and only listed if it is included in the agency SRO where the TSP's factor the cost into the filed rates]:
    - arranging for the prepayment audit of all invoices in accordance with 41 CFR 102-118 and the U.S. Government Freight Transportation Handbook by an independent, non-affiliated auditor that is either approved under GSA's Financial and Business Solutions (FABS) Schedule 520, Special Item Number (SIN) 520-10 or has been certified by GSA's Transportation Audit Division (QMCA) to perform prepayment audit services;
    - preparing and submitting to GSA's Transportation Audit Division all required documentation to satisfy the postpayment audit requirements identified in 41 CFR 102-118, the Government Freight Transportation Handbook and GSADI (SRO code).

Bills of Lading – CHAMP uses Commercial Bills of Lading (CBLs) and/or Bills of Lading (BLs) for domestic shipments and international shipments are moved on Government Bills of Lading (GBLs). The GBL is a controlled document that conveys specific terms and conditions to protect the Government's interest and serves as the contract of carriage. A CBL/BL is the document used as a receipt of goods and documentary evidence of title during transportation. When the Agency uses a CBL/BL, the specific terms and conditions of a GBL are included in the rate tenders/offers under CHAMP and the CBL/BL must make reference to the rate tender/offer number.

By accepting this MOA, the Provider agrees that the specific terms and conditions of a GBL are included in their rate tenders/offers. Specific terms and conditions that apply to GBLs and CBLs/BLs are included in 41 CFR 102-117, the "U.S. Government Freight Transportation Handbook", and 41 CFR 102-118.

To comply with CHAMP provisions, the name and SCAC shown on any GBL and/or CBL/BL for a shipment moved under this MOA will be name and SCAC of the Provider, regardless of the underlying TSP that may actually be performing the transportation related services. In addition, for all shipments moved under this MOA, the Provider must utilize the current [SCAC] MMS rate offers (M rate offers) accepted in TMSS.

Where the Provider does not have GSA approved scope of operation and/or an accepted rate offer on file for a given traffic lane, a one-time-only (OTO) rate quote will be used based upon the requirements defined in the HTOS Section 4.4.

Self-Pack and Load – TSPs selected and managed by the Provider to perform services under this MOA must contain a move in its entirety within their own transport systems or networks of drivers and equipment and facilities to the maximum extent possible. Transferring a shipment to another agent or TSP is prohibited when the originating TSP has equipment, facilities, and personnel to handle the move in its entirety.

4. Services to be Provided

At a minimum, the services identified herein are required to be provided in accordance with this MOA.

Initiation of Service and Authorizations – Household Goods
The BLIO or his/her designee will notify the Provider of employee/owner moves in writing, by telephone, by fax or by entering the request into the Provider web-based system. The minimum information necessary for the Provider to initiate a move is:

- Owner's name;
- Owner's email;
- Owner's phone numbers at work and home;

- Travel Authorization number and obligation amount;
- Accounting information; and
- Any excess valuation requested above the standard valuation

The BLIO or his/her designee will provide the Provider with a telephone number to contact the employee for counseling purposes. The Provider will attempt to contact the owner within **24 hours** after receiving the initial request for MMS. If the Provider is unsuccessful in contacting the owner within **48 hours**, the Provider will advise the BLIO or his/her designee and ask for assistance.

Prior Authorization of Accessorial Services

Under normal conditions, prior authorizations are required before the performance of any accessorial services. All charges must be supported with an approved BLIO or his/her designee written authorization prior to payment.

If, however, accessorial services have been identified on the Travel Authorization and/or the BLIO or his/her designee has provided the Provider with a listing of accessorial services that have been preapproved by the Agency, then the Provider is authorized to order those accessorial services without further approval.

For any accessorial service request not identified on the Travel Authorization and/or identified on a list of pre-approved accessorial services by the Agency, the Provider must obtain approval for those accessorial services in writing from the BLIO or his/her designee. In the event the Provider fails to obtain a written authorization for these accessorial services from the BLIO or his/her designee, the Provider will be held financially responsible for payment of any charges to the TSP or other third party provider.

Owner Counseling

The Provider will contact the owner and provide information, guidance and/or instructions regarding all aspects of the move. Counseling topics include, but are not limited to, the following list:

- Allowances under the FTR and other policies applicable to the Agency;
- On-site or virtual pre-move survey responsibilities;
- Level of service (released shipment valuation) and excess shipment valuation;
- Disassembly and reassembly of household furniture;
- Disconnecting and reconnecting items, such as ice makers;
- Shipment and storage services that are paid by the Government;
- Authorized SIT and extra pick-ups and drop-offs;
- Name and address of the SIT warehouse and SIT delivery out procedures;
- Appliance servicing;
- Professional Books, Materials (papers) and Equipment (PBP&E) documentation and the Agency's applicable approval requirements;

- Packed by owner (PBO) packaging and inspection of contents and repacking;
- Transportation of privately owned vehicles (POVs) and Unaccompanied Air Baggage (UAB) and alternative methods of transporting them; and
- Claims filing procedures and general assistance and guidance.

On-Site Inspections

The BLIO or his/her designee may request on-site service inspections at either the shipment origin or destination point for an additional agreed upon charge determined at time of service and approved by the Agency. Optional origin or destination inspection services must be requested in writing and by calling the Provider at least **24 hours** in advance to allow scheduling.

TSP Selection Criteria

The BLIO or his/her designee may provide a list of TSPs to the Provider that will be used for shipments under this MOA. The BLIO or his/her designee may also delegate responsibility of selecting TSPs to the Provider. TSP rotation requirements may also be provided by the BLIO or his/her designee. Any selected TSP must be currently approved to participate in CHAMP.

TSP Performance Criteria

The BLIO or his/her designee and the Provider will establish TSP performance. Performance criteria may include:

- Professionalism and courtesy of TSP personnel;
- Accuracy and performance of the pre-move survey;
- Containment of the pack, load, delivery and storage by the TSP;
- Overall quality of TSP service and responsiveness to requests;
- Frequency, processing, handling, and settlement of claims and other problems; and
- Move coordination and documentation.

Valuation Charges

The valuation coverage shall be consistent with the terms and conditions defined in CHAMP and any applicable SRO. **The GBL or CBL/BL will reflect Full Value Replacement.** Invoices must not list standard shipment valuation charges.

Requests for excess shipment valuation must be from the owner and be in writing. Excess shipment valuations must be charged based upon the terms and conditions defined in CHAMP and any applicable SRO. The Provider will inform the owner that he/she will be responsible for the excess valuation cost and advise the BLIO or his/her designee of the excess valuation. Any excess valuation must also be shown on the GBL or CBL/BL.

In the event the Provider fails to obtain a written excess valuation request prior to the shipment pick-up from the owner, the Provider will be held financially responsible for payment of any excess valuation charges to the TSP and storage facility.

Preparation of GBLs and CBLs/BLs

The Provider will order the preparation and distribution of GBLs and CBLs/BLs for shipments of HHG, POVs and UAB.

The BLIO or his/her designee may provide the Provider with a GBL number at the initial creation of request. The Provider will maintain accountability of records and physical security of the GBL numbers supplied, and will comply with the terms of the GSA HTOS/XTOS and this agreement. All GBLs and CBLs/BLs must be accounted for.

The Provider will prepare the GBL or CBLs/BLs prior to shipment pick-up and forward the GBL or CBL/BL to the TSP in a timely manner.

Storage-in-Transit (SIT)

Authorized SIT will be identified on the Travel Authorization. The Provider will make arrangements for SIT as cited on the Travel Authorization. When SIT is requested and is not identified on the Travel Authorization, the Provider will request approval in writing from the BLIO or his/her designee.

For domestic shipments, normally the initial SIT period does not exceed 60 calendar days. The initial period may be extended in 30 calendar day increments or in one 90 calendar day increment with the total length of SIT **not to exceed 150 calendar days**. For international shipments, normally the initial SIT period does not exceed 90 calendar days. The initial period may be extended in 30 calendar day increments or in one 90 calendar day increment with the total length of SIT **not to exceed 180 calendar days**. All requests for the extension of SIT beyond that identified on the Travel Authorization must be authorized in writing by the BLIO or his/her designee. The owner will be counseled by the Provider as to the period of authorized SIT and the owner's liability if SIT exceeds what has been authorized by the BLIO or his/her designee.

The Provider will be required to obtain written authorization from the BLIO or his/her designee prior to the placement of a shipment into SIT at origin.

The Provider will notify the owner of the actual location (physical address) for the SIT within **5 calendar days** after delivery into SIT. This notification will be provided in writing and will clearly state the date of the expiration of the authorized SIT. The Provider will counsel the owner of their liability for additional charges, changes of liability coverage from the Provider's to warehouseman's care and the risks to the owner if the authorized SIT expires and the shipment remains in SIT.

The Provider must instruct all owners to submit a written request to their Agency's BLIO or his/her designee for any extension of SIT beyond the initial authorized period. The BLIO or his/her designee

will notify the Provider of additional authorized SIT. If additional SIT is desired by the owner but not approved, the owner will be advised by the Provider of his/her responsibility for storage charges. The Provider will also determine and provide in writing to the owner (with a copy to the BLIO or his/her designee) the condition of the owner's property in SIT at the end of authorized SIT days to protect the Government's and the owner's right to recover for the Provider/TSP-caused losses or damages. The Provider must also provide in writing the new contact (if the contact changes) for the owner to make storage payments and to release the shipment and explain any shipment valuation changes due to the shipment changing from Government storage responsibility to owner storage responsibility.

Extended Storage

If extended storage is authorized on the Travel Authorization, the Provider will coordinate for the extended storage. If the Provider has an acceptable rate offer on file under GSA's XTOS RFO in TMSS, then the coordination will be provided under the terms of the GSA XTOS and the RFO and the accepted rate offers in TMSS will apply. If the Provider does not have an accepted rate offer for the extended storage requirement under the XTOS RFO, then the Provider will work with the BLIO or his/her designee and the employee to convert the shipment to non-extended storage to protect the interest of the Government and owner. Authorized non-temporary/extended storage will be paid for by the Government in accordance and as identified on the Travel Authorization.

Service Performance Auditing

The Provider must conduct an independent service performance line item audit of all transportation billings. The Provider must document and certify, by line item, whether billed services (including any services specifically requested by the owner) were necessary, were properly authorized and were actually performed. The Provider may develop a form for this purpose and, if requested, have it preapproved by the BLIO or his/her designee.

This service performance audit is unrelated to a prepayment audit of the actual billing charges. MMS Provider must furnish the service performance audit certification along with the transportation billing to the prepayment auditor for audit of the actual billing charges.

Prepayment Auditing – [Note: this is optional and only listed if it is included in the agency SRO where the TSP's factor the cost into the filed rates]:

The Provider must have all transportation billings and supplemental billings for services performed under this MOA prepayment audited by [Name of Prepayment Auditor] under their 520-10 GSA contract and in accordance with the prepayment audit requirements as identified in 41 CFR 102-118 and the U.S. Government Freight Transportation Handbook. If the Provider intends to utilize any prepayment auditor other than [Name of Prepayment Auditor] under its 520-10 GSA contract, the Provider must notify the Agency Program Manager as identified in the MOA. Provider must receive prior approval before a new prepayment auditor is used under this MOA.

Billing Information

After completion of the service performance audit and prepayment audit, the Provider will submit an invoice to the Agency based on applicable [**SCAC]-M** accepted rate offers or accepted One-Time-Only (OTO) rate offer and receive reimbursement from the Agency. The Provider must retain all shipment billing documentation for a minimum of 6 years from the payment date.

Postpayment Auditing - [Note: this is optional and only listed if it is included in the agency SRO where the TSP's factor the cost into the filed rates]:

For all shipments moved under this MOA, MMS Provider must prepare and submit to the GSA Audits Division all required documentation to satisfy the postpayment audit requirements identified in 41 CFR 102-118 and the U. S. Government Freight Transportation Handbook. Documentation must be submitted either electronically or via Compact Disk (CD). MMS Provider may contact GSA Audits Division with any questions regarding the postpayment audit submission requirements.

Management Reporting

The Provider will, at a minimum, maintain the following HHG reports continuously on the Provider's website:

- Order Summary and Contact Report
- Shipment Summary Report for HHG, POV, UAB, & PBP&E Claims Summary Report
- TSP Utilization Report
- Raw Shipment Data in a downloadable format
- Shipment Billing Report with Charge-backs to Owners
- Shipment Distance and Weight Summary Report
- Business Summary and Socio-Economic Spend.

The Provider will prepare and submit a report to the Agency BLIO or designee on all authorized additional MMS, such as on-site inspections and household goods program cost avoidances revealed during auditing.

At the request of BLIO or his/her designee, the Provider will conduct semi-annual performance reviews with the BLIO or his/her designee.

MMS Provider will initiate electronic GSA Form 3080s for all shipments moved under this MOA using their SCAC. Electronic 3080s must be initiated via TMSS. After electronic initiation, the Provider will ensure all GSA Form 3080s are completed.

5. Further Agreements

Pre-Authorizations

The Provider will obtain pre-authorizations in writing from the BLIO or his/her designee to conduct a telephone or virtual pre-move shipment survey or to perform a shipment pick-up or delivery on a Saturday, Sunday or Holiday. The Provider will notify owners that the Agency normally will not authorize Saturday, Sunday or Holiday pick-ups or deliveries if the Agency will incur additional costs.

Weight Variation

The Provider will ensure that TSPs notify the Provider in the event the actual shipment weight is greater than **115%** of the pre-move survey weight. If it is, prior to billing the Agency, the Provider must notify the BLIO or his/her designee in writing of the actual weight and the pre-move survey weight. This notification must also provide the justification of the difference. In the event the Provider fails to notify the BLIO or his/her designee prior to billing or fails to adequately justify the difference between the actual weight and the pre-move survey weight, the provisions of HTOS 5.4.3 will apply.

Accessibility

The Provider will maintain a web-based system and toll-free telephone number, both available **24 hours a day/7 days a week**, for the Agency and the owners to monitor shipment(s) and request assistance.

Cost Estimates

The Provider will provide to the BLIO or his/her designee cost estimates upon a request via the Provider's electronic mailbox at [email address].

Information

The Provider will ensure the owner is fully informed of the Provider's web-based system to include access to information, points of contact, and toll-free number.

Amendments

All amendments and/or changes to this MOA must be in writing and signed by the Provider and the Agency.

Effective Dates

This MOA is effective from [Month Date, Year] or the date the last party signs this MOA, whichever occurs later, through [Month Date, Year]. This MOA has two (2), one (1) year option periods. The Agency may or may not exercise these options.

Cancellation

Either the Agency or the Provider may cancel this MOA by providing at least a thirty (30) calendar day written notice of the intent to terminate the MOA.

6. Agency and Provider Contact Information

Agency

[BLIO]	[Name]	[Email]	[Phone #]
[Primary Designee]	[Name]	[Email]	[Phone #]
[Program Manager/Secondary Designee]	[Name]	[Email]	[Phone #]

Provider

[POC]	[Name]	[Email]	[Phone #]
[POC]	[Name]	[Email]	[Phone #]

Shipment Booking Information
Phone: [phone number]
Fax: [fax number]
Email: [email address]

7. Signatures

[Agency]
[Name]
[Title]

_____

Signature

_____

Date

[MMS Provider]
[Name]
[Title]

_____

Signature

_____

Date

Storage-in-Transit (SIT) Maximum Time Periods under GSA's Centralized Household Goods Traffic Management Program (CHAMP)

Section 5.5 of the Household Goods Tender of Service (HTOS) and Item 17 of the Domestic GSA-500A Tariff (GSA500A) both state that the maximum time a household goods (HHG) domestic shipment may remain in SIT is 150 calendar days. The HTOS states that the maximum time an international HHG shipment may remain in SIT is 180 calendar days. These maximum time periods are in accordance with Federal Travel Regulation (FTR) §302-7.9. Per HTOS Section 1, the HTOS is used to publish the performance requirements and processes for domestic and international shipments and storage of HHG for employees of Federal agencies *pursuant to the FTR* or appropriate travel regulation. Accordingly, this notice provides an important update to the FTR in light of the COVID-19 pandemic.

FTR Bulletin 20-06 issued on April 17, 2020 by GSA's Office of Government-wide Policy informs agencies that certain provisions of the FTR governing official relocation travel are temporarily waived for individuals relocating during the COVID-19 pandemic. The Bulletin grants agencies the authority to pay for temporary storage at Government expense, on a case-by-case basis, beyond the maximum SIT time periods identified in FTR §302-7.9 for relocating employees who experience unforeseen circumstances beyond their control as a result of the COVID-19 pandemic. The waivers authorized in the FTR Bulletin are retroactively effective for official relocation travel performed after March 13, 2019 and expire one year from March 13, 2020, unless extended or rescinded by GSA's Office of Govenment-wide Policy.

In an effort to accommodate agencies' ability to exercise the HHG temporary storage FTR waiver set forth in FTR Bulletin 20-06, ERRC is aligning CHAMP to reflect agencies' ability to pay for additional days of SIT beyond the 150/180 day maximums identified in the FTR, HTOS, and GSA500A. Accordingly CHAMP agencies subject to the FTR may negotiate and pay for additional SIT days from CHAMP transportation service providers (TSP) in excess of 150/180 day HHG SIT maximums in accordance with FTR Bulletin 20-06. If FTR Bulletin 20-06 is extended or rescinded by GSA's Office of Govenment-wide Policy, ERRC will make appropriate updates to this Notice as well. Additional SIT beyond 150/180 days at Government expense is authorized pursuant to FTR Bulletin 20-06 and all other terms and conditions of the HTOS, GSA500A and current Request for Offers (RFO) remain the same.

Shipments already in SIT:

Prior to expiration of the initial authorized period of SIT listed on the Bill of Lading (BL) or Government Bill of Lading (GBL), a request for extension must be made by the employee to the agency official designated to approve such requests. The extension must be approved in writing by the agency official and shall identify the additional days of SIT authorized. A copy of the written authorization from the agency must be provided to the TSP. The TSP shall advise the owner when the storage period will end and determine from the owner whether the shipment, or any portion thereof, will be delivered to the owner's residence or held in storage. A TSP that

chooses to perform additional SIT beyond the 150/180 day period remains liable for the entire period of authorized SIT (including those days in excess of 150/180), to include the shipment's base valuation or increased base valuation. The TSP shall refer to the current RFO for the base valuation for various shipments. Additional days of SIT will be charged to the agency based on applicable SIT rates and charges as identified in TMSS 2.0.

Shipments not yet placed in SIT:

In accordance with FTR Bulletin 20-06, CHAMP agencies subject to the FTR may authorize SIT at Government expense beyond the maximum time periods of 150 or 180 days identified in the HTOS and GSA500A. The BL/GBL will identify the authorized length of SIT. Additional SIT extensions will follow the procedures in HTOS Section 5.5. A TSP that chooses to perform additional SIT beyond the 150/180 day period remains liable for the entire period of authorized SIT (including those days in excess of 150/180), to include the shipment's base valuation or increased base valuation. The TSP shall refer to the current RFO for the base valuation for various shipments. Additional days of SIT will be charged to the agency based on applicable SIT rates and charges as identified in TMSS 2.0.

In accordance with Section 8.1.1 ("Approvals and Authorization for Waiver" in the table) of the HTOS, a TSP must receive written authorization for any waiver of HTOS requirements and/or approvals and extensions for SIT above that originally authorized. Accordingly, when invoicing, the TSP must include a copy of the written authorization from the agency authorizing SIT beyond 150/180 days, and a copy of this Notice issued by the ERRC.

Should a TSP decline to perform extended SIT for a HHG shipment beyond the initial authorized SIT identified on the BL/GBL, the TSP must follow the procedures identified in HTOS 5.5 and/or GSA500A to properly notify the employee of the upcoming expiration of their SIT. The Federal agency, in accordance with HTOS 5.5, will then need to determine whether to fund the extended storage costs at revised warehouse terms or take different action.

Please direct questions to relocation.programs@gsa.gov or the Federal agency point of contact.

General Services Administration Domestic 500A–2019 Tariff

Names rates and charges on shipments of household goods transported under the General Services Administration's (GSA's) Centralized Household Goods Traffic Management Program (CHAMP)

Applicable between points in the United States (including the District of Columbia and Alaska but excluding Hawaii) and between points in the United States (including the District of Columbia and Alaska but excluding Hawaii) and Canada

Issued by:
General Services Administration
Employee Relocation Resource Center
1800 F Street NW
Washington, DC 20405

Issued: August 29, 2019 **Effective: November 1, 2019**
Supplement 1: October 30, 2019 **Effective: January 1, 2020**

Supplements Issued					
Version No.	**Supplement No.**	**Description**	**Issued**	**Effective**	**Page No.**
GSA500A-2019	**1**	**Changed effective date from November 1, 2019 to January 1, 2020**	**10/30/19**	**01/01/20**	**Various**
GSA500A-2018	1	Appendix B – Baseline rates and charges were not changed; however, when not applicable, any trailing digits appearing after a decimal that were shown when a cell was selected and displayed in the "formula bar" at the top of the Excel spreadsheet were deleted	8/28/18	11/1/18	
GSA500A-2016	1	Added “Supplements Issued” table	12/15/16	12/16/16	2
		Definitions – Removed “As used in this HTOS” from definition of “Shipment”			9
		Appendix B – Additional Rates tab – Under “Notes” for Item No. 28 removed “Per CWT” and replaced with “Per Occurrence”			

Revisions Made in New Issuances of the GSA500A					
Version No.	**Item No.**	**Description**	**Issued**	**Effective**	**Page No.**
GSA500A-2018			8/23/18	11/1/18	
	46	Clarification and HTOS reference added			40
	Appendix A	Updated examples based on increased baseline rates and charges in Appendix B			69-77
	Appendix B	In accordance with Item 40, increased all baseline rates and charges by 3.149616335% (April to April) **except** for Item 105B (Crating), Item 105E (Unpack Reg Crate) and 105D (Debris Removal)			78
GSA500A-2017			9/27/17	01/01/18	
	20	Paragraph 2 removed			30
	33	Majority of Paragraph 2 removed and HTOS reference added for application of shuttle service			35
	Section 2	Application of Transportation Charges - clarification added to 4) and Notes 1 and 3 for shipments moving from or to Alaska and intra-state Alaska			43-44
	125	HTOS reference added for application of shuttle service			53
	227	Clarification added for shipments moving from or to Alaska and intra-state Alaska			65-66
	228	Note 1 removed			66

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Acronyms and Abbreviations

BL	Bill of Lading
BLH	Base Linehaul Charge
BLIO	Bill of Lading Issuing Officer
CHAMP	Centralized Household Goods Traffic Management Program
Cu. Ft.	Cubic Feet
CWT	Hundredweight
DLF	Destination Linehaul Factor
DOE	U.S. Department of Energy
DSC	Destination Service Charge
ERRC	Employee Relocation Resource Center
FTR	Federal Travel Regulation
GBL	Government Bill of Lading
GPA	General Price Adjustment
GSA	General Services Administration
GSA500A	General Services Administration Domestic 500A Tariff
HHG	Household Goods
HTOS	Household Goods Tender of Service
LDF	Linehaul Discount Factor
LH	Linehaul Charges
MMS	Move Management Services
MOA	Memorandum of Agreement
NADA	National Automobile Dealers Association
OLF	Origin Linehaul Factor
OSC	Origin Service Charge
PBP&E	Professional Books, Papers & Equipment
POD	Point Of Debarkation
POE	Point Of Embarkation
POV	Privately Owned Vehicles
RFO	Request For Offers

SDF	Storage-in-Transit Discount Factor
SIT	Storage-in-Transit
Tariff	GSA500A Tariff
TSP	Transportation Service Provider
UAB	Unaccompanied Air Baggage
U.S.	United States
USPS	United States Postal Service

Definitions

A

Advanced Charges (Third Party Charges) – A charge advanced by the TSP for services of others (companies not owned by the TSP or its Agent or their personnel, drivers or crew) engaged at the request of the Bill of Lading Issuing Officer, or required by Federal, State or local law.

Agency – The party responsible for the payment of the Bill of Lading, usually the employer of the Owner. Any reference in this Tariff made to "Agency" will be understood to mean Federal shipping agency, Federal ordering agency, Federal civilian agency or Federal agency.

Agent – A business firm, corporation, or individual acting for or on behalf of a TSP. A bona fide agent of a personal property TSP, as distinguished from a broker, is a person who, or business enterprise which, represents and acts for a TSP and performs its duties under the direction of the TSP pursuant to a pre-existing agreement with the TSP providing for a continuing relationship between the two.

Article – See Item.

B

Base Linehaul Charge (BLH) – The charge element for the transportation of a shipment is based on the total weight of the shipment from origin address as identified on the Bill of Lading to the destination address as identified on the Bill of Lading, through any stops along the way (refer to Item 28).

Bill of Lading (BL) – An accountable shipping document used for the acquisition of authorized transportation and related services from commercial TSPs for the movement of HHG shipments under this Tariff. (Refer to Federal Management Regulation (FMR) Part 117 (41 CFR Part 102-117) for GBL terms and conditions for all Government shipments moving under this Tariff.)

Bill of Lading Issuing Officer (BLIO) – The individual or his/her designated representative within the shipping or receiving Agency responsible for household goods traffic management functions.

Bonded Warehouse – A storage facility authorized by the Customs authority where imported goods are stored prior to customs duties and taxes being paid.

C

Calendar Days – Consecutive days of the week, Sunday through Saturday, without regard to Federal, state, and overseas, locally observed holidays.

Certified Scale – Means any scale inspected and certified by an authorized scale inspection and licensing authority, and designed for weighing motor vehicles, including trailers or semi-trailers not attached to a tractor, or designed as a platform or warehouse type scale.

Code C: Domestic Household Goods – Movement of Household Goods in a Container from origin residence to destination residence. When specifically requested by the Agency, the movement of a domestic household goods shipment in a Container (supplied by the TSP) from origin to destination. Use of commercial best practice containers is authorized. Shipments must always be containerized, will never be Owner packed and cannot be left unsecured or outdoors. Containerization must be completed at the Owner's residence unless the BLIO authorizes, in writing, containerization at TSP/Agent warehouse. **As with all shipments moved under CHAMP and this Tariff, responsibility for the shipment remains with the TSP to whom the Bill of Lading was issued.**

Code D: Domestic Household Goods – Movement of Household Goods in a Motor Van or Container from origin residence to destination residence. The actual mode of service is at the discretion of the TSP. TSPs must advise the BLIO of their intent to containerize a shipment. When the TSP elects to containerize the shipment at their discretion, it will be at no additional cost to the Agency. **As with all shipments moved under CHAMP and this Tariff, responsibility for the shipment remains with the TSP to whom the Bill of Lading was issued.**

Cube – A measure of the volume of an item.

D

Designated Representative – A person(s) authorized by the Owner to act on his/her behalf or a person(s) authorized by the BLIO to act on his/her behalf.

Destination Linehaul Factor (DLF) – An additional linehaul component that accounts for varying transportation costs associated with each destination Service Area as based on the destination address as identified on the Bill of Lading.

Destination Service Charge (DSC) – Includes elevator service, stair and excess distance carries, and the additional transportation charge (ATC). Applies on a hundredweight basis for each destination Service Area based on the destination address as identified on the Bill of Lading to compensate the TSP for handling and servicing the shipment at each location.

Domestic Transportation – The movement of a relocated Government employee's HHG between points in the United States (U.S.) (including the District of Columbia and Alaska but excluding Hawaii) and between points in the U.S. (including the District of Columbia and Alaska but excluding Hawaii) and points in Canada.

E

Extended Storage – Service for long-term storage, other than storage-in-transit, of personal property at the Owner's or Government's expense. Also known as permanent storage or non-temporary storage.

G

General Services Administration (GSA) – The Agency responsible for the administration of this Tariff and the Centralized Household Goods Traffic Management Program (CHAMP).

H

Household Goods (HHG) – The personal effects of Government employees and their dependants (Refer to Item 100).

Household Goods Tender of Service (HTOS) – The HTOS is the document governing the requirements of the GSA's CHAMP.

Hundredweight (cwt) – A pricing unit used in transportation equal to 100 pounds.

I

In Bond – Goods on which a duty is due are "in bond" when placed in the custody of a government or bonded warehouse or are moving by a bonded carrier. Bonding guarantees that the duty will be paid.

Item (Or Article) – The terms "item" and "article" used in this Tariff shall be interchangeable. Each shipping piece or package and the contents thereof shall constitute one item. Any item taken apart or knocked down for handling or loading shall constitute one item.

L

Linehaul Charges (LH) – The charges associated with the loading, transporting, and unloading of a shipment.

Linehaul/Transportation Discount Factor (LDF) – The inverse of the percentage filed by the TSP for linehaul/transportation used to calculate linehaul associated charges (1.00 – filed % = LDF).

O

Origin Linehaul Factor (OLF) – An additional linehaul component that accounts for varying transportation costs associated with each origin Service Area as based on the origin address identified on the Bill of Lading.

Origin Service Charge (OSC) – Includes elevator service, stair and excess distance carries, and the additional transportation charge (ATC). Applies on a hundredweight basis for each Origin Service Area as based on the origin address as identified on the Bill of Lading to compensate the TSP for handling and servicing the shipment at each location.

Owner – Shall include the person whose property is being shipped and whose name the property is stored under, the person who is entitled to a shipment at Agency expense, even if that person does not have formal legal title to all of the goods that are shipped, the Owner's designated representative, or, in the case of a deceased Owner, the survivors or estate of the Owner.

P

Port of Embarkation/Debarkation (POE/POD) – Includes dock, wharf, pier, berth at which cargo is loaded aboard ship or is discharged from ship, including the TSP's port terminal facility or warehouse serving the port.

Privately Owned Vehicles (POV) – Any motor vehicle owned by, or on a long-term lease (twelve (12) or more months) to, an employee or that employee's dependent for the primary purpose of providing personal transportation. (Refer to the Federal Travel Regulation (FTR) (41 CFR Part 302) for complete details.)

S

Shipment – A single load of household goods, Unaccompanied Air Baggage or a Privately Owned Vehicle consigned to a TSP for movement from origin to destination on a single set of shipment documents.

Shorthaul Factor (SH) – An additional linehaul component for shipments moving 800 miles or less (via all modes combined).

Storage-in-Transit (SIT) – Temporary storage of a HHG shipment placed in a warehouse facility, other than extended storage, incidental to final delivery.

SIT Discount Factor (SDF) – The inverse of the percentage filed by the TSP for SIT used to calculate SIT associated charges (1.00 – filed % = SDF).

T

Transportation Service Provider (TSP) – This term refers to a household goods carrier or forwarder and means a firm engaged in the transportation, for compensation or hire, of household goods by means of motor vehicles being used in the transportation. TSPs possess the appropriate Federal and State operating authorities for the routes they serve. This term includes all of the TSP's agents and carriers it employs to perform the required services. TSPs must be approved in CHAMP.

U

Unaccompanied Air Baggage (UAB) – The necessary personal items that are taken to an Owner's new duty station before his/her shipment of household goods arrives. The determination of items considered as UAB is at the discretion of each Agency. Where gross weight of a UAB shipment exceeds its volume weight, the TSP must charge for gross weight.

W

Waterhaul (WH) – An additional weight based transportation component that takes into account the varying transportation costs associated with shipments to/from Alaska via motor-water-motor mode (does not apply to Intra-State Alaska).

Introduction

The General Services Administration's Domestic 500A (GSA500A) Tariff (Tariff) serves as the principal domestic Tariff that governs the transportation of household goods (HHG), personal effects, property and other similarly defined articles between points in the United States (U.S.) (including the District of Columbia and Alaska but excluding Hawaii) and between points in the U.S. (including District of Columbia and Alaska but excluding Hawaii) and points in Canada for the account of the U.S. Government – GSA – in accordance with the terms and conditions of GSA's Centralized Household Goods Traffic Management Program (CHAMP). This Tariff is published and maintained by GSA. It contains two components: 1) the Tariff rules, regulations and governing provisions as published in this electronic document, and 2) a Microsoft Excel Workbook shown in the Baseline Rate Tariff Files (Appendix B), listing the applicable baseline rates and charges applicable for transportation and accessorial (additional) services. References to this Tariff include both components.

GSA does not endorse any third party software or products that utilize information or data found in either this Tariff and/or Appendix B to compute shipment costs. GSA is not responsible for any discrepancies between such third party software or products and those contained in this Tariff and/or Appendix B. Only the rates, charges and provisions provided by GSA will be the final authority for payment.

Distance-based rates and charges between points in the U.S. are determined by PC*Miler issued by ALK Technologies, Inc. based on the applicable **5-digit postal zip codes** obtained from the National 5-Digit Zip Code and Post Office Directory issued by the United States Postal Service (USPS). However, for shipments with an origin and/or destination within Canada, mileage distances will be determined by Rand McNally mileage, in lieu of ALK Technologies, Inc.

To simplify the application of charges, this Tariff incorporates many of the commonly applied individual Additional Services charges into a single Origin/Destination Service Charge that applies in addition to the transportation charges. The Service Areas and their associated Services Cost Schedules and other non-mileage based rates and charges for services performed at points in the U.S. are determined based on the applicable **3-digit postal zip code** issued by the USPS. Services performed at points in Canada are based on a single cost schedule for all points in Canada.

The shipment charges are based on the shipment weight, the distance the shipment is transported and the additional services provided at each location. To determine the distance, first, use the 5-digit postal zip code applicable at the points of origin and destination to determine the mileage between the two points. Second, use the 3-digit postal zip code to determine the appropriate origin and destination Service Areas and their associated Services Cost Schedules to determine the rates and charges applicable for additional services performed at each location.

Transportation Charges
(Refer to Section 2 for Application of Transportation Charges)

The transportation charges in this Tariff include one shipment loading at the point of origin, vehicle transportation to the point of destination and shipment unloading at destination. Transportation charges do not include the additional services listed in Section 1 and 2 of this Tariff.

Transportation charges named apply for the transportation of HHGs:

1. Between points in the U.S. (including the District of Columbia and Alaska but excluding Hawaii); and
2. Between points in the U.S. (including District of Columbia and Alaska but excluding Hawaii) and points in Canada.

Unless otherwise specifically provided in this Tariff, all rules, rates and charges in effect on the date the shipment is picked up shall apply. In addition, any transportation and storage discounts that apply are based on the date the shipment is picked up, unless otherwise specifically provided in this Tariff.

Additional Services
(Refer to Section 2 for Application of Additional Services)

Additional Services rates and charges apply for services that are requested by the Bill of Lading Issuing Officer (BLIO) as necessary to complete the shipment. Appendix B of this Tariff names the applicable Additional Services rates and charges.

Limitation of Action

All claims and actions at law by the issuing Transportation Service Provider for recovery of its charges on shipments subject to the provisions of this Tariff will be filed in accordance with 49 U.S.C. Sec. 14705.

Section 1: Rules and Regulations

Item 1
Application of Tariff

1. This Tariff applies for the transportation of household goods (HHG) shipments between all points in the United States (U.S.) (including the District of Columbia and Alaska but excluding Hawaii) and between points in the U.S. (including District of Columbia and Alaska but excluding Hawaii) and points in Canada transported under the General Services Administration's (GSA's) Centralized Household Goods Traffic Management Program (CHAMP). **This Tariff has no application for shipments that are not transported under GSA's CHAMP program.**

This Tariff is published and made available to all users. It contains two components: 1) the Tariff rules, regulations and governing provisions as published in this electronic document, and 2) a Microsoft Excel Workbook shown in the Baseline Rate Tariff Files, Appendix B (Appendix B), listing the applicable baseline rates and charges applicable for transportation and accessorial (additional) services. References to this Tariff include both components.

2. In submitting a rate offer(s), the Transportation Service Provider (TSP) represents to the Federal Government that services shall be performed in accordance with the rules and regulations of this Tariff, the applicable GSA Household Goods Tender of Service (HTOS) and applicable GSA Request for Offers (RFO), each as amended or superseded. By submitting a rate offer, the TSP also affirms that it possesses the required Operating Authority to transport HHG shipments from, to or between places set forth in the TSPs individual rate offer(s). The GSA's Employee Relocation Resource Center (ERRC) reserves the right to place a TSP in temporary non-use, revoke any TSP's participation in CHAMP, to include all or some accepted rate offers, or terminate a TSP's performance if found to have filed a rate offer(s) in a location in which they do not possess the appropriate authority.

Item 2
Available for Future Use

Item 3
Prior Rates

For rates in effect prior to the effective date of the implementation of this Tariff, please refer to the GSA Government Rate Tender Number GSA01, supplements and reissues thereto. Items not brought forward, revised or renumbered are hereby cancelled and designated as *Available for Future Use*.

Item 4
Weighing and Weights

1. TSPs transporting shipments shall determine the weight of each shipment transported prior to the assessment of any charges depending on the shipment weight. Except as otherwise provided in this Item, the weight shall be obtained on a scale meeting the definition of a certified scale as provided in 49 CFR 375.103.

2. Weighing Procedure

a. Except as otherwise provided in this Item, the weight of each shipment shall be obtained by determining the net weight – the difference between the tare weight of the vehicle on which the shipment is to be loaded prior to the loading and the gross weight of this same vehicle after the shipment is loaded; or, the difference between the gross weight of the vehicle with the shipment loaded and the tare weight of the same vehicle after the shipment is unloaded.

b. At the time of both weighings the vehicle shall have installed or loaded all pads, dollies, hand trucks, ramps and other equipment required in the transportation of such shipments. Neither the driver nor any other persons shall be on the vehicle at the time of either weighing unless the scale facility where the weighing occurs requires that the driver remain on the vehicle. In those instances, the driver must remain on the vehicle during all weighings of the shipment.

c. The fuel tanks on the vehicle shall be full at the time of each weighing or, in the alternative, no fuel may be added between the two weighings when the tare weighing is the first weighing performed.

d. The trailer of a tractor-trailer vehicle combination may be detached from the tractor and the trailer weighed separately at each weighing providing the length of the scale platform is adequate to accommodate and support the entire trailer at one time.

e. Containerized shipments or shipments weighing 1,000 pounds or less, may be weighed on a certified platform or warehouse scale prior to loading for transportation or subsequent to unloading. The net weight of shipments transported in containers shall be the difference between the tare weight of the container, including all pads, blocking and bracing used or to be used in the transportation of the shipment and the gross weight of the container with the shipments loaded therein (49 CFR 375.509(d)).

f. The Owner (or his/her designated representative) or the Bill of Lading Issuing Officer (BLIO) (or his/her designated representative) shall have the right to observe all weighings of the shipment. If requested by the Owner or the BLIO, the TSP must advise said party of the time and specific location where each weighing will be performed and must give that party a reasonable opportunity to be present to observe the weighing or reweighing. Waiver of the opportunity to observe any weighing or reweighing does not affect any right of the Owner or the Agency under applicable regulations or otherwise.

g. TSPs may substitute manufacturer's weight for automobiles, trucks, vans, motorcycles, campers and boats in lieu of obtaining separate weight tickets on these articles whenever such articles are included within a shipment. Manufacturer's weight will be obtained from either the Branham Automobile Reference Book, the National Automobile Dealers Association (N.A.D.A.) Official Used Car Guide (the "Guide"), or from other appropriate reference sources of manufacturer's weight or the Owner may provide the TSP with copies of manufacturer's documents evidencing the weight of the article included in the shipment, unless otherwise weighed as part of the gross weight of the shipment.

h. Professional Books, Papers and Equipment (PBP&E) shall be weighed separately on a platform or other type scales. Where an adequate scale is unavailable, a constructive weight of 7 pounds per cubic foot will apply for approved PBP&E.

3. Weight Tickets

a. TSP shall obtain a separate weight ticket for each weighing required under this Item except when both weighings are performed on the same scale, one weight ticket may be used to record both weighings. Every weight ticket must be signed by the weigh master performing the weighing and must contain the following information:

1) The complete name and location of the scale;
2) The date each shipment was weighed;
3) Identification of the weight entries (tare, gross, and/or net weights);
4) Company or TSP identification of the vehicle;
5) Owner's last name as it appears on the Bill of Lading; and
6) The TSP's shipment registration or Bill of Lading number.

b. The original weight ticket or tickets relating to the determination of the weight of a shipment must be retained by the TSP as part of the file on the shipment. All invoices presented to collect any shipment charges dependent on the weight transported must be accompanied by true copies of all weight tickets obtained in the determination of the shipment weight. This also applies to weight tickets to support reweighs as identified in Paragraph 4 of this Item.

4. Reweighing of Shipments

a. TSPs, upon request of the Owner or the BLIO, must accomplish requested reweighs prior to the actual commencement of unloading the shipment for delivery or into storage. TSP must inform the Owner and BLIO of the reweigh and allow either party the opportunity to witness the reweigh. Waiver of the opportunity to observe any weighing or reweighing does not affect any right of the Owner or Agency under these regulations or otherwise. Reweighing of the shipment shall be performed on a scale different from the one on which the original weighing occurred.

b. When the initial weighing of a shipment results in a weight which exceeds 18,000 pounds, the TSP MUST reweigh the shipment prior to the actual commencement of unloading the shipment for delivery to residence or into storage. If a reweigh is not performed, the TSP MAY NOT invoice for more than 18,000 pounds.

c. When a shipment is reweighed in accordance with Paragraph 4.a. or b. of this Item, the lower of the two net scale weights shall be used for determining the applicable charges and copies of both sets of weight tickets must be submitted to the Agency responsible for the payment of the charges prior to invoicing for charges.

d. The TSP may bill the Agency for the cost of the reweigh scale charge but no reweigh service charge will apply.

Item 5
Expedited Service, Exclusive Use of Vehicle or Space Reservation for a Portion of Vehicle

When the BLIO or Agency orders a specific vehicle service, i.e., Expedited Service, Exclusive Use of Vehicle or Space Reservation for a Portion of Vehicle, the TSP will provide the service in accordance with the provisions below:

1. **Expedited Service:**

a. Expedited Service as used herein means tendering delivery of a shipment of less than 5,000 pounds on or before a specified date.

b. Expedited Service is subject to the availability of equipment for a particular service desired. An Agency may obtain expedited service on a shipment of less than 5,000 pounds and transportation charges shall be computed on the basis of 5,000 pounds and Tariff rates applicable to 5,000 pounds. The TSP shall not be required to provide Exclusive Use of Vehicle under this Paragraph. For exclusive use of vehicle, refer to Paragraph 2 of this Item.

Bill of Lading to be marked or stamped:

( ) EXPEDITED SERVICE ORDERED BY AGENCY
DELIVER ON OR BEFORE _____

c. Except in case of the fault of the Owner, BLIO or Agency, in the event the shipment is not tendered for delivery on or before the delivery date, this Item shall not apply. In such case, the charges for the shipment shall be subject to all other applicable rules and provisions of this Tariff.

2. **Exclusive Use of a Vehicle:**

a. Subject to the availability of equipment, the BLIO or Agency may order Exclusive Use of a Vehicle of specific cubic capacity, for transportation of a shipment. Transportation charges shall be based on actual weight subject to minimum charges as

follows:

1) If the capacity of vehicle ordered is 1,400 cu.ft. or less, the minimum charge shall be based on 9,800 pounds.

2) If the capacity of vehicle ordered is in excess of 1,400 cu. ft., the minimum charge shall be based on 7 pounds per cubic foot of total vehicle space ordered.

b. If at time of loading such shipment, the TSP does not have available a vehicle of capacity ordered, the TSP may substitute a vehicle or vehicles of an equivalent or greater capacity. Transportation charges and minimum therefore shall be the same as would apply had the TSP furnished a vehicle of the capacity ordered.

Bill of Lading to be marked or stamped:

( ) EXCLUSIVE USE OF A _____ CU.FT. VEHICLE ORDERED

3. **Space Reservation for Portion of Vehicle:**

Subject to availability of equipment, the BLIO or Agency may reserve a portion of the capacity of a vehicle by ordering a specific quantity of space and accepting transportation charges based on the actual weight of the shipment subject to the minimum weights as follows:

300 cu.ft. or less	2,100 Pounds
More than 300 cu. ft.	700 Pounds per each 100 cu. ft. or fraction thereof ordered

Bill of Lading to be marked or stamped:

( ) SPACE RESERVATON _____ CU.FT. ORDERED

Item 6
Consolidation of Shipments

The term “shipment” means property tendered by one Agency, and accepted by the TSP for loading the same day or consecutive days, at one place or origin (except as otherwise provided in Item 28), for one Owner, at one destination (except as otherwise provided in Item 28), and covered by one Bill of Lading. The name of only one Agency and one Owner shall appear on the Bill of Lading, but the Bill of Lading may also specify the name of a party (or more than one party when Item 28 is applicable) to notify of the arrival of the shipment at destination(s). (Refer to Item 17 for computation of charges on a portion of a shipment stored in transit.)

Item 7
GSA Approved Transportation Service Providers (TSPs)

TSPs participating in this Tariff must be approved to participate in GSA's CHAMP. Refer to Approval Requirements for additional information.

Items 8 – 11
Available for Future Use

Item 12
Cancellation of Tariff Pages, Items or Portions Thereof

Normally, this Tariff will be updated and revised on an annual basis by the reissue of the publication. If it becomes necessary in the opinion of GSA to issue interim updates or revisions, the updates and revisions will be accomplished by issuing a Supplement(s) to the Tariff. The provisions of any Supplement(s) issued, which amend or cancel portions of the Tariff, will be incorporated into the next subsequent annual reissue of the Tariff.

Item 13
Available for Future Use

Item 14
Inspection of Articles

1. When the TSP or its agent believes it necessary that the contents of packages be inspected, they shall make such inspection, cause it to be made, or require other sufficient evidence to determine the condition and contents of the property.

2. TSP will not accept the following:

a. Property which by its inherent nature is liable to impregnate, contaminate or otherwise cause damage to other property or equipment.

b. Articles which cannot be taken from or delivered to the premises without damage to the articles or the premises.

Item 15
Available for Future Use

Item 16
Fuel Policy

1. Except as specified below, the amount of the Fuel Surcharge to apply will be calculated (as provided herein) based on the distance between the origin address as identified on the Bill of Lading and the destination address as identified on the Bill of Lading, and if applicable, the distance between the Storage-in-Transit (SIT) facility and the shipment origin as identified on the Bill of Lading (when SIT is performed at origin) or the distance between the SIT facility and the shipment destination address as identified on the Bill of Lading (when SIT is performed at destination) as determined by using the governing distance guide(s) identified in Item 18.

a. The provisions of this Item shall apply on any applicable transportation segment transported by truck between points in the U.S. (including the District of Columbia and Alaska but excluding Hawaii) and between points in the U.S. (including the District of Columbia and Alaska but excluding Hawaii) and Canada (excluding mileage traversed through Canada on shipments traveling between Alaska and the Lower 48 states via all-motor service) (refer to NOTE 1).

b. The amount of the Fuel Surcharge will be based on the mileage specified by ALK Technologies, Inc. However, for shipments originating from or destined to points in Canada, the amount of the Fuel Surcharge will be based on the mileage specified by Rand McNally (refer to Item 18).

c. For shipments originating in or destined to other international points, the amount of the Fuel Surcharge will be calculated as provided in Paragraph 1 of this Item based on the distance between the port of embarkation or debarkation and the origin or destination of the shipment within the U.S.

2. The “national U.S. average” price per gallon of diesel fuel will be determined based on the price stated by the U. S. Department of Energy (DOE), U. S. Energy Information Administration’s (EIA’s) survey of “Retail On-Highway Diesel Prices on the first Monday of each calendar month.” This price will be obtained by calling the DOE Fuel Hot Line at 202-586-6966 or via the DOE website at:

http://www.eia.gov/petroleum/gasdiesel/

3. If the first Monday of the calendar month is a Federal holiday, the price will be determined based on the stated DOE price that is available on the next subsequent business day.

4. The applicable Fuel Surcharge will be subject to the adjustment each month as provided in Paragraphs 2 and 3 of this Item and the applicable diesel fuel price obtained from the DOE will apply on the fifteenth (15th) day of the same month. The Fuel Surcharge will apply for shipments loaded beginning on the 15th day of the month and

remain in effect through the 14th day of the following month.

For example, if the reported price of self-service diesel fuel determined on Monday, June 4th is $3.499 per gallon, the Fuel Surcharge based on that price would apply for shipments loaded as of June 15th through July 14th. Then, if the reported price of diesel fuel on Monday, July 2nd increased to $3.699 per gallon, the Fuel Surcharge based on the new amount would apply for shipments loaded as of July 15th through August 14th.

5. The amount of the Fuel Surcharge to apply will be calculated based on the per gallon price of diesel fuel, determined as provided herein, that **exceeds $2.999 per gallon** multiplied by the billable distance (miles) and factored by the miles-per-gallon amount under the following formula:

Total Billable Miles DIVIDED by 5.0 Miles-Per-Gallon MULTIPLIED BY An amount equal to the DOE National U.S. Average Diesel Fuel Price LESS $2.999 EQUALS the amount of the Fuel Surcharge to apply.

Example:

Miles: 750	750/5 = 150 gallons
DOE Fuel: $4.595	$4.595 – 2.999 = 1.59
Fuel Surcharge:	150 x $1.59 = $238.50

6. To eliminate rounding issues, calculations will be truncated at 2 decimals for the gallons consumed, the difference in the cost of fuel, and the calculation of the charge. No rounding up or down will take place in determining the calculation.

Examples:

Gallons Consumed

1194 miles	1194/5 = 238.80	238.80 will be used

Fuel Cost

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

Calculation

	$1.71 X 238.80 = $408.348	$408.34 will be used

7. Notwithstanding any other provisions of this Tariff, the Fuel Surcharge as identified in this Item WILL APPLY on SIT shipments when such shipments are delivered to or removed from the SIT location during the period that a Fuel Surcharge was in effect. At the time of billing, the TSP must provide documentation of the distance between the SIT facility and the shipment origin as identified on the Bill of Lading (for SIT at origin) or the distance between the SIT facility and the shipment destination as identified on

the Bill of Lading (for SIT at destination), using the billable mileage as identified in the appropriate distance/mileage guide as identified in Item 18. The TSP must also provide documentation identifying the date of the pickup to SIT or the date of the delivery out of SIT.

NOTE 1: Shipments to/from Alaska are only authorized a Fuel Surcharge for the portion driven in Alaska if they are picked up/delivered over 50 miles from the named Alaskan points. Shipments from/to Fairbanks, Alaska are not authorized additional transportation charges between Anchorage, Alaska and Fairbanks, Alaska and TSPs are not authorized a Fuel Surcharge when the shipment is picked up/delivered 50 miles or less from Fairbanks, Alaska. For these shipments, the waterhaul charge includes transportation between Tacoma, Washington and Fairbanks, Alaska. Shipments that are picked up/delivered over 50 miles from the nearest named Alaskan point are authorized a Fuel Surcharge if applicable.

NOTE 2: If a Privately Owned Vehicle (POV) is transported on the same truck with the household goods, the TSP will not be entitled to charge a separate Fuel Surcharge for the POV. If the POV is not going to be transported with the household goods, then prior to the commencement of loading, the TSP must notify the Agency responsible for payment of the charges that a separate Fuel Surcharge may be required and written approval from the Agency must be obtained. If the POV is transported via a car hauler and the car hauler charges a Fuel Surcharge, that Fuel Surcharge can be passed through to the Agency as a separate line item. The TSP must provide a copy of the original bill to the Agency for reimbursement. If the POV is transported via a separate household goods truck/trailer, the TSP may calculate a Fuel Surcharge using the standard procedures identified in this Item.

NOTE 3: In the event the shipment is transported from origin to port or port to destination on an ocean line through Bill of Lading, the TSP is not entitled to a Fuel Surcharge in accordance with this Item and can only pass through any fuel surcharge amount that may be generated from the ocean line. The TSP must provide a copy of the original bill to the Agency for reimbursement.

Item 17
Storage-in-Transit (SIT)

1. Storage-In-Transit (SIT) of property covered by this Tariff is the holding of the shipment or portion thereof in the facilities or warehouse used for storage by the TSP or its agent pending further transportation and will be effected only at specific request of the BLIO and as shown on the Bill of Lading or under the conditions specified in Paragraph 15 of this Item. The facilities or warehouses used by the TSP or its agent for SIT shall be commercial facilities or warehouses used by the TSP or its agent in the normal course of business for receipt and storage of household goods awaiting further transportation. Unless approved by the BLIO in writing, the use of trailers, vans, public warehouses and self-storage units is prohibited.

2. The TSP must provide SIT at destination unless SIT at origin is specified on the Bill of Lading or authorized in writing by the BLIO. Shipments shall not be placed in SIT at a location in excess of fifty (50) miles from the destination address as identified on the Bill of Lading (or origin address as identified on the Bill of Lading if SIT at origin is specified on the Bill of Lading or approved in writing by the BLIO) and shall be at the TSPs' or agent's nearest available SIT facility or warehouse to the destination address as identified on the Bill of Lading unless otherwise specified on the Bill of Lading or authorized by the BLIO in writing. Placing a shipment in SIT does not constitute a delivery or completion of service. Delivery of the shipment to the final destination and completion of destination services shall be performed after the goods are removed from SIT as part of the through service.

3. All SIT and related charges shall be based on the **destination address** as identified on the Bill of Lading (or origin address as identified on the Bill of Lading if SIT at origin is specified on the Bill of Lading or approved in writing by the BLIO) without regard to the actual storage location.

4. A shipment or portion thereof may be placed in SIT one or more times for an aggregate period not to exceed 150 days. When not removed from SIT at midnight of the 150th day, liability of the TSP shall terminate after such time, the interstate or intrastate character of the shipment or portion thereof shall cease, the warehouse location shall be considered the destination of the property, the warehouseman shall become the agent for the Owner, the property shall then be subject to the rules, regulations and charges of the warehouseman and the Owner shall be responsible for all future storage charges (refer to Item 17-2).

5. When SIT is at origin (as either specified on the Bill of Lading or with written approval of the BLIO), charges may be billed after SIT is effected as follows:

a. Transportation charges between the origin address as identified on the Bill of Lading and warehouse location where SIT is effected (refer to Item 210).

b. Storage charges due at time of billing.

c. Charges for additional services, third party charges and other lawful charges.

6. When SIT is at other than origin, charges must be billed at the time SIT is effected, as follows:

a. Transportation charges between the origin address as identified on the Bill of Lading and the destination as identified on the Bill of Lading, regardless of where the shipment is actually stored.

b. At the time of billing under this Paragraph, storage charges due the TSP may be billed. Storage charges for subsequent days of storage that property remains in SIT may be billed as they become due.

c. Charges for additional services, third party charges and other lawful charges.

7. Delivery of shipments to residence from SIT at origin, en route or at destination will be made on the date requested, if possible. If the TSP is unable to perform delivery on that date, every effort will be made to deliver as soon as possible subject to the following:

a. If shipment is not removed from storage by the 5th working day (excluding Saturday, Sunday and Holidays) after the requested delivery date(s), storage charges will cease to accrue after such date.

b. If shipment is removed from storage prior to the 5th working day after the requested delivery date(s), storage charges will cease to accrue the day the shipment is removed.

8. The transportation charges to apply on a shipment when only a portion of a shipment is stored in transit en route to destination will be the applicable transportation rate based on the total weight of the entire shipment, for total distance between pickup and delivery as identified by the origin and destination addresses specified on the Bill of Lading, plus additional service charges applicable to each portion of the shipment, as applicable. The total charges for any picked-up and/or delivered portions shall apply from the point of origin to destination address as identified on the Bill of Lading regardless of the storage locations.

9. The transportation charges to apply on a portion of a SIT shipment delivered from storage location to destination will be the applicable transportation rate based on the actual weight of such portion, subject to the minimum weights provided in this Tariff and Paragraph 13.

10. On property consigned to SIT where an overflow of property requires a split shipment delivered to the storage location on different dates, the charges for such property shall be as follows:

a. Transportation charges from initial point of pickup to delivery address as identified on the Bill of Lading based on the combined weight of the property stored in transit and computation of transportation charges will be as provided herein.

b. Storage charges in effect on the date of initial pickup will be assessed separately on each portion of shipment stored in transit, except the 1,000 minimum weight will apply to the combined weight of property stored in transit. Storage will be rated separately for each portion added, subject to the provisions of this Item and Item 185.

c. All subsequent charges will be based on the combined weight of the property stored in transit.

11. When the BLIO provides notice to the TSP that the destination has changed from the original Bill of Lading, such change must be recorded on the Bill of Lading (Correction Notice) and a copy provided to the TSP. When the interstate character of the shipment is terminated at the storage location before expiration of the time limit specified in Paragraph 4 of this Item, transportation and other lawful charges shall apply per Paragraph 5 or 6 of this Item, whichever is applicable.

12. When household goods have been placed into SIT at the TSP's or agent's storage location, both the TSP and the warehouseman must have in their possession records showing the following:

a. An itemized list of the property with the Bill of Lading number noted thereon.

b. The shipment's point of origin and destination.

c. The condition of each article when received at and forwarded from the storage location.

d. The dates when all charges, advances or payments were made or received.

e. Dates property was delivered to and forwarded from the storage location.

13. During the SIT period, the Owner may withdraw a portion of the property. When the selection of items requires un-stacking and/or re-stacking of the shipment or a portion of the shipment, charges for such handling shall be assessed in accordance with Item 120. Charges for transportation furnished, if any, for the portion selected for delivery shall be assessed on same basis as would apply to that portion as an individual shipment. With reference to the portion of the shipment, which remains at the storage location, the BLIO may elect in writing to terminate the SIT service and place the remaining property in storage with the warehouseman in possession, in which event the storage location will be considered the destination of the property. If the Owner elects to have the remaining portion remain in SIT, the following shall be applicable:

a. Storage charges shall continue to apply on the weight of remainder of the property.

b. Charges for transportation furnished, if any, for the delivery of the remainder of the property shall be assessed on the same basis as would apply to that portion as an individual shipment.

14. During the SIT period, the Owner, if approved in writing by the BLIO, may add property to that already in SIT. Charges for such property added shall be as follows:

a. Transportation charges on the addition apply from the initial point of pickup and warehouse location.

b. Storage charges as provided in Item 185 will apply on the addition, subject to a 1,000 pound minimum charge.

c. All subsequent charges including SIT will be based on the total weight of the combined property.

15. If delivery cannot be made at the address specified on the Bill of Lading because of impractical operation as defined in Item 33, or for any reason other than the fault of the TSP, and neither the Owner or BLIO designates another address at which delivery can be made, TSP will place the property in SIT pursuant to the provisions of this Item and the BLIO must be promptly notified accordingly.

16. When property is placed in SIT, the TSPs limitations on liability also apply to the party in possession of the property.

Refer to Item 210 for the Application of SIT Pickup and Delivery Transportation Charges

NOTE 1: When property is placed in SIT in segments on different dates, the transportation rates and additional service charges in effect on the date of the pick-up of the initial shipment will apply to each property segment placed in SIT.

NOTE 2: When property is removed from SIT and extra pick-ups are ordered, the transportation rates and additional service charges in effect on the date of the pick-up of the initial shipment will apply based on the weight of the property removed from SIT or constituting the extra pick-up.

NOTE 3: Each portion of the shipment will be rated at the applicable rate in effect on the date of the pickup of the initial shipment, based on the total weight of the entire shipment.

NOTE 4: Refer to Item 17-2 for provisions governing Notification by TSP When Status of a SIT Shipment Changes.

Item 17-1
Attempted Delivery to Residence from SIT

(17-1A) – Attempted Delivery – 50 Miles or Less

(17-1B) – Attempted Delivery – Over 50 Miles

(17-1C) – Attempted Delivery – 1st Day

(17-1D) – Attempted Delivery – 50 Miles or Less – Overtime

(17-1E) – Attempted Delivery – Over 50 Miles – Alaska

TSP compensation for attempted delivery to residence from SIT when failure to deliver is not the fault of the TSP will be as follows:

1. Round Trip distance from the storage facility to residence and return:

a. If total mileage is 50 miles or less, Item 210, Pickup or Delivery Transportation Charges on SIT Shipments will apply.

b. If total mileage is greater than 50 miles, the transportation rate in the applicable linehaul rate section will apply.

2. **SIT:** A second first day storage charge will apply when the shipment is returned to SIT at the warehouse location and the same SIT control number will apply. Storage

charges will continue to apply at the additional daily rate until shipment is removed or delivered from storage, except as provided in Item 17, Paragraph 7.

3. **Waiting Time:** The provisions of Item 120 WILL APPLY if TSP is required to wait at residence.

NOTE 1: If the shipment remains on the same vehicle until delivered the second first day storage charge as identified in Paragraph 2 of this Item will not apply.

NOTE 2: The provisions of this Item **will not** apply;

a. When the delivery is attempted after 5:00 p.m. or before 8:00 a.m. unless prior approval is received in writing from the BLIO; or

b. When the delivery is attempted between the hours of 8:00 a.m. and 5:00 p.m. but at a time other than that previously requested or agreed to by the Owner; or

c. If delivery is not attempted or Owner is not otherwise contacted, within 90 minutes of the prearranged and agreed to delivery time.

Item 17-2
Notification by TSP When Status of a SIT Shipment Changes

1. The TSP rendering SIT shall, no less than 10 business days prior to the expiration of either the specified period of time during which the goods are to be held in such SIT or the maximum period of time provided in Item 17 for SIT, notify the Owner in writing of:

a. The date of conversion to extended storage.

b. The existence of a 9-month period subsequent to the date of conversion to extended storage during which the Owner may file claims against the TSP for loss and/or damage which occurred to the goods in transit or during the SIT period.

c. The fact that at midnight on the date of conversion the liability of the TSP shall terminate and the property shall be subject to the rules, regulations and charges of the warehouseman.

2. The required notification shall be made by facsimile transmission; email; overnight courier; or certified mail, return receipt requested. TSPs holding goods for SIT for a period of time less than 10 business days shall, no less than 1 business day prior to the expiration of the specified time during which the goods are to be held in such storage, give notification to the Owner of the information specified in Paragraph 1.a., b. and c. of this Item and maintain a record thereof as part of its record of the shipment. Failure or refusal of a TSP to notify the Owner in accordance with the foregoing shall automatically effect a continuance of the TSP liability pursuant to the applicable Tariff provisions with respect to SIT until the end of the day following the date upon which notice is given.

3. When converted to extended storage, it must be done so in the name of the Owner and the Owner must be provided with the contact information of the extended storage location to include the telephone number, mailing address and/or email address. Once converted to extended storage, the Agency may not revive the TSP's liability under the original Bill of Lading or reinstate the original Bill of Lading. If the Agency wishes to continue the funding of the shipment and pay for continued storage and/or for delivery of the shipment, it must enter into a new contract with the warehouseman and/or the delivering entity.

4. For shipments converted to Owner's expense, the TSP will refund any prepayments due to the nonperformance of the service (i.e. Item 105A (Unpacking), 135B, etc…).

5. The provisions of this Item will apply and take precedence over corresponding provisions of Item 17.

Item 18
Governing Publications

This Tariff is governed by the following publications:

Title of Publication	Issuing Agency or Entity
GSA Approved TSPs and their Respective Approved Scopes of Operations	GSA
All GSA Governing Publications (i.e. HTOS, RFO, etc.)	GSA
National 5-Digit Zip Code and Post Office Directory	United States Postal Service (USPS)
ALK Technologies, Inc. – for Distances between Domestic Points (refer to NOTES)	ALK Technologies, Inc.
Rand McNally Mileage Guide – for Distances between Points in the United States and Canada (refer to NOTES)	Rand McNally

The application of this Tariff is governed by the postal zip code of each area or place within the U.S. as assigned by the U.S. Postal Service (USPS) in the National 5-Digit Zip Code and Post Office Directory. The first three (3) digits of the applicable postal zip code define the applicable geographic service areas for rate application purposes and the determination of non-mileage related charges (refer to Appendix B). For Canada,

the Province is used to determine the applicable geographic service areas for determination of non-mileage related charges (refer to Appendix B).

NOTE 1: This Tariff uses mileage distances specified by PC*Miler issued by ALK Technologies, Inc. to rate shipments between points in the U.S. All mileage determinations are based on the applicable 5-digit zip code as obtained from the National 5-Digit Zip Code and Post Office Directory issued by the USPS.

NOTE 2: For shipments with an origin and/or destination within Canada, Rand McNally mileage will be used in lieu of ALK Technologies, Inc.

NOTE 3: If the USPS changes a 3-digit code area of a postal zip code after the effective date of this Tariff, the old 3-digit code area shall continue to apply for shipment rating purposes until a new corresponding 3-digit code area is incorporated into a revised edition or supplement to this Tariff.

NOTE 4: References to specific publications also refers to the subsequent reissues and/or amendment of/to these publications.

Item 19
Available for Future Use

Item 20
Late Payments and Interest Penalties

1. The Agency shall pay TSP applicable Tariff rates and charges due for transportation services rendered 30 days after receipt of a TSP's proper transportation bill (invoice).

2. The interest penalty payment will be computed based on the percentage interest rate determined by the Secretary of the Treasury for interest payments pursuant to the Contract Disputes Act of 1978 (41 U.S.C. § 7109(b)).

3. Interest penalty amounts which remain unpaid at the end of any 30 day period shall be added to the initial applicable transportation bill and, thereafter, additional applicable interest penalties shall apply to an amount equal to the transportation bill plus remaining unpaid penalties.

Item 21
Available for Future Use

Item 22
Hourly Rates

Charges based on time shall be computed by multiplying the hourly rate by the time involved. Unless otherwise provided, fractions of an hour will be disposed of as follows:

1. When the time involved is 15 minutes or less, the charge shall be for one quarter of an hour.

2. When in excess of 15 minutes but not more than 30 minutes, the charge shall be for one half hour.

3. When in excess of 30 minutes but not more than 45 minutes, the charge shall be for three quarters of an hour.

4. When in excess of 45 minutes, the charge shall be for one hour.

Items 23 – 24
Available for Future Use

Item 25
Minimum Charge

Except as otherwise specifically provided for in this Tariff, or as amended, shipments transported under the provisions of this Tariff weighing less than 1,000 pounds shall be accepted only at a weight of 1,000 pounds and applicable rates and charges based on weight shall be subject to a 1,000 pound minimum.

NOTE: All shipments subject to weighing provisions as provided in Item 4.

Item 26
Available for Future Use

Item 27
Warehouse Pickup and Delivery Service

1. When a shipment is delivered to or picked up from a warehouse (including third party warehouse and self-storage/mini-warehouse locations), the charges for transportation include only the unloading or loading at door, platform, or other point convenient or accessible to the vehicle.

2. Refer to Item 225 for application of charges to apply when the TSP enters the warehouse (including third party warehouse and self-storage/mini-warehouse locations) at the BLIO's request, for the purpose of removing items stored from or placing items into the warehouse (including third party warehouse and self-storage/mini-warehouse locations) (refer to Item 17 for application of SIT charges).

Item 28
Stopoffs (Extra Pickups and Extra Deliveries) and Diversions

(28A) – Stopoff - Extra Pickup

(28B) – Stopoff - Extra Delivery

(28C) – Diversion Charges

1. Self-storage/mini-warehouse locations. Extra pickup charges will not apply when the only pickup/delivery is from a self-storage or mini-warehouse.

2. **Stopoffs and Diversions.** This Item contains the provisions that apply when a shipment is diverted or when additional stops are made to perform extra pickups or deliveries.

3. **Stopoffs.** At the request of the BLIO, in writing and/or on the Bill of Lading, extra stops or calls will be made at locations necessary to accomplish the extra pickup or extra delivery of portions of the shipment.

a. Extra stops or calls are additional pickups made after the first pickup or additional deliveries made prior to the final delivery of the shipment. Each such extra stop or call shall constitute an extra pickup or delivery. An extra stopoff fee will apply for each extra pickup or delivery that is performed, in addition to the transportation and additional service charges provided in Paragraph 3. b. and c. of this Item.

b. Transportation charges on shipments with extra pickups or extra deliveries are determined based on the weight of the total shipment, including any additional weight picked-up or delivered at any stopoff(s), and will be rated based on the mileage from the origin address identified on the Bill of Lading to the destination address identified on the Bill of Lading VIA any stopoff point(s).

c. The rates for additional services performed in conjunction with any extra pickup(s) will be based on the additional service rates applicable at the shipment origin address as identified on the Bill of Lading. The rates for additional services performed in conjunction with any extra delivery(s) will be based on the additional service rates applicable at the shipment destination address as identified on the Bill of Lading.

4. **Diversions.** Upon instructions made and confirmed in writing by the BLIO, a

shipment will be diverted subject to the following terms and conditions:

a. The term “diversion” as used herein means either:

1) A change in the destination (while en route) to a destination outside of a 30 mile radius of the original destination address as identified on the Bill of Lading; or

2) A change in the route at the request of the BLIO.

b. When the TSP receives an order for diversion, diligent effort will be made to locate the shipment and effect the change desired, but the TSP is not responsible for failure to effect the change ordered unless such failure is due to error or negligence on the part of the TSP.

c. The transportation charges on shipments diverted to a new destination, while the vehicle is en route to or upon arriving at the original destination as identified on the Bill of Lading will be based on the total transportation charge from the shipment origin as identified on the Bill of Lading to the point where the shipment was diverted, plus the transportation charge from the point where the shipment was diverted to the final destination.

d. On shipments diverted to a warehouse for SIT at a location other than the original destination as identified on the Bill of Lading, the warehouse will be considered the destination point and transportation charges to the warehouse will be assessed under the provisions of Paragraph 4. c. of this Item. Charges for storage and further transportation will apply based on the rates and charges named in this Tariff.

e. These provisions are not applicable if diversion instructions are received prior to the movement of the shipment or if the shipment is in SIT at destination. For delivery out of destination SIT, shipments will be rated according to charges for further transportation in Item 210 and subject to the discounts in effect on the Bill of Lading that brought the shipment into SIT.

Refer to Appendix B for Stopoff and Diversion Charges

Items 29 – 31
Available for Future Use

Item 32
Prohibited and Restricted Articles

1. TSP will not accept for shipment property liable to contaminate or otherwise damage equipment or other property, nor will TSP accept for shipment articles which cannot be taken from the premises without damage to the article or the premises. TSP will not

accept perishable articles including frozen foods, articles requiring refrigeration or perishable plants except as provided in Paragraphs 2, 3 or 4 of this Item.

2. Frozen food will be accepted for transportation provided;

a. The food is contained in a freezer, which at time of loading is at normal deep freeze temperature;

b. The shipment is to be transported not more than 150 miles and/or delivery accomplished within twenty-four hours from time of loading;

c. No storage of shipment is required; and

d. No preliminary or en route servicing by use of dry ice, electricity or other preservative methods is required of the TSP.

3. Perishable plants will be accepted for transportation provided:

a. The shipment is to be transported not more than 150 miles and/or delivery accomplished within twenty-four hours from time of loading;

b. No storage is required; and

c. No preliminary or en route servicing or watering or other preservative methods are required of the TSP.

4. TSP will not be responsible for any perishable article included in a shipment without the TSP's knowledge.

5. TSP WILL NOT ACCEPT for shipment under any circumstances tanks or bottles designed to contain butane or propane, including tanks and containers for gas barbecue grills, torches, tools or appliances. This prohibition also includes tanks or bottles that have been certified as empty.

Item 33
Impractical Operations and Application of Shuttle Service

1. **Impractical Operations.** Nothing in this Tariff shall require the TSP to perform any service at any point or location where, through no fault or neglect of the TSP, the furnishing of such services is impractical because:

a. Conditions of roads, streets, driveways, alleys or approaches thereto would subject operations to unreasonable risk of loss or damage to life or property;

b. Loading or unloading facilities are inadequate;

c. Any force majeure, war, insurrections, riot, civil disturbance, strike, picketing or

other labor disturbance would:

1) Subject operations to unreasonable risk of loss or damage to life or property, or

2) Jeopardize the ability of the TSP to render linehaul or pickup or delivery or any other service from, to or at other points or locations;

d. TSP's hauling contractors, TSP's employees or TSP's agents are precluded, for reasons beyond TSP's control, from entering premises where pickup or delivery is to be made; or

e. Local, state or Federal restrictions, regulation or laws prohibit performance of such services by linehaul equipment.

When service is impractical for reasons stated in this rule and service can be completed through the employment of services of a third party, refer to Item 35.

2. **Application of Shuttle Service.**

a. Refer to Section 5.12.1, Provision of Shuttle Service of GSA's applicable HTOS for the application of shuttle service.

b. Refer to Item 125, when applicable, for details on shuttle service charges which shall be in addition to all other transportation or accessorial charges.

Item 34
Available for Future Use

Item 35
Third Party Charges

(35A) – Third Party Service

(35B) – Service Charge – Florida Keys and Points in Canada

1. This Item applies, unless otherwise specified herein, when prior approval has been provided in writing by the BLIO for the TSP to obtain services of others (companies not owned by the TSP or its Agent or their personnel, drivers or crew) for the completion of the move or as may be required by Federal, State or Local law. These services include, but are not limited to third party service charges, parking permits, agricultural inspections and any other services not otherwise identified in this Tariff but requested and approved in writing by the BLIO as necessary for the completion of the move. All such Third Party Charges must be supported by paid receipts and will apply in addition

to all other applicable Tariff charges provided that prior approval for services has been authorized in writing by the BLIO.

2. Exception: Prior approval is NOT REQUIRED for the payment of toll (bridge and ferry) charges advanced by the TSP for expenses incurred by the TSP as a result of transiting bridges or ferries that are subject to officially assessed Federal, state, county or local use fees (refer to NOTE 1). All such charges must be supported by paid receipts and will apply in addition to all other applicable Tariff charges.

Refer to Appendix B for Service Charges

NOTE 1: Except as otherwise specifically provided herein, tolls are restricted to bridges or ferries that are subject to officially assessed Federal, state, county or local use fees. Third Party Charges will not apply for highway, turnpike or other related service charges. The charges for these costs must be included in a TSP's transportation charge. Shipments, however, transported from or to Plantation Key, FL or Islamorada, FL and points south and west in the Florida Keys and the Canadian points identified in Appendix B, will be subject to a transportation service charge. This charge shall apply in addition to any applicable bridge and ferry charges, based on the weight at which the linehaul transportation charges are computed. Tolls should be based on the weight of the shipment, subject to the applicable minimum weights.

NOTE 2: When only a portion of a shipment is transported over a bridge or ferry, the charge will be based on the weight of such portion, subject to applicable minimum weights.

NOTE 3: When the origin or destination of the shipment, or a portion thereof, is located at a point accessible <u>only</u> by the use of a ferry, the following provisions apply:

a. The actual ferry charges will be billed by the TSP to the Agency as Third Party Charges as provided herein.

b. When TSP's normal linehaul vehicle/equipment cannot be accommodated by the ferry system, shuttle service will be provided, subject to the charges and provisions named in Item 33, Paragraph 2 and Item 125.

c. Waiting time charges as provided in Item 120 will apply commencing with the arrival of the TSP's vehicle/equipment at the ferry point of embarkation, during the vehicle/equipment crossing and terminating when the vehicle/equipment disembarks from the ferry. The allowable free waiting time provisions provided in Item 120 will not apply during the ferry waiting and transportation period described herein.

NOTE 4: Fuel surcharge is not authorized and shall not be billed or paid on Third Party Services.

NOTE 5: Third Party Charges do not apply to servicing washers and other household articles that require bracing/stabilization (and debracing/destabilization) of moveable parts IN or ON such appliances. The cost of this service is considered to be part of the

TSP's transportation charge. Refer to Item 120, Paragraph 6 for an exception to front load washing machines and associated pedestals.

NOTE 6: Crating is not authorized as a Third Party charge (refer to Item 105, Part 3 for exceptions). When crating is accomplished in combination with a Third Party Service (i.e. pool table disassembly), the TSP will be reimbursed for the cost of the crate, not to exceed the authorized cost for same size crate utilizing Item 105. The TSP must provide documentation identifying the crate dimension and separate costing for the crate. TSPs will only be paid according to the charges in Item 105. Crating DOES NOT APPLY to flat screen televisions with screen sizes 60 diagonal inches and below (refer to Item 105).

Items 36 – 39
Available for Future Use

Item 40
Annual General Price Adjustment

1. This Item provides for the mechanism by which GSA may choose to apply a General Price Adjustment (GPA) to the rates and charges contained in this Tariff.

2. Unless otherwise provided, effective November 1st of each calendar year, the rates and charges in this Tariff shall, upon taking other factors into consideration, as appropriate, be subject to a GPA as determined by the specified U.S. Department of Labor indices for a preceding 12 month annual basing period, April to April. GSA will provide notification to TSPs on changes, if any, to the rates and charges contained in Appendix B in conjunction with such adjustment.

3. Applicable U.S. Department of Labor indices are as reported on the Bureau of Labor Statistics (www.bls.gov) website as follows:

a. **CPI Index** information is based on the Consumer Price Index, for All Urban Consumers (CPI-U). Not seasonally adjusted, U.S. City Average, for All Items (less Food and Energy), Series ID cuur0000SA0L1E.

b. **CEU Index** information is based on the average hourly earnings of production workers in the National Employment Index for Hours and Earnings, Not seasonally adjusted, for Transportation and Warehousing, specialized freight trucking, under NAICS Code 4842, Series ID ceu4348420008.

4. The GPA will be based on the increase in the CEU times .41 (representing the labor portion of TSP's expenses) plus the increase in the CPI times .59 (representing the reciprocal of .41) as specified in Paragraph 3 of this Item.

5. To determine the GPA to apply, if any:

a. First, determine the unadjusted indexes for each index (CPI and CEU) applicable at the beginning and at the end of the specified 12 month basing period (April to April).

b. Second, to determine the percentage increase in the CEU, subtract the ending CEU from the beginning CEU and divide that answer by the beginning CEU and then multiply that answer times .41.

c. Third, to determine the percentage increase in the CPI, subtract the ending CPI from the beginning CPI and divide that answer by the beginning CPI and then multiply that answer times .59.

d. Finally, add the two weighted subtotals together to determine the GPA percentage increase/decrease that may apply. The GPA and background calculations will be rounded to the 9th decimal place. All final costs will be rounded to the second decimal place (i.e. background data is $1.245343423, will round to $1.25).

For example (X = index number to be determined as provided herein):

	April	to	April	% Change	times	Factor	=	GPA
CPI Index =	X		X	X		.59		X
CEU Index =	X		X	X		.41		X

6. The GPA, if applicable, will apply for all shipments loading beginning November 1st through the following October 31st, based on the April-to-April annual basing period; for example, the April 2017 to April 2018 basing period will be applied on November 1, 2018.

7. Notwithstanding any other provisions of this Tariff, the GPA WILL NOT APPLY to the charges advanced for the performance of Third Party Services, Item 35 or Full Value Protection Service, Item 190.

Items 41 – 43
Available for Future Use

Item 44
Definition of Holidays

1. Except as otherwise specifically provided in this Tariff, reference to the term “holiday” shall be the date such Canadian, U.S. Federal or officially declared State holidays are observed.

2. When a holiday falls on a Saturday, the holiday will be observed on the preceding Friday. When a holiday falls on a Sunday, the holiday will be observed on the following Monday.

3. Charges for holidays in this Tariff shall apply only when service is rendered on an observed holiday. Any service performed on a weekend or holiday where the TSP is seeking additional compensation must be pre-approved by the BLIO.

4. For reference only – U.S. Federal Holidays are:

New Year's Day	January 1st
Martin Luther King, Jr. Day	The 3rd Monday in January
Washington's Birthday	The 3rd Monday in February
Memorial Day	The last Monday in May
Independence Day	July 4th
Labor Day	The 1st Monday in September
Columbus Day	The 2nd Monday in October
Veterans Day	November 11th
Thanksgiving Day	The 4th Thursday in November
Christmas Day	December 25th
January 20th of each fourth year after 1965 - Inauguration Day at any point in the District of Columbia, Montgomery and Prince Georges Counties in Maryland, Arlington and Fairfax Counties in Virginia, and the cities of Alexandria and Falls Church in Virginia.	

5. For reference only – Canadian Holidays are:

New Year's Day	January 1st
Good Friday	The Friday before Easter
Victoria Day	The Monday before May 24th
St. Jean Baptiste Day	June 24th (Quebec Only)
Canada Day	July 1st
Civic Day	The 1st Monday in August
Labor Day	The 1st Monday in September
Thanksgiving Day	The 2nd Monday in October
Armistice Day	November 11th
Christmas Day	December 25th
Boxing Day	December 26th

Item 45
Transit Time Penalty

A transit time penalty charge of $100 per day will apply when the actual transit time for direct delivery shipments exceeds the transit time defined in Section 10, Transit Times of GSA's applicable HTOS and shall be payable to the Agency paying the charges for each calendar day, or fraction thereof. Transit time will be measured in calendar days from the date loading is completed to the date on which the shipment is offered for delivery at the residence, except when the last day of the transit time falls on a

Saturday, Sunday or Federal Holiday, then the next Government working day will be considered the last day of transit, subject to Section 8.4.1., Late Delivery Reduction of GSA's applicable HTOS.

Item 46
Collection of Transportation Charges on Household Goods Shipments Involving Loss or Destruction-in-Transit

TSP can collect, or require the Agency to pay, any applicable transportation charges (including charges for additional services) when a shipment or portion thereof is lost or destroyed in transit, only if in accordance with the terms and conditions of GSA's CHAMP, the TSP has paid to the Owner Full Replacement Value for the lost or destroyed items. The TSP is not responsible for loss or damage caused by one or more of the exceptions listed in Section 9.1.2., Exceptions to TSP Liability of GSA's applicable HTOS.

Items 47 – 49
Available for Future Use

Item 50
Effective Date Governing Application of Rules, Rates and Charges of this Tariff

1. Except as otherwise specifically provided in this Tariff, all rules, rates and charges in effect on the date shipment is picked up shall apply.

2. Refer to specific provisions in Item 17 for effective dates governing the application of these provisions.

Items 51 – 55
Available for Future Use

Item 56
Rates Based on Minimum Weight or Minimum Volume

1. Except as otherwise specifically provided for in this Tariff, transportation charges for shipments of individual Owners as described in Item 100 are based on minimum weights or volume. TSP must indicate on the Bill of Lading the minimum weight or volume – base rate and the minimum charges applicable to the shipment.

2. If the TSP fails to comply with the provisions of Paragraph 1 of this Item the minimum weight or volume provisions will not apply, and in lieu thereof, the actual

weight or actual volume of the shipment will be used to determine the applicable transportation charges.

Item 57
Available for Future Use

Item 58
Removal or Placement of Property from or to Inaccessible Locations

It is the responsibility of the Owner to make property available to the TSP and to remove and place property from or to attics, basements and other locations where the location of property and goods to be shipped or delivered is 1) not accessible by a permanent stairway (does not include ladders of any type), 2) is not adequately lighted, 3) does not have a flat continuous floor, or 4) does not allow a person to stand erect. If the BLIO requests and TSP agrees to the removal or placement of property from or to such areas not readily accessible, Item 120, Extra Labor charges, will apply for this service. Approval in writing by the BLIO is required prior to the performance of service.

Item 59
Travel Time-Extra Driver

(59A) Extra Driver – Per Hour

(59B) Extra Driver, Return – 500 Miles or Less

(59C) Extra Driver, Return - 501 to 1,000 Miles

(59D) Extra Driver, Return – 1,001 to 1,500 Miles

(59E) Extra Driver, Return – 1,501 Miles and Over

1. Linehaul transportation rates in this Tariff do not include the services of more than one driver. Upon request of the BLIO in writing, TSP will furnish an extra driver if operational considerations permit.

2. Charges for the extra driver, if furnished, will be as follows, and shall be in addition to all other applicable Tariff charges:

a. Rate applies per hour for the extra driver's service based on the time vehicle departs from the point of the loading until the time vehicle arrives at point of unloading.

b. In addition to the charge identified in Paragraph 2.a. of this Item, mileage

charges will apply for transportation for the return of extra driver to point of loading.

Refer to Appendix B for Travel Time-Extra Driver Charges

NOTE: This Item WILL NOT APPLY when TSP, for its own convenience, utilizes an extra driver.

Items 60 – 99
Available for Future Use

Item 100
Classification of Articles (Commodity Description)

1. The description of property to which rates, charges, rules and regulations apply is that class of property defined by 49 U.S.C. Section 13102 (10) (A) and (B), as amended.

2. **Household Goods.** The term "household goods" as used in connection with transportation, means PERSONAL EFFECTS AND PROPERTY USED OR TO BE USED IN A DWELLING, when a part of the equipment or supply of such dwelling, and similar property if the transportation of such effects or property is:

a. Arranged and paid for by the householder, except such term does not include property moving from a factory or store, other than property that the householder has purchased with the intent to use in his or her dwelling and is transported at the request of, and the transportation charges are paid to the carrier, by the householder; or

b. Arranged and paid for by another party.

SECTION 2:
TRANSPORTATION CHARGES AND ADDITIONAL SERVICES

Application of Transportation Charges

Transportation charges in this Tariff include the loading of the shipment at the point of origin, vehicle transportation to the point of destination and the unloading of the shipment at destination **but do not include** the Additional Services identified in Sections 1 and 2 of this Tariff.

The Transportation Charges are shown in three (3) separate Sections contained in the Baseline Rate Tariff Files, Appendix B (Appendix B):

1) **Section 3** contains the Linehaul transportation charges applicable between all points in the United States (U.S.) (including the District of Columbia but excluding Alaska and Hawaii) and between all points in the U.S. (including the District of Columbia and Alaska but excluding Hawaii) and Canada.
2) Sections 4 and 5 are Reserved and Available for Future Use.
3) **Section 6** contains Waterhaul (Ocean) transportation charges applicable between the Port of Tacoma, Washington and any point within a 50 mile radius of the TSP's Port Facility at the named point(s) in Alaska.
4) **Section 7** contains additional transportation mileage charges applicable between the named points in Alaska identified in Section 6 and points in Alaska that are more than a 50 mile radius of the TSP's Port Facility at the named point(s) in Alaska identified in Section 6 and are on the Alaskan Road system and either the origin or destination of the shipment is in the U.S. (including the District of Columbia but excluding Hawaii).

Transportation charges apply for shipments of household goods (HHG) consisting entirely of articles embraced in Item 100 and apply based on the actual weight of the shipment plus the weight additives named in Item 130, when applicable, subject to the minimum weights provided in the rules of the Tariff.

Distance-based rates and charges between points in the U.S. are determined by PC*Miler issued by ALK Technologies, Inc. based on the applicable **5-digit postal zip codes** obtained from the National 5-Digit Zip Code and Post Office Directory issued by the U.S. Postal Service (USPS).

> Exception: For shipments with an origin and/or destination within Canada, mileage distances will be determined by Rand McNally mileage, in lieu of ALK Technologies, Inc.

Unless otherwise specifically provided in this Tariff, all rules, rates and charges in effect on the date the shipment is picked up shall apply. In addition, any transportation and storage discounts that apply are based on the date the shipment is picked up, unless otherwise specifically provided in this Tariff.

NOTE 1: Compensation methodology for all shipments between the U.S. (including the District of Columbia but excluding Hawaii) and Alaska will be based on the Linehaul transportation charges identified in Section 3 to/from the Port of Tacoma, Washington plus the Ocean Waterhaul table charges identified in Section 6 to/from the named points in Alaska identified in Section 6.

NOTE 2: TSPs electing to use the Alcan Highway will be compensated based on compensation methodology identified in NOTE 1, above.

NOTE 3: Refer to Item 227 for additional information on Alaska shipments.

Application of Additional Services

Additional Services rates and charges apply for services that are requested by the Agency and/or the Bill of Lading Issuing Officer (BLIO) or are necessary to complete the shipment. Appendix B of this Tariff names the applicable Additional Services rates and charges.

Except as may otherwise be specifically provided for, the Additional Services rates and charges provided for in this Section 2 apply throughout the U.S. (including the District of Columbia and Alaska but excluding Hawaii) and Canada and are in addition to all other rates and charges in this Tariff.

All shipments moving pursuant to GSA's CHAMP under the provisions of this Tariff are deemed to be released at an amount equal to $6.00 times the weight of the shipment (in pounds) or the declared lump sum value, whichever is greater (refer to Item 190 for provisions to apply).

To simplify the application of charges, this Tariff incorporates many of the commonly applied individual Additional Services charges into a single Origin/Destination Service Charge that applies in addition to the transportation charges. The Service Areas and their associated Services Cost Schedules and other non-mileage based rates and charges for services performed at points in the U.S. are determined based on the applicable **3-digit postal zip code** issued by the USPS. Services performed at points in Canada are based on a single cost schedule for all points in Canada.

If the USPS changes a 3-digit code area of a postal zip code after the effective date of this Tariff, the old 3-digit code area shall be used for rating purposes until a new corresponding 3-digit code area is incorporated into a revised edition or a supplement to this Tariff, including Appendix B.

Items 101 -104
Available for Future Use

Item 105
Packing and Unpacking Services

(105A) – Full Packing and Unpacking Service

(105B) – Pack Regular Crate

(105D) – Debris Removal Within 30 Days

(105E) – Unpack Regular Crate

(105J) – Storage Inspection Fee (in lieu of Full Packing Service ONLY)

Packing

1. This Item applies when the TSP furnishes the cartons and performs the packing of some or all of the articles in the shipment. This Item applies on a hundredweight basis for complete (full-pack jobs) shipments. Overtime labor rates will only apply after the TSP has the pre-approval in writing from the BLIO. Regular time and overtime rates apply, based on the time of the day and day of the week that the service is performed. The rates contained in Appendix B include the containers, cartons and packing materials.

2. The Agency will pay for Full Packing and Unpacking Service only when packing is performed and the TSP has provided the applicable service at origin and destination. TSP's rates/discounts off the Tariff will apply to the total of full pack/unpack service.

3. For shipments that are terminated after packing has begun but before shipment departs the origin pickup address:

a. In order to be paid for services rendered, the TSP is required to submit a legible inventory, signed by the Owner or his/her designated representative and approved by the BLIO, of all items packed, disassembled, or prepared for movement. TSP will be compensated for packing/unpacking charges based on all items packed, disassembled or prepared for movement and listed on the inventory by cubic foot of the Items. The cubic feet will be converted to a weight basis using 7 pounds per cubic foot.

b. Unpacking charges (if applicable) will apply based on the destination address as identified on the Bill of Lading.

Refer to Appendix B for the Applicable Charges
Defined in Parts 1, 2, and 3 of this Item

Except as otherwise provided, the charges for the services provided in this Item apply based on the location where the service is provided as identified by the origin or

destination address shown on the Bill of Lading and the TSP performs packing, unpacking, debris removal, crating or uncrating service described herein for the shipment.

Part 1: Full Packing and Unpacking Service

Full Packing and Unpacking Service includes all of the cartons, containers and packing service required and provided by the TSP to pack the shipment for transportation (refer to NOTE 7 of this Item).

Full Packing and Unpacking Service rates apply based on the net weight of the shipment and include all cartons and containers (refer to NOTE 9 of this Item) furnished by the TSP. Full Packing and Unpacking Service consists of packing and unpacking of all such cartons and containers and debris removal on the day of delivery. Owner is authorized to retain all cartons and containers, but may elect to surrender all or a portion of cartons and containers to the TSP at delivery for removal. Debris removal of such cartons and containers for up to 30 calendar days after delivery will only be performed when authorized by the BLIO and must be pre-approved in writing (refer to Part 2 of this Item).

Full Packing and Unpacking Service charges do not include crating service (refer to Part 3 of this Item) and will not apply on shipments that the TSP does not pack (e.g. shipments released from extended storage, shipments from SIT where the Bill of Lading has been terminated). In lieu of Full Packing Service, an inspection fee per actual net cwt will apply for shipments that pickup from storage warehouse and are already packed (refer to Appendix B, Item 105J for the charge to apply).

The charges in this Part 1 apply based on the net shipment weight. The weight of motor passenger vehicles (automobiles, pick-up trucks, vans, sport utility vehicles and dune buggies) and any weight additives applicable in Item 130 will be deducted from the shipment weight prior to determining the Full Packing and Unpacking Service charges contained in this Part.

Part 2: Debris Removal Service

a. Debris Removal Charges apply when BLIO requests in writing that the TSP perform debris removal of cartons unpacked by the Owner subsequent to the date of delivery and the service is performed.

b. Debris Removal Service applies in conjunction with Owner-unpacked cartons; a debris removal charge WILL NOT APPLY for the cartons unpacked by the TSP at the time of delivery.

c. Debris removal service performed after delivery must be performed within thirty (30) calendar days of delivery date and be preapproved in writing by the BLIO.

Part 3: Crating Service

a. Crating Service charges apply when the TSP is requested in writing by the BLIO to provide crates (specially constructed for mirrors, paintings, glass or marble tops and

similar fragile articles) based on the gross measurement of the crate (subject to a minimum charge based on four (4) cubic feet). The packing service charge for crates applies per cubic foot and includes the construction and packing of such crates, which remain the property of the Owner. Separate charges apply for the unpacking of crates.

b. When the Owner furnishes crate(s) for TSP to pack items, TSP may only charge labor for the sealing of crate and for uncrating.

c. In the event the TSP does not possess qualified personnel to construct such crates (specially constructed for mirrors, paintings, glass or marble tops and other similar fragile articles), TSP may request written preapproval from the BLIO to obtain Third Party Services to perform the construction of such crates; the request to the BLIO must include an estimate of the anticipated crating charge. If written preapproval from the BLIO is received, TSP may engage a Third Party for the construction of such crate(s) and the charges of the Third Party Provider, as supported by the paid receipt, will apply in lieu of the charges provided in Appendix B. However, the BLIO has the right to negotiate the crating charges, in whole or in part, based on the circumstances of the use of Third Party Services.

NOTE 1: When Item 105J (Reinspection Fee) applies in lieu of Full Packing Service of Item 105A (Full Pack), the appropriate full unpack amount due will be based on the applicable rate named for unpacking service in Appendix B.

NOTE 2: Unless prior written authorization is obtained from the BLIO, all crating shall be done at the origin residence as identified on the Bill of Lading. All uncrating shall be done at destination residence as identified on the Bill of Lading.

NOTE 3: Extra Stops. On shipments picked up or delivered at more than one location, the requested pickup address as identified on the Bill of Lading and the requested delivery address as identified on the Bill of Lading shall be the basis for determination of rates and charges under this Item.

NOTE 4: Overtime Hours. The TSP must have prior, written approval from the BLIO for overtime hours. Container Service charges for packing, unpacking, debris removal and crating/uncrating apply when service is performed during regular service hours, which, for purposes of this Item, are defined between 8:00 a.m. and 5:00 p.m. Monday through Friday (excluding holidays). When service is performed on Saturdays, Sundays or holidays, or between the hours of 5:00 p.m. and 8:00 a.m. Mondays through Fridays, charges for overtime service will apply subject to written preapproval by the BLIO. When performed for the TSP's convenience, overtime shall not apply. Overtime for debris removal or crating service, if applicable, will be paid in accordance with overtime labor rates in Item 120D. Overtime for Full Pack/Unpack Service will be paid under the labor rates in Item 175.

NOTE 5: Determining Weights. TSPs may substitute the manufacturer's weight for automobiles, pick-up trucks, vans, motorcycles, sport utility vehicles, dune buggies and specialty motor vehicles in lieu of obtaining separate weight tickets on these articles

whenever such articles are included within a shipment. Manufacturer's weight will be obtained from either the Branham Automobile Reference Book, the N.A.D.A.'s Official Used Car Guide, or from other appropriate reference sources of manufacturer's weight, or the Owner may provide the TSP with copies of manufacturer's documents evidencing the weight of the article included in a shipment.

NOTE 6: Cartons Furnished by Owner. Container Service rates in this Item apply ONLY for cartons and containers that are furnished by the TSP.

NOTE 7: Rates Not Applicable for Cartons or Containers ONLY. The rates provided DO NOT APPLY for any containers that are supplied but not packed by the TSP.

NOTE 8: Repacking Shipper Cartons and/or Containers Under Full Packing Service. When the TSP, to ensure safe transportation, determines it necessary to unpack and repack cartons and/or containers that have been packed by the Owner, no additional labor, unpacking and/or additional re-packing charges will apply beyond the applicable Full Packing Service rates.

NOTE 9: No additional compensation will be provided for Flat screen television cartons and/or containers. Subject to written authorization by the BLIO, crating charges may apply only to flat screen televisions in excess of a 60 inch diagonal screen size. TSPs may utilize the Owner's previously used shipping container, if available and serviceable, at no cost to the Agency. The Owner shall be responsible for the servicing of such televisions at origin and destination, including all associated connection and disconnection and mounting and unmounting costs. (Flat screen televisions include Plasma, LED, Liquid Crystal Display (LCD) and other types of televisions which are four inches or less in depth and incapable of standing alone without a form of support.)

NOTE 10: Memory Foam, Tempur-Pedic or comparable mattresses, will be shipped utilizing best commercial practices and in accordance with the Manufacturer's instructions. Crating is not authorized for shipping mattresses unless prior written authorization is obtained from the BLIO.

NOTE 11: When awarded a Code C shipment, unless authorized and preapproved in writing by the BLIO, any crating performed is at the discretion of the TSP and at no additional cost to the Agency.

Items 106 – 119
Available for Future Use

Item 120
Extra Labor, Special Services and Waiting Time

(120A) – Extra Labor Regular

(120B) – Special Services

(120C) – Waiting Time Labor Regular

(120D) – Extra Labor Regular – Overtime

(120E) – Special Services – Overtime

(120F) – Waiting Time Labor – Overtime

(120G) – Servicing of Front Load Washing Machines and Associated Pedestals

1. **Extra Labor, Special Services and Waiting Time**. This Item applies when the TSP provides extra labor, special services (such as disassembling or assembling unusual articles) or waiting time, when prior approval, in writing, is obtained from the BLIO. Refer to Appendix B for applicable charges.

2. The hourly rates named in Appendix B will apply for services performed by the TSP, except as otherwise specified herein. Rates apply based on the location where the service is performed, pursuant to the Stopoff provisions of Item 28.

3. **Extra Labor**. Extra Labor charges apply when the TSP performs any services that are required by the BLIO that are not included in the transportation charge and for which there are no other applicable charges in this Tariff.

a. Extra labor charges apply per worker per hour on both a regular time and an overtime basis.

b. Regular time rates apply when service is provided between 8:00 a.m. and 5:00 p.m. Monday through Friday, excluding holidays (refer to Item 44 for definition of holidays).

c. Extra Labor Overtime (Item 120D) is a part of the total Extra Labor service and is not accounted for under the Item 175, Overtime Loading and Unloading Service. Extra Labor Overtime hours apply when extra labor service is performed:

1) Between 5:00 p.m. and 8:00 a.m. Monday through Friday, excluding Holidays;
2) During any hour on Saturdays, Sundays or Holidays; or
3) During any hour on Good Friday when service is provide in New York City area (Zip Codes: 100, 101, 102, 103, 104, 105, 106, 107, 108, 109, 110, 111, 112, 113, 114, 115, 116, 117, 118, 119, 124, 125, 126 and 127).

4. **Removing and/or Disassembling and Reassembling**. The transportation charges

in this Tariff **do not include** any special services or labor required to:

a. Remove any article(s) embedded in the ground OR secured to a building (i.e., floor, ceiling, roof or wall); or

b. Disassemble or reassemble any article(s), including, but not limited to, steel utility cabinets, swing sets, sky rides, jungle gyms, German schranks, steel shelving, pool tables, elongated work tables, counters or other articles of unusual nature, in order to ensure their transportation.

c. Subject to written preapproval by the BLIO, TSP will provide such services at the applicable rates identified in Appendix B. If the TSP is unable to furnish or secure the necessary equipment or qualified personnel, the TSP will, upon written preapproval of the BLIO, arrange for such service as provided for in Item 35, Third Party Charges. Charges advanced by the TSP pursuant to Item 35 will apply in lieu of the charges named in this Item. (If the TSP bills for the service under this Item, then Item 35, Third Party Charges will not apply.)

5. **Appliance and Other Household Articles – Service and Re-Service.**

The transportation charges in this Tariff include ONLY service performed by the TSP to accomplish the bracing/stabilizing (and de-bracing/destabilizing) of moveable parts IN or ON appliances and other household articles (including, but not limited to, refrigerators, deep freeze cabinets, cooking ranges, dishwashers, washing machines, clothes dryers, stereo systems, radios, record players, television sets and air conditioners), which if not properly serviced prior to loading could be damaged in or incident to transit. Third Party Servicing DOES NOT APPLY to household goods appliances or articles that require bracing/stabilization (and de-bracing/destabilization) of moveable parts IN or ON such appliances. The cost of this service is considered to be part of the TSP's transportation charge.

It is important to note that the servicing and re-servicing of appliances and other household articles DOES NOT include:

a. Any special service or labor (plumbing, electrical, carpentry, gas or ventilation connection, etc.) required to DISCONNECT or RECONNECT such appliances and other household articles from or to the premises; and/or

b. Any preparation of article(s) by a third party in order to permit the safe transportation of the article(s) which IF NOT PROPERLY SERVICED prior to loading, could be damaged in or incident to transit.

c. Subject to written preapproval by the BLIO, TSP will provide such special services or labor described in a. and b. above at the applicable rates identified in Appendix B, subject to the TSP's ability to furnish qualified personnel. If the TSP is unable to furnish or secure qualified personnel, the TSP will, upon written preapproval of the BLIO, arrange for such service as provided for in Item 35, Third Party Charges. Charges advanced by the TSP pursuant to Item 35 will apply in lieu of the charges named in this Item. (If the TSP bills for the service under this Item, then Item 35, Third Party Charges will not apply.)

6. **Servicing of Front Load Washing Machines and Associated Pedestals.**

a. TSPs may charge a not-to-exceed flat fee for servicing front load washing machines. This flat fee includes the cost of the washer pack (unless provided by the Owner) and all labor associated with the installation and removal of the pack. The term *washer pack* refers to any device especially designed for the safe transport of front load washers.

b. For washing machines and/or dryers with a pedestal, the TSP may charge a not-to-exceed flat fee for servicing the pedestal associated with a washing machine and/or dryer. This flat fee is to cover additional labor associated with servicing pedestal-variety type machines.

c. A combination washer/dryer will be considered as one (1) article.

d. Refer to Item 120G of Appendix B for applicable charges.

7. **Rigging, Hoisting and Lowering Service.** If, in the judgment of the TSP, it is necessary to use rigging, hoisting or lowering services in order to accomplish the pickup or delivery of the shipment, or any portion thereof, the TSP will perform such services at the rates identified in Appendix B, subject to prior, written approval by the BLIO and the TSP's ability to furnish the necessary equipment and qualified personnel to perform the service. If the TSP is unable to furnish or secure the necessary equipment or qualified personnel, the TSP will, upon written preapproval of the BLIO, arrange for such service as provided for in Item 35, Third Party Charges. Charges advanced by the TSP pursuant to Item 35 will apply in lieu of the charges named in this Item. (If the TSP bills for the service under this Item, then Item 35, Third Party Charges will not apply.),

8. **Waiting Time**. Charges for waiting time apply on an hourly basis for each hour that the TSP provides waiting time service.

a. Waiting time is a service that is subject to the availability of the TSP to perform such service and is only applicable if requested and preapproved in writing by the BLIO and performed beyond the free waiting times indicated in this Item.

b. Charges for waiting time, when not the fault of the TSP and when requested and preapproved in writing by the BLIO, apply between the hours of 8:00 a.m. and 5:00 p.m. ONLY (refer to Paragraph 8.e. of this Item), subject to an allowance of two hours of free waiting time at destination. After the expiration of the two hours of free waiting time, additional waiting time will be provided at the charges named herein, subject to the TSP's convenience. If the TSP is unable to provide additional waiting time, the shipment may be placed into SIT, pursuant to Item 17, and the BLIO must be promptly notified accordingly.

c. The TSP is responsible for coordinating the pickup with the Owner and one hour free waiting time shall be allowed at origin.

d. When the shipment is delivered from SIT under the provisions of Item 210 of this Tariff and delivery was scheduled and confirmed by the BLIO and/or the Owner the allowable free waiting time is one hour (also, refer to Item 17-1).

e. Charges will apply per hour for each vehicle, each driver and each helper furnished by the TSP, providing that waiting time will only apply for helpers after delivery has been scheduled and attempted and then only for the balance of that same day. If the BLIO requests waiting time before it is necessary to obtain helper(s), the labor charges for helpers will not apply. Helpers are defined to include co-drivers and permanent helpers.

f. Charges do not apply on Sundays or on Holidays, except when a Sunday or holiday pickup or delivery is specifically requested by the BLIO (refer to Item 44 for definition of Holidays).

g. When the origin or destination of the shipment, or a portion thereof, is located at a point accessible only by the use of ferry, the following provisions apply:

1) The actual ferry charges will be paid by the TSP and billed to the Agency as an additional charge when supported by a paid receipt;

2) When TSP's normal linehaul equipment cannot be accommodated by the ferry system, shuttle service will be provided, subject to the charge and provisions named in Item 33, Part 2 Application of Shuttle Service, and Item 125 Shuttle Service; and

3) Waiting time charges as provided herein will apply commencing with the arrival of the TSP's vehicle at the ferry point of embarkation, during the vehicle crossing, and terminating when the vehicle disembarks from the ferry. The allowable free waiting time provisions will not apply during the ferry waiting and transportation period described herein.

Refer to Appendix B for Extra Labor, Special Services and Waiting Time Charges

NOTE: When applying charges for fractions of an hour for all services provided for in this Item, refer to Item 22 Hourly Rates.

Items 121 – 124
Available for Future Use

Item 125
Shuttle Service

(125A) – Shuttle Service – 25 Miles or Less

(125B) – Shuttle Service – Over 25 Miles (Additional Distance Charge)

(125C) – Shuttle Service – 25 Miles or Less – Overtime

(125D) – Shuttle Service – Over 25 Miles – Overtime

1. **Shuttle Service (refer to Section 5.12.1, Provision of Shuttle Service of GSA's applicable HTOS for the application of shuttle service).** This Item applies when it is physically impossible for the TSP to perform pickup of the shipment at the origin address named on the Bill of Lading or to complete the delivery of the shipment at the destination address as named on the Bill of Lading with normally assigned linehaul vehicle/equipment. This Item requires preapproval in writing by the BLIO and must contain the supporting documentation as identified in Section 5.12.1, Provision of Shuttle Service of GSA's applicable HTOS.

2. Applicable rates and charges named in Appendix B shall apply for all shuttle pickup or delivery requested and approved in writing by the BLIO and subject to the provisions of Item 33 and Section 5.12.1, Provision of Shuttle Service of GSA's applicable HTOS.

3. Except as otherwise provided, Shuttle Service charges apply at the point where the service is performed, pursuant to the Stopoff provisions of Item 28. The rates and charges shown include the cost of the shuttle vehicle and labor required to perform the Shuttle Service. Other additional services may apply depending on the circumstances and conditions at the pickup or delivery locations. These include, but are not limited to, Waiting Time (Item 120) and Stopoffs and Diversions (Item 28).

4. **Shuttle Service Charges**. The charges provided are applicable when Shuttle Service is performed at job sites (residence or storage locations) that are within 25 miles of the location (storage facility or rental facility) from where the shuttle vehicle is provided or obtained.

a. When Overtime Shuttle Service is requested in writing by the BLIO, overtime charges apply when service is performed between 5:00 p.m. and 8:00 a.m., Monday through Friday, or at any time on Saturdays, Sundays and holidays. Overtime charges will not apply when service is performed for TSP's convenience. The Overtime Shuttle Service charges provided for herein are applicable ONLY for shuttle service operation; refer to Item 175 for additional overtime charges that may also be applicable.

b. Charges apply based on the weight of the shipment, or portion thereof (plus weight additives of Item 130, when applicable) that is transferred to/from linehaul equipment to/from a smaller truck, subject to a minimum weight of 1,000 pounds. When an automobile(s), truck(s) or other vehicle(s) is included in the shipment, the weight of such vehicle(s), unless physically shuttled on the auxiliary vehicle, shall be

deducted from the weight of the shipment when determining the applicable charges under this Item.

5. **Additional Distance Charge (over 25 miles).** If the distance between the job site (residence or storage locations) and the location (storage facility or rental facility) from where the shuttle vehicle is provided or obtained is over 25 miles, an additional charge applies for each 25 miles or fraction thereof. This charge is in addition to the shuttle charge otherwise provided for in the Item. If the distance between the job site (residence or storage locations) and the location (storage facility or rental facility) from where the shuttle vehicle is provided or obtained is 25 miles or less, the Additional Distance Charge does not apply.

Refer to Appendix B for Shuttle Service Charges

Items 126 – 129
Available for Future Use

Item 130
Light and Bulky Article Classifications and Weight Additives

1. **Light and Bulky Articles.** When a shipment includes light or bulky articles as listed below, an additional loading and unloading charge shall apply, subject to preapproval in writing from the BLIO.

The rates named herein include BOTH the complete loading/unloading service and the handling and blocking of the articles named herein; the rate applies once per shipment when a complete loading/unloading service is required; the rate applies a second time if the shipment requires SIT which requires a complete loading/unloading service (except when SIT is performed for TSP convenience).

Exception: Bulky item charges do not apply on shuttles when the TSP transfers from one vehicle to another.

(130A) – AUTOMOBILES, sedan, coupe, convertible, roadster, hatchback, lift-back, station wagons; TRUCKS, pickup, any size, without mounted campers or camper shells; DUNE BUGGIES and SPECIALTY MOTOR VEHICLES (not otherwise provided for herein) (except go-carts and three or four-wheel all terrain cycles).

(130B) – MOTORCYCLES; MOTORBIKES; GO-CARTS; THREE OR FOUR-WHEEL ALL TERRAIN CYCLES; RIDING MOWERS; or TRACTORS (less than 25 horsepower); SNOW MOBILES; MOTORIZED GOLF CARTS; JET SKIS; WINDSURFERS; TRAILERS, INCLUDING UTILITY AND POP-UP TRAILERS less than

14 feet in length; and CANOES, SKIFFS, ROWBOATS, DINGHIES, SCULLS AND KAYAKS less than 14 feet in length (mounted or un-mounted on trailers) (excluding toys and articles capable of being transported in standard cartons as defined in Item 105).

BOATS, CANOES, SKIFFS, ROWBOATS, KAYAKS, SAILBOATS AND BOAT TRAILERS (See above and also refer to Weight Additives in this Item).

(130C) – FARM EQUIPMENT; FARM IMPLEMENTS; FARM TRAILERS or TRACTORS (25 horsepower and over); STRETCH LIMOUSINES (Auto); TRUCKS, pickup any size, with campers or camper shells mounted thereon; VANS, any size and SPORT UTILITY VEHICLES.

(130D) – TRAILERS, INCLUDING UTILITY and POP-UP TRAILERS 14 feet or over in length (except boat trailers, travel camper trailers/mini-mobile homes, see Weight Additives in this Item).

CAMPERS or CAMPER SHELLS MOUNTED on pickup trucks, apply above classification for trucks, pickup with campers or camper shells mounted thereon (except travel camper trailers/mini-mobile homes, see Weight Additives in this Item).

CAMPERS or CAMPER SHELLS, NOT MOUNTED on pickup trucks (See Weight Additives in this Item).

(130E) – BATH TUBS; HOT TUBS; SPAS; WHIRLPOOL BATHS AND JACUZZIS (measuring less than 65 cubic feet in dimension) (transported set-up, not dismantled).

(130F) – PLAYHOUSES, TOOL SHEDS, UTILITY SHEDS; ANIMAL HOUSES/KENNELS; DOLL HOUSES (transported set-up, not dismantled) (excluding toys and articles capable of being transported in standard cartons as defined in Item 105).

(130G) – PIPE ORGANS, GRAND PIANOS, HARPSICHORDS and all other types of PIANOS and ORGANS (any size); GUN SAFES, GUN CABINETS and GUN LOCKERS (excluding toys and articles capable of being transported in standard cartons as defined in Item 105).

(130H) – LARGE-SCREEN TELEVISIONS, 40 INCHES AND OVER (EXCLUDES FLAT SCREEN TELEVISIONS (refer to NOTE 7)), SATELLITE TELEVISION/RADIO RECEIVING DISCS/DISHES, INCLUDING MOUNTS, STANDS AND ACCESSORIAL EQUIPMENT (excluding toys and articles capable of being transported in standard cartons as defined in Item 105).

(130I) - GRANDFATHER CLOCKS OR GRANDMOTHER CLOCKS (transported set-up, not dismantled).

Refer to Appendix B for Light and Bulky Article Charges

2. **Weight Additives.** When a shipment includes any of the following items(s), the transportation charges will be based on the net scale weight of the shipment, plus a

weight additive calculated in accordance with the below:

(130W-a) - AIRPLANES, GLIDERS (except hang gliders) or ULTRALIGHTS: 120 pounds per linear foot of total length of the fuselage.

(130W-b) - CAMPER SHELLS, any size, not mounted on trucks; BOATS and SAILBOATS less than 14 feet in length (mounted or un-mounted on trailers); and CANOES, SKIFFS, ROWBOATS, DINGHIES, SCULLS and KAYAKS 14 feet and over in length (mounted or un-mounted on trailers): 700 pounds.

(130W-c) - BOATS and SAILBOATS 14 feet and over in length: 2500 pounds.

(130W-d) - BOAT TRAILERS any length: 1600 pounds.

(130W-e) - TRAVEL CAMPER TRAILERS/MINI-MOBILE HOMES (other than utility and pop-up trailers); CAMPERS (excluding camper shells) NOT MOUNTED ON TRUCKS; or HORSE TRAILERS: 7000 pounds.

(130W-f) - BATH TUBS, HOT TUBS, SPAS and WHIRLPOOL BATHS and JACUZZIS (measuring 65 cubic feet and over in dimension) (transported set-up, not dismantled: 700 pounds (refer to NOTE: 3).

NOTE 1: Classification/Weight Additive provisions are applicable on boats, sailboats, canoes, skiffs, rowboats, dinghies, sculls, and kayaks without regard to whether such articles are mounted or un-mounted on trailers. The Weight Additive named above for boat trailers any length applies in addition to these provisions.

NOTE 2: When shipment contains two or more articles subject to the weight additive, the total weight additive for that shipment will be the sum of the individual additives for each bulky article calculated separately.

NOTE 3: Except as otherwise provided, in determining lengths for the purpose of this Item, all fractions of a foot will be disregarded.

For Bath Tubs, Hot Tubs, Spas, Whirlpool Baths and Jacuzzis, the determination of dimension will be arrived at by measuring the outside of the Item and multiplying the Item's width times the length times the height (in inches) and dividing the result by 1728 (the number of cubic inches in a cubic foot); round the total up to the next whole number to determine the total number of cubic feet.

For example, 74 inches wide times 84.5 inches long times 33 inches high equals 206349 inches divided by 1728 equals 119.41 cubic feet, which rounds up to 120 cubic feet.

NOTE 4: The length of boats, canoes, skiffs, rowboats, kayaks, sailboats or jet skis shall be determined by the straight center line distance between the top center point of the transom and a point perpendicular with the foremost part of the bow. Manufacturer's "length overall" or "center line length" shall apply as the correct length for the purposes of this Item in lieu of physical measurement by TSP.

NOTE 5: On shipments having movement via water, a loading or unloading from TSP's vehicle may be required at the Alaskan port of transportation by the ocean vessel, and a further loading or unloading of TSP's vehicle at Tacoma, WA.

NOTE 6: Unless otherwise specifically provided, the Bulky Article Charge or Weight additive WILL APPLY for any of the articles contained in this Item either whole or in a disassembled or partially disassembled condition. Weight Additives will be based on the longest applicable disassembled part (refer to NOTE 4 herein for proper measurement of specified articles).

NOTE 7: Bulky Article charges are not authorized for flat screen televisions (refer to Item 105, NOTE 9).

EXCEPTION 1: Unless waived in writing by the BLIO, the provisions of this Item WILL NOT apply when Items are crated by the TSP; the crating charges will apply in lieu of the charges in this Item.

EXCEPTION 2: This Item WILL NOT apply when BLIO orders Exclusive Use of Vehicle under Item 5, Paragraph 2.

Items 131 – 134
Available for Future Use

Item 135
Origin and Destination Service Charge

(135A) – Origin Service Charge

(135B) – Destination Service Charge

1. **Application**. The Origin and Destination Service Charge includes elevator service, stair and excess distance carries, and the additional transportation charge (ATC). This Item applies on a hundredweight basis at the origin address as identified on the Bill of Lading and/or the destination address as identified on the Bill of Lading to compensate the TSP for handling and servicing the shipment at each location.

2. All shipments shall be subject to an Origin and Destination Service Charge, which shall apply once at origin and once at destination based on the net weight of the shipment (refer to NOTES 2 and 4 of this Item), on a per hundredweight basis. The Origin and Destination Service Charges apply for the handling and servicing of the shipment at the origin address as identified on the Bill of Lading and/or the requested destination address as identified on the Bill of Lading and/or third party storage or other facility, whether inside or outside a building, providing such places are safe and accessible to TSP's personnel. This includes the cost for bracing/stabilization (and de-bracing/destabilization) of moveable parts IN or ON household appliances (refer to Items 35 and 120).

3. If additional services (such as, but not limited to Extra Labor, Waiting Time, Shuttle Service, Light and Bulky Articles, Overtime Pickup and Delivery or Pickup and Delivery Service Applicable at Third Party and Self-Storage Warehouses) are requested or necessary to complete the handling and servicing of a shipment and are approved in writing by the BLIO, they will be performed subject to the conditions, rates and charges named in Sections 1 and 2 of this Tariff and shall apply in addition to the charges named herein.

Refer to Appendix B for Origin and Destination Service Charges

NOTE 1: Origin and Destination Service Charges apply on a per hundred weight (cwt) basis, based on the weight at which the transportation charge is based, the origin address as identified on the Bill of Lading and the destination address as identified on the Bill of Lading.

NOTE 2: On shipments picked up or delivered at more than one place, the initial point of origin identified on the Bill of Lading shall be the basis for the determination of charges at points of extra pickup, the destination address as identified on the Bill of Lading shall be the basis for the determination of charges at points of extra delivery, and the total (combined) net weight of the shipment shall be the basis for the determination of charges under this Item.

NOTE 3: On diverted shipments, the origin address as identified on the Bill of Lading and/or the final destination address (not the point of diversion) shall be applicable points for the determination of charges under this Item. On shipments that are diverted back to origin, the Origin Service Charge will apply twice.

NOTE 4: On SIT shipments, the determination of the charges under this Item is based on the origin address as identified on the Bill of Lading and/or the destination address as identified on the Bill of Lading. If the shipment terminates at the SIT facility, then the storage site shall be considered the final point of delivery. For shipments converted to Owner's expense, refer to Item 17-2.

Items 136 – 144
Available for Future Use

Item 145
Export and Import of Canadian Shipments

(145A) - Export and Import

(145B) - Bonded Storage Service

On all shipments moving to or from Canada, an additional charge based on the weight

at which the transportation rate is assessed will be applicable.

Refer to Appendix B for Canadian Export and Import Charges

NOTE 1: This charge includes the TSP's services for clearance but DOES NOT include SIT, brokerage fees or the cost of any other services required to be performed by third persons. If customs clearance requires that any cargo be unloaded from the vehicle and reloaded on the vehicle, such service will be provided by the TSP at the Extra Labor rates published in Item 120. When shipments move in bond, the charge for Waiting Time, Item 120, will apply while holding shipment pending arrival of Customs Officials for clearance prior to delivery. Shipment may be placed in SIT at the option of the TSP. Bonded Storage Service will be provided at the request of the BLIO at the rate shown in Appendix B and is in addition to the charges provided in Item 185.

NOTE 2: Transportation charges on shipments requiring U.S. Customs clearance at a point other than final destination will be assessed on the mileage from origin to final destination via the required U.S. Customs Clearance Office.

Items 146 – 174
Available for Future Use

Item 175
Overtime Loading and Unloading Service

(175A) – Overtime Loading/Unloading

1. **Pickup or Delivery Service on Saturday, Sundays or Holidays**. This Item applies when TSP performs pickup or delivery service on weekends, holidays or after hours at the specific request, in writing, of the BLIO or if required by landlord requirements or local laws or ordinances. This Item is not applicable when done for TSP convenience.

2. Except as otherwise provided for and subject to applicable NOTES below, an additional charge for each overtime loading or each overtime unloading shall apply at point where such service is performed, pursuant to Stopoff provisions of Item 28.

3. Overtime loading and unloading charges apply on all shipments when service is provided on Saturdays, Sundays or holidays or between the hours of 5:00 p.m. and 8:00 a.m. Monday through Friday when this service is made necessary by:

a. Specific request, in writing, of the BLIO;
b. Landlord requirements; or
c. Prevailing laws and/or ordinances.

Refer to Appendix B for Overtime Loading and Unloading Charges

NOTE 1: Overtime loading and unloading charges will be based on actual weight subject to a minimum of 1,000 pounds.

NOTE 2: Overtime loading or unloading charges will not apply when service is performed for TSP's convenience.

NOTE 3: Overtime loading or unloading services will be rendered only at the option of the TSP.

NOTE 4: Overtime unloading charges will not apply at destination when shipments are delivered to a SIT facility.

NOTE 5: Overtime loading and unloading charges also apply on Good Friday when service is rendered on that day in the New York City area (Zip Codes 100,101, 102, 103, 104, 105, 106, 107, 108, 109, 110, 111, 112, 113, 114, 115, 116, 117, 118, 119, 124, 125, 126 and 127.

NOTE 6: The provisions of this Item DO NOT APPLY when the overtime provisions of Items 120 or 210 are applicable.

Items 176 – 184
Available for Future Use

Item 185
Storage-in-Transit (SIT)

(185A) – SIT First Day

(185B) – SIT Additional Days

1. This Item applies when SIT is performed.

2. SIT charges are in dollars and cents per cwt and apply based on the origin address or destination address as identified on the Bill of Lading. Charges for this service shall be based on actual weight of goods stored in transit, subject to a 1,000 pound minimum.

3. SIT charges apply for each day of storage and apply each time SIT service is rendered. Storage days will include the day goods are placed in SIT and the day goods are removed from SIT (except as otherwise provided in Item 17, Paragraph 7). If the goods are removed from SIT on the same day they are placed in SIT, one day SIT will apply.

Refer to Appendix B for SIT Charges

NOTE 1: TSP must provide SIT at destination unless SIT at origin is specified on the Bill of Lading or authorized in writing by the BLIO. TSP must provide SIT service within 50 miles of the destination address as identified on the Bill of Lading (or the origin

address as identified on the Bill of Lading if SIT at origin was specified on the Bill of Lading or approved in writing by the BLIO).

NOTE 2: If SIT facilities (TSP or foreign warehouse) are not available within the required 50 miles of the destination address as identified on the Bill of Lading (or the origin address as identified on the Bill of Lading if SIT at origin was specified on the Bill of Lading or authorized in writing by the BLIO), the BLIO will be advised and SIT will be effected at: a) the nearest available facility (TSP or foreign warehouse), or b) an otherwise agreed facility. In which case, charges will be assessed based on the destination address as identified on the Bill of Lading (or the origin address as identified on the Bill of Lading if SIT at origin was specified on the Bill of Lading or authorized in writing by the BLIO).

NOTE 3: The BLIO can waive, in writing, the 50 mile distance and pricing requirement at his/her discretion. When a waiver is granted, the billing must be supported by a copy of the waiver indicating that the BLIO waived the 50 mile distance requirement and that charges are based on the location where the SIT was performed.

Items 186 – 189
Available for Future Use

Item 190
Full Value Protection Service
(Applicable on All Shipments Moved in Accordance with this Tariff)

1. All shipments moving pursuant to GSA's CHAMP Program under the provisions of this Tariff are deemed to be released at an amount equal to $6.00 times the weight of the shipment (in pounds) or the declared lump sum value, whichever is greater.

2. In the event that a greater value (than $6.00 for each pound of weight in the shipment) is declared, a Full Value Charge ($0.85 per $100 or fraction thereof) will apply on that portion of the valuation declared in excess of the $6.00 per pound amount. A SIT Full Valuation Protection Storage Liability Charge equal to $0.18 per $100 or fraction thereof will also apply on that portion of the valuation declared in excess of the $6.00 per pound amount on shipments placed into SIT.

3. The TSP will guarantee either replacement of articles lost or destroyed while in the TSP's custody, reimbursement for the full replacement cost (as determined by current retail price for the same or similar Items of like kind, quality and functionality), or repairs, or the cost of repairs to the damaged item(s) to the extent necessary to restore the Item(s) to the same condition as when received by the TSP from the Owner. Actual replacement articles, if any, shall consist of articles of like kind and quality.

4. TSP's maximum liability shall not exceed the released or declared value on the shipment or the full cost of repair to the damaged property, whichever is less. TSP shall have the option of repair or replacement of damaged articles or providing reimbursement equal to the cost of the repair or the cost of the replacement.

5. All items which are replaced or for which the full replacement value has been paid become the property of the TSP.

6. Provisions of this Item are contractual limits of liability as provided for in Section 14706 of the ICC Termination Act of 1995 and are not to be construed as "insurance."

Items 191 – 199
Available for Future Use

Item 200
Transportation-Related Move Management Services

1. TSP's may elect to provide Move Management Service (MMS) for shipments pursuant to GSA's CHAMP on behalf of requesting Agency participants in CHAMP.

2. A Memorandum of Agreement (MOA) is to be executed by the TSP and the Agency detailing the individual Agency move management requirements.

3. Refer to the CHAMP HTOS and RFO for additional information on move management requirements and services included.

Items 201 – 209
Available for Future Use

Item 210
Pickup and Delivery Transportation Charges on SIT Shipments

(210A) – SIT Pickup/Delivery 50 Miles or Less

(210B) – SIT Pickup/Delivery Over 50 Miles

(210C) – SIT Pickup/Delivery 50 Miles or Less – Overtime

(210D) – SIT Pickup/Delivery Over 50 Miles – Alaska

1. **Pickup and Delivery Transportation Charges on SIT Shipments**. This Item applies on SIT shipments when the TSP provides pickup or delivery service between

the SIT location and the residence. TSP must provide SIT at destination unless SIT at origin is specified on the Bill of Lading or authorized in writing by the BLIO. TSP must provide SIT service within 50 miles of the destination address as identified on the Bill of Lading (or origin address as identified on the Bill of Lading if SIT at origin was specified on the Bill of Lading or approved in writing by the BLIO). SIT charges will be based on the destination address as identified on the Bill of Lading (or origin address as identified on the Bill of Lading if SIT at origin was specified on the Bill of Lading or approved in writing by the BLIO).

When the Distance Between the Origin/Destination Address as Identified on the Bill of Lading and the Storage Facility is:	The Applicable Charges Are:
Up to 50 Miles	Pickup and Delivery Transportation Charges (Apply 210A – Regular Time or 210C – Overtime)
Over 50 Miles	Transportation Charges (210B) Apply the Linehaul charges in Section 3 of Appendix B.
Over 50 Miles (Alaska only)	Transportation Charges (210D) Apply the Intra-Alaska Charges in Section 7 of Appendix B

a. When the BLIO preapproves in writing Overtime Pickup or Delivery Service, overtime charges apply when service is performed between 5:00 p.m. and 8:00 a.m. Monday through Friday or at any time on Saturdays, Sundays and holidays.

b. The Overtime SIT Pickup or Delivery Service charges provided herein DO NOT APPLY when the distance between the storage location and the residence is over 50 miles; refer to Item 175 for overtime charges that apply. Overtime charges will not apply when service is performed for TSP convenience.

c. SIT Pickup and Delivery charges apply based on the net weight of the shipment, plus weight additives in Item 130, when applicable, subject to the minimum weights as provided for in the Tariff, including pickup or delivery of portions of a shipment which are placed into or removed from SIT, which are subject to a minimum weight of 1000 pounds.

d. SIT Pickup and Delivery charges include the loading and unloading of the shipment and the transportation of the shipment from or to the SIT facility, but do not

include any other Additional Services named in this Tariff.

e. The provisions of this Item apply, subject to the valuation provisions in Item 190.

Refer to Appendix B for SIT Pickup and Delivery Charges

Items 211 – 218
Available for Future Use

Item 219
TSP Supervisory Personnel

(219A) – TSP Supervisory Personnel, Regular Hours or Days

(219B) – TSP Supervisory Personnel, Overtime Hours or Days

Except as otherwise provided for in this Tariff, when requested and authorized in writing by the BLIO, TSP will provide supervisory personnel at origin and/or destination.

Refer to Appendix B for Supervisory Personnel Charges

NOTE 1: Regular hours or days shall be between the hours of 8:00 a.m. to 5:00 p.m. Mondays through Fridays (except holidays).

NOTE 2: Overtime hours or days shall be between the hours of 5:00 p.m. and 8:00 a.m. Mondays through Fridays and any time on Saturdays, Sundays or holidays.

Items 220 – 224
Available for Future Use

Item 225
Pickup and Delivery Service Applicable to Third Party and Self-Storage Warehouses

(225A) – Pickup/Delivery Self/Mini Storage

(225B) – Pickup/Delivery Self/Mini Storage – Overtime

1. Except as otherwise provided herein, when TSP picks up or delivers a shipment to/from a third party warehouse (including self-storage/mini-warehouse locations), a charge will apply when the TSP is requested by the BLIO to enter the warehouse for the purpose of removing items stored from, or placing items into, the warehouse space rented/controlled by the Owner or the Agency. This service must be approved in

writing by the BLIO prior to performance of the service. The Overtime Warehouse Pickup or Delivery Charges provided for herein are applicable ONLY for the portion of the pickup or delivery service that is performed inside the warehouse space (refer to Item 175) for additional overtime charges that may apply.

2. Charges apply at the point where the service is performed, pursuant to the Stopoff provisions of Item 28, based on the weight of the shipment, or portion thereof, that is placed into or removed from the warehouse, subject to a minimum weight of 1,000 pounds.

3. When Overtime Pickup or Delivery Service is requested and approved in writing by the BLIO, overtime charges will apply when service is performed between 5:00 p.m. and 8:00 a.m. Monday through Friday, or at any time on Saturdays, Sundays and holidays. Overtime charges will not apply when service is performed for TSP's convenience.

Refer to Appendix B for Third Party and Self-Storage Pickup and Delivery Charges

NOTE 1: Extra pickup (Item 28) charges will not apply when the only pickup/delivery is from or to a self-storage or mini-warehouse.

Item 226
Available for Future Use

Item 227
Alaska Shipments

This Item applies to the transportation of HHG shipments BETWEEN all points in the U.S. (including the District of Columbia but excluding Hawaii) AND the named Alaskan points identified in Section 6 to include intra-state moves within Alaska.

1. The applicable Transportation Charges and related Sections are identified below and are contained in Appendix B:

1) **Section 6** contains Waterhaul (Ocean) transportation charges applicable between the Port of Tacoma, Washington and any point within a 50 mile radius of the TSP's Port Facility at the named point(s) in Alaska.
2) **Section 7** contains additional transportation mileage charges applicable between the named points in Alaska identified in Section 6 and points in Alaska that are more than a 50 mile radius of the TSP's Port Facility at the named point(s) in Alaska identified in Section 6 and are on the Alaskan Road system and either the origin or destination of the shipment is in the U.S. (including the District of Columbia but excluding Hawaii).

2. Compensation methodology for all shipments between the U.S. (including the District of Columbia but excluding Hawaii) and Alaska will be based on the Linehaul transportation charges identified in Section 3 to/from the Port of Tacoma, Washington plus the Ocean Waterhaul table charges identified in Section 6 to/from the named points in Alaska identified in Section 6.

3. TSPs electing to use the Alcan Highway will be compensated based on compensation methodology identified in Paragraph 2 of this Item.

4. Shipments to/from Alaska must utilize the point in Section 6 that is nearest to the requested pickup address and/or the requested delivery address as identified on the Bill of Lading.

5. Shipments traveling intra-state Alaska (when both the origin is within a 50 mile radius of the TSP's Port Facility at the named point(s) in Alaska identified in Section 6 and is on the Alaskan Road system and the destination is within a 50 mile radius of the TSP's Port Facility at the named point(s) in Alaska identified in Section 6 and is on the Alaskan Road system) will be based on transportation mileage compensation (Section 7) and will not be compensated based on the Ocean Waterhaul tables identified in Section 6.

6. A TSP may charge as a separate line item a fuel surcharge for bunker charges on shipments moving from/to Alaska. The TSP must provide a copy of the original bill to the Agency for reimbursement.

Item 228
Shorthaul Factor

1. A shorthaul factor will apply for shipments moving 800 miles or less (via all modes combined).

2. Shorthaul distance is computed by determining the mileage between the origin address as identified on the Bill of Lading and destination address as identified on the Bill of Lading and is measured as hundred weight-miles (CWT-M).

3. CWT-M is determined by multiplying total shipment MILES times CWT.

Refer to Appendix B for Shorthaul Charges

NOTE 1: Exclusions apply such as changes prior to pickup and diversions.

NOTE 2: In order to determine if a shorthaul factor is applicable, TSP must factor in all transportation segment miles. If a shorthaul factor is paid and a shipment moves greater than 800 miles, the TSP MUST reimburse the Government the total shorthaul amount paid.

NOTE 3: Excludes all Alaska Interstate shipments.

Appendix A: How to use this Tariff

Appendix A
How to Use this Tariff

This Appendix A of the General Services Administration's (GSA's) Domestic 500A (GSA500A) Tariff (Tariff) provides instructions and examples for rating shipments transported under GSA's Centralized Household Goods Traffic Management Program (CHAMP) utilizing this Tariff.

The Baseline Rate Tariff Files, Appendix B (Appendix B), of this Tariff names the baseline Linehaul/Transportation and the Additional Services rates and charges which are then subject, as appropriate, to the accepted linehaul/transportation and Storage-in-Transit (SIT) percentage discounts in effect for each Transportation Service Provider (TSP). These discounts can be found in GSA's Transportation Management Services Solution System (TMSS) and are based on the date a shipment was picked up.

NOTE 1: TSPs file discounts as a percentage off of the Tariff; however, when displayed in TMSS they are shown as a percentage of the Tariff. When applying the linehaul/transportation discount and/or the SIT discount, use the percentage of the Tariff. To determine this, take 1.00 minus the filed discount where the discount is expressed as a fraction (for example a 55% discount is 0.55). So if a 55% linehaul/transportation discount was filed by a TSP, you would multiply the charges by 45% (1.00 - .055 = .45) to determine the discounted charges. In this Appendix A, the percentage to apply to calculate discounted charges (45% in our example) will be referred to a TSP's Linehaul/Transportation Discount Factor (LDF) or a TSP's SIT Discount Factor (SDF).

NOTE 2: For terms, conditions and application of rates and charges when shipping Privately Owned Vehicles (POVs) and/or Unaccompanied Air Baggage (UAB) (Alaska and Canada only), please refer to the applicable CHAMP Request for Offers (RFO). Refer to TMSS for accepted rate offers and discounts.

Determining Linehaul/Transportation (LH) Charges

The LH charges are the charges associated with loading, transporting and unloading a shipment. The LH charges are distance-based and are applicable between points in the United States (U.S.) (including the District of Columbia and excluding Hawaii) as determined by PC*Miler issued by ALK Technologies, Inc. Mileage determination are based on the applicable **5-digit postal zip codes** obtained from the National 5-Digit Zip Code and Post Office Directory issued by the U.S. Postal Service (USPS).

Exception: For shipments with an origin and/or destination within Canada, mileage distances will be determined by the Rand McNally mileage, in lieu of ALK Technologies, Inc.

Formula: LH = (BLH + OLF + DLF + SH) x LDF

NOTE: Shorthaul (SH) may or may not apply. Refer to the Tariff for additional information.

Example Information				
Origin Zip (Davenport, IA)	52804		Destination Zip (Oklahoma City, OK)	73104
Origin Service Area No.	292		Destination Service Area No.	636
Origin Services Cost Schedule	2		Destination Services Cost Schedule	3
Estimated Weight	8,500		Linehaul/Transportation Discount	55%
Shipment Hundredweight (cwt)	85		Linehaul/Transportation Discount Factor (LDF)	45% (1.00 - .55)
Miles	682		Pickup Date	11/22/19

1) Determine the **Base Linehaul (BLH)** charge by going to the "Linehaul" tab of Appendix B to view Section 3 – Linehaul. Using the applicable mileage (based on the origin and destination addresses as identified on the Bill of Lading) and the weight of the shipment, locate the BLH.

   In our example, BLH = $9,657.00

2) Determine the **Origin Linehaul Factor (OLF) and Destination Linehaul Factor (DLF)** by going to the "City Reference" tab of Appendix B. Using the first three digits of the origin zip (528 in our example) and the destination zip (731 in our example), find the applicable Service Areas (292 for the origin and 636 for the destination in our example).

   Next go to the "Geographic Schedule" tab in Appendix B and find the row for the Origin Service Area to identify the applicable OLF ($1.73 per cwt in our example) and then find the row for the Destination Service Area to identify the applicable DLF ($0.23 per cwt in our example). Multiply each factor by the shipment cwt.

   In our example:
   The OLF would be $1.73 times 85 = $147.05
   The DLF would be $0.23 times 85 = $ 19.55

3) In accordance with the Tariff, determine if a **Shorthaul (SH)** factor applies to the shipment. If it does, the SH factor is determined by multiplying the shipment cwt times the miles (CWT-M or 85 x 682 = 57,970 in our example). Go to the "Additional Rates" tab of Appendix B and find Item 228. Then find the row that corresponds with the CWT-M.

   In our example, SH = $253.45

4) Determine the **LH** by adding together the BLH, the OLF, the DLF, and the SH (if applicable) and then multiplying by the TSP's LDF.

   In our example, it would be:
   ($9,657.00 + $147.05 + $19.55 + $253.45) x .45 = $4,534.67

Determining Linehaul/Transportation (LH) Charges for Shipments From and To Alaska

The LH charges are the charges associated with loading, transporting and unloading a shipment. The LH charges are distance-based and are applicable between points in the United States (U.S.) (including the District of Columbia and excluding Hawaii) as determined by PC*Miler issued by ALK Technologies, Inc. Mileage determinations are based on the applicable **5-digit postal zip codes** obtained from the National 5-Digit Zip Code and Post Office Directory issued by the U.S. Postal Service (USPS).

Exception: For shipments with an origin and/or destination within Canada, mileage distances will be determined by the Rand McNally mileage, in lieu of ALK Technologies, Inc.

The Linehaul charges for shipments from and to Alaska are determined from three separate rate tables contained in Appendix B:

a) Linehaul/Transportation charges applicable between all points in the U.S (including the District of Columbia but excluding Alaska and Hawaii) and the Port of Tacoma, Washington (refer to Section 3);

b) Waterhaul (ocean) transportation charges applicable between the Port of Tacoma, Washington and any named point within a 50 mile radius of the TSP's Port Facility at the named point(s) in Alaska (refer to Section 6); and

c) Linehaul/Transportation charges applicable between the named points in Alaska identified in Section 6 and points in Alaska that are more than a 50 mile radius of the TSP's Port Facility at the named point(s) in Alaska (refer to Section 7).

Formula: LH = (BLH + WH +OLF + DLF + SH) x LDF

NOTE: SH may or may not apply. Refer to the Tariff for additional information.

Example Information				
Origin Zip (Casper, WY)	82601		Destination Zip (Fairbanks, AK)	99705
Origin Service Area No.	880		Destination Service Area No.	22
Origin Services Cost Schedule	2		Destination Services Cost Schedule	4
Estimated Weight	10,000		Linehaul/Transportation Discount	55%
Shipment Hundredweight (cwt)	100		Linehaul/Transportation Discount Factor (LDF)	45% (1.00 - .55)
Miles (from origin/destination to Port of Tacoma, Washington)	1,093		Pickup Date	11/22/19

1) Determine the **Base Linehaul (BLH)** charge by going to the "Linehaul" tab of Appendix B to view Section 3 – Linehaul. Using the applicable mileage (based on the origin or destination address as identified on the Bill of Lading and the Port of Tacoma, Washington) and the weight of the shipment, locate the BLH Charge.

   In our example, BLH = $13,416.00

2) Determine the **Waterhaul (WH)** charge by going to the "Accessorials" tab of the Appendix B to view Section 6 – AK Waterhaul. Using the applicable named point in Alaska and the weight of the shipment, locate the WH charge.

   In our example, WH = $17,611.00

3) Determine the **Origin Linehaul Factor (OLF) and Destination Linehaul Factor (DLF)** by going to the "City Reference" tab of Appendix B. Using the first three digits of the origin zip (826 in our example) and the destination zip (997 in our example), find the applicable Service Areas (880 for the origin and 22 for the destination in our example).

   Next go to the "Geographic Schedule" tab in Appendix B and find the row for the Origin Service Area to identify the applicable OLF ($1.05 per cwt in our example) and then find the row for the Destination Service Area to identify the applicable DLF ($5.39 per cwt in our example). Multiply each factor by the shipment cwt.

   In our example:
   The OLF would be $1.05 times 100 = $105.00
   The DLF would be $5.39 times 100 = $539.00

4) In accordance with the Tariff, determine if a **Shorthaul (SH)** factor applies to the shipment. In our example, it does not.

5) Determine the **LH** by adding together the BLH, the WH, the OLF, the DLF, and the SH (if applicable) and then multiplying by the TSP's LDF.

   In our example, it would be:
   ($13,416.00 + $17,611.00 + $105.00 + $539.00) x .45 = $14,251.95

Determining Non-Linehaul Rate/Additional Services Rates and Charges

The Service Areas and their associated Services Cost Schedules and other non-mileage based rates and charges for services performed at points in the U.S. (including the District of Columbia and excluding Hawaii) are determined based on the applicable **3-digit postal zip code** (the first 3-digits of the 5-digit Zip Code) issued by the USPS. Use the 3-digit postal zip code to determine the appropriate origin and destination Service Areas and their associated Services Cost Schedules for the rates and charges applicable for the Additional Services performed. Additional Services performed at points in Canada are based on a single cost schedule for all points in Canada.

Example Information				
Origin Zip (Davenport, IA)	52804		Destination Zip (Oklahoma City, OK)	73104
Origin Service Area No.	292		Destination Service Area No.	636
Origin Services Cost Schedule	2		Destination Services Cost Schedule	3
Origin SIT P/D Schedule	3		Linehaul/Transportation Discount	55%
Estimated Weight	8,500		Linehaul/Transportation Discount Factor (LDF)	45% (1.00 - .55)
Shipment Hundredweight (cwt)	85		SIT Discount	47%
Miles	682		SIT Discount Factor (SDF)	53% (1.00 - .47)
Crate	4.30 cubic feet		SIT Days (total)	30
Pickup Date	11/22/19		Destination SIT P/D Schedule	3

1) Determine Origin Service Charge (OSC) and Destination Service Charge (DSC)

   a) <u>Determine OSC (135A)</u>

   Formula: 135A = (135A rate x shipment cwt) x TSP's LDF

   i. Determine the OSC by first referring to the "City Reference" tab of Appendix B. Using the first three digits of the origin zip as identified on the Bill of Lading (528 in our example), find the applicable Origin Service Area (292 in our example).

ii. Next go to the "Geographic Schedule" tab in Appendix B and find the row for the Origin Service Area to identify the applicable OSC ($5.18 per cwt in our example).

iii. Using this number, compute the charge by using the 135A rate x the shipment cwt and then multiply that by the TSP's LDF.

In our example, the OSC would be ($5.18 x 85) x .45 = $198.14

b) Determine DSC (135B)

Formula: 135B = (135B rate x shipment cwt) x TSP's LDF

i. Determine the DSC by first referring to the City Reference tab of Appendix B. Using the first three digits of the destination zip as identified on the Bill of Lading (731 in our example), find the applicable Destination Service Area (636 in our example).

ii. Next go to the "Geographic Schedule" tab in Appendix B and find the row for the Destination Service Area to identify the applicable DSC ($5.17 per cwt in our example).

iii. Using this number, compute the charge by using the 135B rate x the shipment cwt and then multiply that by the TSP's LDF.

In our example, the DSC would be ($5.17 x 85) x .45 = $197.75.

2) Determine Full Packing and Unpacking Service (105A)

Formula: 105A = ((Full Packing rate x shipment cwt) + (Full Unpacking rate x shipment cwt)) x TSP's LDF

NOTE: Before determining Full Packing and Unpacking Service charges, use the Origin Service Area (292 in our example) and go to the "Geographic Schedule" tab of Appendix B to identify the appropriate Origin Services Cost Schedule (2 in our example). Then use the Destination Service Area (636 in our example) to identify the appropriate Destination Services Cost Schedule (3 in our example). Then refer to the "Additional Rates" tab of Appendix B.

a) Determine Full Packing (105A)

i. Look up the Full Packing rate for the Origin Services Cost Schedule (2 in our example) and the weight bracket (16,000 lbs and under in our example). (Note - there are 4 service areas so make sure to use the one that applies to the appropriate Origin Services Cost Schedule). In our example, the rate would be $60.84 per cwt.

ii. Multiply the rate by the shipment cwt

In our example, Full Packing would be $60.84 X 85 = $5,171.40.

b) Determine Full Unpacking (105A)

i. Look up the Full Unpacking rate for the Destination Services Cost Schedule (3 in our example) and the weight bracket (Note - there are 4 service areas so make sure to use the one that applies to the appropriate Destination Services Cost Schedule. And there is only one Unpacking rate per Destination Services Cost Schedule regardless of the weight). In our example, the rate would be $6.99 per cwt.

ii. Multiply the rate by the shipment cwt

In our example, Full Unpacking would be $6.99 X 85 = $594.15.

c) Determine Full Packing and Unpacking Service Charge (105A)

Add the Full Packing charge and the Full Unpacking Charge together and then multiply the total by the TSP's LDF.

In our example, the Full Packing and Unpacking Service Charge would be ($5,171.40 + 594.15) x .45 = $2,594.50

3) Determine Crating/Uncrating Regular Crate Rates (105B and 105E)

Formula: Crating = (Crating rate (per schedule) x cubic foot) x TSP's LDF
Uncrating= (Uncrating rate (per schedule) x cubic foot) x TSP's LDF

NOTE: Crating and uncrating is charged by cubic foot and is subject to four cubic feet minimum. Crating is based on the rate per cubic foot at the Origin Services Cost Schedule and uncrating is based on the Destination Services Cost Schedule.

a) Determine Crating (Regular Crate) (105B)

i. In the "Additional Rates" tab of Appendix B, look up the rate for Item Code 105B for the Origin Service Cost Schedule (2 in our example). (Note - there are 4 service areas so make sure to use the one that applies to the appropriate Origin Services Cost Schedule). In our example, the rate would be $28.29 per cubic foot.

ii. Multiply the rate by the cubic feet of the crate (4.30 in our example) and then multiply that by the TSP's LDF.

In our example, Crating would be ($28.29 X 4.30) X .45 = $54.74.

b) Determine Uncrating (Regular Crate) (105E)

i. In the "Additional Rates" tab of Appendix B, look up the rate for Item Code 105E for the Destination Services Cost Schedule (3 in our example). (Note - there are 4 service areas so make sure you use the one that applies to the appropriate Destination Services Cost Schedule). In our example, the rate would be is $7.17 per cubic foot.

ii. Multiply the rate by the cubic feet of the crate (4.30 in our example) and then multiply that by the TSP's LDF.

In our example, Uncrating would be ($7.17 X 4.30) X .45 = $13.87.

4) Determine SIT CHARGES (185A and 185B)

Formula: 185A = (1st Day SIT Charge x shipment cwt) x TSP's SDF
185B = (Addl SIT Charge x shipment cwt x Days) x TSP's SDF

NOTE: SIT rates are based on the origin or destination address as identified on the Bill of Lading and are NOT determined by the address of the SIT facility.

To calculate SIT charges, refer to the "Geographical Schedule" tab of Appendix B and apply the SIT rates shown based on the Origin or Destination Service Area of the shipment.

a) Determine SIT First Day & Warehouse Charges (185A)

i. In the "Geographic Schedule" Tab of Appendix B, look up the "185A SIT First Day and WHouse (per cwt)" rate applicable to the Origin Service Area (if SIT is at origin) or Destination Service Area (if SIT is at destination) of the shipment (in our example, SIT is at destination so the rate is $16.30 per cwt)

ii. Multiply the rate by the shipment cwt and then multiply that by the TSP's SDF.

In our example, SIT would be ($16.30 x 85) x .53 = $734.32

b) Determine SIT Additional Days (185B)

i. In the "Geographic Schedule" Tab of Appendix B, look up the "185B SIT Addl Days (per cwt)" rate applicable to the Origin Service Area (if SIT is at origin) or Destination Service Area (if SIT is at destination) of the shipment (in our example, SIT is at destination so the rate is $0.69 per cwt)

ii. Multiply the rate by the shipment cwt to get the additional day SIT rate ($0.69 x 85 = 58.65).

iii. Take the additional day SIT rate and multiply it by the number of additional days and then multiply that by the TSP's SDF.

In our example, SIT Additional Days would be (58.65 x 29) x .53 = $901.45

5) Determine P/D SIT - 50 Miles or Less (210A)

Formula: 210A = 210A table charge x TSP's SDF

NOTE: SIT rates are based on the origin or destination address as identified on the Bill of Lading and are NOT determined by the address of the SIT facility.

To calculate SIT charges, refer to the "Geographical Schedule" tab of Appendix B and apply the SIT rates shown based on the Origin or Destination Service Area of the shipment.

<u>Determine P/D SIT - 50 Miles or Less (210A)</u>

i. In the "Geographical Schedule" of Appendix B, identify the "SIT P/D Schedule" based on the Origin Service Area (if SIT is at origin) or the Destination Service Area (if SIT is at destination) (in our example, SIT is at destination and the SIT P/D Schedule is 3).

ii. In the "Accessorials" tab of Appendix B, look up "Item 210A P/D SIT – 50 Miles or Less" and identify the applicable Services Cost Schedule (3 in our example) and the weight being delivered to locate the rate ($3,692 in our example).

iii. Multiply that rate by the TSP's SDF.

In our example, P/D SIT–50 Miles or Less would be
$3,692 x .53 = $1,956.76.

Appendix B: Baseline Rate Tariff Files

(Refer to the Excel Workbook at: http://www.gsa.gov/portal/content/103864)