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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](https://www.gsa.gov/portal/content/103864) and GSA’s 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](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)
CHAMP and XTOS Extensions: 2018-2019 Rate Offer Expiration Dates and 2019-2020 Rate Offer Due Dates

1 message

Thu, Sep 19, 2019 at 2:12 PM
GSA ERRC <gsa@notify.gsa.gov>
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.
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!
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.

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

1-2.5. Schedule of Accepted/Effective Dates.

<table>
<thead>
<tr>
<th></th>
<th>INITIAL FILINGS</th>
<th>NEW FILINGS</th>
<th>LATE FILINGS</th>
<th>SUPPLEMENTAL FILINGS</th>
</tr>
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<tbody>
<tr>
<td>Date Received By</td>
<td>8-29-19 thru 10-4-19</td>
<td>8-29-19 thru 10-4-19</td>
<td>2-17-20 thru 3-23-20</td>
<td>2-17-20 thru 3-23-20</td>
</tr>
<tr>
<td>Computer Entry Date</td>
<td>11-01-2019 or before</td>
<td>11-01-2019 or before</td>
<td>5-01-2020 or before</td>
<td>5-01-2020 or before</td>
</tr>
<tr>
<td>Accepted/Effective Date</td>
<td>11-01-2019</td>
<td>11-01-2019</td>
<td>5-01-2020</td>
<td>5-01-2020</td>
</tr>
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</table>

1-3. TSP Notifications.

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

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

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

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

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

1-4.1.3. Performance Bond - International Only.
All TSPs approved to provide International General Transportation Services and International Move Management Services (MMS) are required as part of its filing to furnish a performance bond, in accordance with the HTOS Section 2-4.8, and subject to the provisions of Section 1-4.1.3.1. The performance bond MUST clearly identify that the bond is in force for the period November 1, 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).

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.

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.

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.

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

2-7.2.1.4. **Privately Owned Vehicle (POV).**

2-7.2.1.4.1. **Domestic.**

The amount stated in the submitting TSP’s rate offer for the shipment of a POV represents a **price per mile** for vehicles applicable to the following services (a) preparation of vehicle; (b) pickup at origin; (c) transportation from origin to destination; (d) delivery to final destination; and (e) 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 may be 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, disinfection, decontamination, fumigation or demurrage or other charges occasioned by such orders not the fault of the TSP.
3. Servicing of articles requiring services of third parties. Prior to use of third parties, the TSP must get written authorization from the BLIO authorizing the service.
4. When an article cannot be picked up or delivered from a residence by the conventional method (doorways, stairs, elevator to floor) or the structural nature of the residence must be changed to accommodate a pickup or delivery (removal of windows, doors, etc), the TSP, upon approval by the BLIO will be authorized third party service. This exception is directed at the pickups and deliveries from high rise apartment buildings and is not intended to be used for minor hoisting and lowering, such as 1st floor balconies in apartments and single family dwellings.
5. Shipments picked up or delivered to a mini warehouse, which involve a carry in excess of 100 feet between the TSP vehicle and the outside entrance door of the actual storage area, the BLIO may authorize an excessive distance carry charge as defined in the HTOS Section 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 2-7.2.6.2.2 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.

<table>
<thead>
<tr>
<th>Weight Group</th>
<th>Base-Line Rate per hundred weight (cwt)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,000 to 1,999 lbs</td>
<td>US$180.00</td>
</tr>
<tr>
<td>2,000 to 3,999 lbs</td>
<td>US$115.02</td>
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<tr>
<td>4,000 to 7,999 lbs</td>
<td>US$91.17</td>
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<tr>
<td>8,000 to 11,999 lbs</td>
<td>US$85.57</td>
</tr>
<tr>
<td>12,000 to 15,999 lbs</td>
<td>US$80.03</td>
</tr>
<tr>
<td>16,000 and over</td>
<td>US$69.21</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Weight Group</th>
<th>Base-Line per Kilogram (KG)</th>
</tr>
</thead>
<tbody>
<tr>
<td>45 to 134 kg</td>
<td>US$1.16</td>
</tr>
<tr>
<td>135 to 224 kg</td>
<td>US$1.05</td>
</tr>
<tr>
<td>230 to 314 kg</td>
<td>US$1.00</td>
</tr>
<tr>
<td>315 to 404 kg</td>
<td>US$0.96</td>
</tr>
<tr>
<td>405 and over kg</td>
<td>US$0.91</td>
</tr>
</tbody>
</table>
2-7.3. Application of Rates or Charges.
Rates/Charges applicable to a specific shipment will be those in effect on the date of pickup. In those instances where the submitting TSP does not offer a rate offer, it will be construed as NO RESPONSE.

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

2-7.3.2. Unaccompanied Air Baggage (UAB).
Rates or charges applicable to UAB will apply when shipped independent of surface HHG.

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

2-7.4. Alaska Only.

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

2-7.4.1.1. Accepted Rate Offer Does Not Include Alaska Service Areas (RFO Section 5-2).
In the event that a TSP handles a shipment between points in the 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 assessed against UAB shipments unless an agreement has been developed. If there are multiple HHG and/or POV shipments, an IFF is assessed on each HHG shipment and each POV shipment.

2-7.6.4. Supplemental Shipments.
A supplemental shipment of a relocation performed pursuant to the HTOS is defined as any surface shipment, including a POV, or UAB tendered to the TSP by the shipping Federal Agency after the tender of the first component of a shipment for a relocating employee. On a multiple element domestic or international shipment at Government expense (either all or some combination of HHG, POV, or UAB), GSA’s IFF will be assessed against both the HHG element of the net transportation charges (includes line-haul, accessorial, packing charges, fuel surcharges, etc… and SIT (to include first day of storage, each additional day of storage and pickup and delivery (drayage)) and the POV element of the total net POV charges.
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.

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 carriers 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.

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 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 accessorial services 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 stairs 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.


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.


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.


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.

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

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

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

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

3-8.3. Non-Application of Origin Service Charges (OSC) and Destination Service Charges (DSC) – Domestic Shipments Only. 
TSPs MAY NOT charge 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 carriers
- 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 Shipments 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.

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

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

TSPs submitting rate offers in accordance with Section 3-9, may file rate offers applicable between the points specified in Section 5-2 and 5-3 and identified as Agency Specific Codes in Section 5-1.

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

The USPDC is estimating that the volume of shipments under this RFO is 1,300 shipments.

3-10. General Services Administration (GSA) – Domestic and International (GSADI).
TSPs submitting rate offers in accordance with Section 3-10, may file rate offers applicable between the points specified in Section 5-2 and 5-3 and identified as Agency Specific Codes in Section 5-1.

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

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

3-10.3. Provider – Domestic and International.
TSPs submitting rate offers for GSADI must be approved for both GSA’s Domestic and International programs. TSPs must also have one or more M rate offers submitted under both the Domestic and International programs. If a TSP has approval for both the Domestic and International programs under two separate Standard Carrier Alpha Codes (SCACs), they may submit rate offers under this GSADI as long as all other requirements of GSADI are met.
3-10.4. Prepayment Audit Requirements.
TSPs submitting rate offers for GSADI must have all Prepayment Audit requirements as identified in 41 CFR 102-118 and the U.S. Government Freight Transportation Handbook conducted by an independent, non-affiliated auditor that is either approved under GSA's Financial and Business Solutions (FABS) Schedule 520, Special Item Number 520-10 or has been certified by GSA's Audit Division (QMCA) to perform Prepayment Audit services. All costs associated with arranging for and the performance of Prepayment Audits by an independent, non-affiliated auditor as described above must be included in the submitting TSP's rate offers.

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

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

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

3-11. Reserved.


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

3-12.1.1. Shipment Reporting.
1. General: The DOS reserves the right to discontinue tendering any services if the TSP does not provide the reports as outlined under the provisions in this section. Reports must be submitted directly to the 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 and is prepared to deliver it. The arrival date shall not be reported as a past date without populating the available date field. Failure to report the available date may be grounds for a missed RDD.

11. **Foreign Flags**: The TSP shall report use of either US or Foreign Flag carrier via EDI per the procedures outlined in section 10 of the RFO (See 3-12.3 Fly America for additional information and requirements).

12. **Computer Software Requirement**: The DOS has developed an Automated Accessorial Program (paperless) to improve the efficiency of receipt, review, and processing of TSP accessorrial 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, disinfections, 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.

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

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

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

4. United States Japan Memorandum of Understanding signed October 2010: Part XI

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.


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.


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:

<table>
<thead>
<tr>
<th>Country</th>
<th>RDD</th>
<th>Country</th>
<th>RDD</th>
<th>Country</th>
<th>RDD</th>
</tr>
</thead>
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<td>AFGHANISTAN</td>
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<td>GREECE</td>
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<td>PAKISTAN</td>
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<td>NEW ZEALAND</td>
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</tr>
</tbody>
</table>
### 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:

<table>
<thead>
<tr>
<th>Country</th>
<th>Cities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Afghanistan</td>
<td>Herat and Kabul</td>
</tr>
<tr>
<td>Australia</td>
<td>Adelaide, Brisbane, Canberra, Darwin, Melbourne, Perth and Sydney</td>
</tr>
<tr>
<td>Brazil</td>
<td>Brasilia, Recife, Rio De Janeiro and Sao Paulo</td>
</tr>
<tr>
<td>China</td>
<td>Beijing, Chengdu, Guangzhou, Shanghai and Shenyang</td>
</tr>
<tr>
<td>India</td>
<td>Chennai, Hyderabad, Kolkata, Mumbai and New Delhi</td>
</tr>
<tr>
<td>Iraq</td>
<td>Baghdad, Basrah, Erbil, Kirkuk and Mosul</td>
</tr>
<tr>
<td>Mexico</td>
<td>Ciudad Juarez, Guadalajara, Hermosillo, Matamoros, Merida, Mexico City, Monterrey, Nogales, Nuevo Laredo and Tijuana</td>
</tr>
<tr>
<td>Northern Mariana Islands</td>
<td>Saipan</td>
</tr>
<tr>
<td>Russia</td>
<td>Moscow, St. Petersburg and Vladivostock</td>
</tr>
<tr>
<td>South Africa</td>
<td>Capetown, Durban, Johannesburg and Pretoria</td>
</tr>
<tr>
<td>Thailand</td>
<td>Bangkok and Chian Mai</td>
</tr>
<tr>
<td>United Kingdom</td>
<td>London, Edinburgh and Northern Ireland</td>
</tr>
</tbody>
</table>

### 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:

<table>
<thead>
<tr>
<th>Internal Cube</th>
<th>L</th>
<th>W</th>
<th>H</th>
<th>Inches</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 CUBE</td>
<td>30</td>
<td>18</td>
<td>16.5</td>
<td></td>
</tr>
<tr>
<td>10 CUBE</td>
<td>37</td>
<td>19</td>
<td>27</td>
<td></td>
</tr>
<tr>
<td>15 CUBE</td>
<td>37</td>
<td>24</td>
<td>30</td>
<td></td>
</tr>
</tbody>
</table>

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 accessorail 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 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.


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.

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

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


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

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

3-13.6. Services Not Authorized
The Government shall not be held liable for or pay any invoices for fines including, but not limited, to parking fines incurred by the TSP or their agents.
Unless specifically approved in writing by the DOS at least 3 work days prior to the pickup date, charges for extra labor by the CHAMP approved TSP or by a third party service provider, cannot exceed the discounted pricing identified in Item 120 of the GSA500A. Waivers may be considered only under extraordinary circumstances.

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

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

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

3-13.11. Storage In Transit (SIT).
TSPs are required by the DOS to bill all SIT charges based on the destination listed on the Bill of Lading, not the actual SIT location. Any shipment placed in SIT outside the 50-mile radius shall be considered SIT at TSP’s convenience unless the issuing office authorized in writing SIT over 50-miles from the destination listed on the Bill of Lading.

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.

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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:

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- 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).
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- 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 (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), 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.
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.

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

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

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

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

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

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

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

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

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.

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.

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

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

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

3-14.2. Application.
Except for the exceptions and additions noted elsewhere in this Section 3-14, all provisions of DOSDC as identified in section 3-12 of this RFO also apply to DOSHW.

3-14.3. Volume.
Between May 1, 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


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.

<table>
<thead>
<tr>
<th>Post</th>
<th>Type</th>
<th>Count</th>
<th>Avg-Gross</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bujumbura</td>
<td>HHE</td>
<td>46</td>
<td>2,036</td>
</tr>
<tr>
<td>Ouagadougou</td>
<td>HHE</td>
<td>59</td>
<td>3,023</td>
</tr>
<tr>
<td>Dar Es Salaam</td>
<td>HHE</td>
<td>5</td>
<td>2,768</td>
</tr>
<tr>
<td>Lusaka</td>
<td>HHE</td>
<td>1</td>
<td>1,801</td>
</tr>
</tbody>
</table>

#### 3-15.4. Rate Offers.

When submitting the Single-Factor Rate Offer for transportation, the Single-Factor Rate Offer must include the charges related to all modes of transportation used to get the shipment to its final destination. Rate offers will only be accepted for shipments originating from Washington, DC, Maryland and Virginia (rate filing codes DC00, MD00 and VA00) and all international locations. When submitting rate offers, the 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

<table>
<thead>
<tr>
<th>Employee’s Name</th>
<th>________________________________</th>
</tr>
</thead>
<tbody>
<tr>
<td>DA Shipment Number (Box 18 of GBL)</td>
<td>________________________________</td>
</tr>
<tr>
<td>Pack Begin/Pack End/Pick-up Date</td>
<td><strong><strong><strong><strong><strong>/</strong></strong></strong></strong></strong><em><strong>/</strong></em>________</td>
</tr>
<tr>
<td>Origin/Destination (city, state and country)</td>
<td>____________________________________</td>
</tr>
<tr>
<td>GBL Number</td>
<td>________________________________</td>
</tr>
<tr>
<td>Survey Weight</td>
<td>____________________________________</td>
</tr>
<tr>
<td>Pieces</td>
<td>________________________________</td>
</tr>
<tr>
<td>Gross Weight</td>
<td>________________________________</td>
</tr>
<tr>
<td>Net Weight</td>
<td>________________________________</td>
</tr>
<tr>
<td>Cube</td>
<td>________________________________</td>
</tr>
<tr>
<td>Date Requested Post’s Permission to Ship</td>
<td>________________________________</td>
</tr>
<tr>
<td>Date Permission Granted</td>
<td>____________________________________</td>
</tr>
<tr>
<td>*Date Info Emailed to State Department (update with current date when information changes)_ _______________</td>
<td></td>
</tr>
</tbody>
</table>

**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.

<table>
<thead>
<tr>
<th>Date delivered to Pier</th>
<th>____________________________________</th>
</tr>
</thead>
<tbody>
<tr>
<td>Port of Origin (no abbreviations)</td>
<td>____________________________________</td>
</tr>
<tr>
<td>Full Name of Airline/Shipping Lines</td>
<td>____________________________________</td>
</tr>
<tr>
<td>Ship Name</td>
<td>____________________________________</td>
</tr>
<tr>
<td>Voyage/Flight Number</td>
<td>____________________________________</td>
</tr>
<tr>
<td>Departure/Sail Date</td>
<td>____________________________________</td>
</tr>
<tr>
<td>Port of Discharge (air/sea) no abbreviations</td>
<td>____________________________________</td>
</tr>
<tr>
<td>ETA at Destination</td>
<td>____________________________________</td>
</tr>
<tr>
<td>Booking Number or Airway/Master Bill #</td>
<td>____________________________________</td>
</tr>
<tr>
<td>*Date Info Emailed to State Department (update with current date when information changes)_____________</td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>RDD</th>
<th>________________________________</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date available for delivery (or put in SIT)</td>
<td>________________________________</td>
</tr>
<tr>
<td>Date Delivered to Residence (actual not scheduled date)</td>
<td>________________________________</td>
</tr>
<tr>
<td>Remarks if any (such as delay in Notification, Change Booking Details etc.)</td>
<td>________________________________</td>
</tr>
<tr>
<td>*Date Info Emailed to State Department (update with current date when information changes)_____________</td>
<td></td>
</tr>
</tbody>
</table>
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

#### DECLARATION FOR FREE ENTRY OF UNACCOMPANIED ARTICLES

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

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.)

<table>
<thead>
<tr>
<th>A. DATE</th>
<th>B. NAME OF VESSEL/CARRIER</th>
<th>C. FROM (Country)</th>
<th>D. B/L OR AWB OR I.T. NO.</th>
</tr>
</thead>
<tbody>
<tr>
<td>E. NUMBER AND KINDS OF CONTAINERS</td>
<td>F. MARKS AND NUMBERS</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**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. □

10. **STATEMENT(S) OF ELIGIBILITY FOR FREE ENTRY OF ARTICLES**
    - I, the undersigned, 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.
        - (2) All personal effects 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.
      - (B) **Applicable to RESIDENT 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.
        - (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.
    - (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.

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

1. **DATE OF IMPORTER'S LAST DEPARTURE FROM THE U.S.**
2. **A COPY OF THE IMPORTER'S TRAVEL ORDERS IS ATTACHED AND THE ORDERS WERE ISSUED ON:**

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

- (A) **For U.S. Personnel, Evacuees, Residents and Non-Residents**
  - (1) Firearms and/or ammunition.
  - (3) Articles of personal possession.
  - (5) Foodstuffs, plants, seeds, meat, or livestock.
  - (7) Articles of personal possession.

- (B) **For Residents and Non-Residents**
  - (2) Articles for sale or commercial use.
  - (4) Articles of personal possession.
  - (6) Fish, wildlife, and animals.
  - (8) Articles of personal possession.

- (C) **For Resident ONLY**
  - (9) Personal effects acquired abroad.
  - (10) Articles of personal possession.
  - (11) Articles of personal possession.

- (D) **For Ex-patriates**
  - (12) Articles of personal possession.

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

#### D. List of Articles

<table>
<thead>
<tr>
<th>Item Number</th>
<th>Description of Merchandise</th>
<th>Value of Cost of Repairs</th>
<th>Foreign Merchandise Taken Abroad This Trip</th>
</tr>
</thead>
</table>

#### Part V - Carrier's Certificate and Release Order

The undersigned carrier, to whom of upon whose order the articles described in PART I, 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), Tariff Act of 1930, authority is hereby given to release the articles to such consignee.

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

1. **SIGNATURE OF CBP OFFICIAL**  
2. **DATE**
Instructions for completing DOT HS-7 Declaration for Motor Vehicles Importation Dated 5-2006 (see Exhibit 6)


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

To be completed by The Employee
- Make of Vehicle
- Model, Year
- Vehicle Identification Number (VIN)
- The Employee shall select the appropriate eligibility number on the form (1-13). Re-imported US manufactured vehicles are eligible under 2A.
- Name of Importer
- Importer’s Address
- Name of Declarant
- Declarant’s Capacity (Owner)
- Sign and Date.
## Exhibit 6

### DECLARATION

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

<table>
<thead>
<tr>
<th>NAME OF IMPORTER (Phone)</th>
<th>IMPORTERS' ADDRESS (City, State, Zip Code)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Declaration</td>
<td>Declaration's Address</td>
</tr>
</tbody>
</table>

**EPA Requirements:** Importers of motor vehicle engines and related vehicle equipment must also submit EPA Form 3520-1 or 3520-2 to U.S. Customs and Border Protection to identify the basis for importation of the United States to the relevant U.S. agencies. For more information, please see EPA.gov/advisory/index.htm.
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.
### United States Environmental Protection Agency

**Declaration Form**

**Importation of Motor Vehicles and Motor Vehicle Engines Subject to Federal**

This form must be submitted to the U.S. Customs and Border Protection (Customs) (42 USC 7522, 7524) (including motorcycles, disassembled vehicles, kit cars, light-duty vehicle/motorcycle engines) if not required for motor vehicles that are imported by their original manufacturer and are new and are not imported 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 which Offroad vehicles/engines and heavy-duty engines must use form 3520-21. Note: Although only require specific written authorization from EPA, Customs may request EPA review of importer document 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 authorize.

**Penalties:** Any person who knowingly makes any false or fraudulent statement, or omits or conceals a material fact, or makes any material fact, or commits any act which is known to be material and false, is liable to imprisonment for up to 5 years, or both (18 USC 1001). Any person who improperly imports a motor vehicle (including motorcycles, disassembled vehicles, kit cars, light-duty vehicle/motorcycle engines) into the United States, or knowingly makes or uses false statements or representations in connection therewith, may be subject to penalties for false statements or representations.

**U.S. Customs Service may seize the vehicle or engine (19 CFR 162.21).**

---

### Description and Declaration of Motor Vehicle or Motor Vehicle Engine (Note: Heavy-duty) **(2019)**

<table>
<thead>
<tr>
<th>Port code</th>
<th>Entry date</th>
<th>Customs entry number</th>
<th>Vehicle Identification Number (if any)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>mm/dd/yyyy</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Manufacture date</th>
<th>Manufacture (make)</th>
<th>Model</th>
<th>ICI imports only, codes A, C, J, Z</th>
<th>EPA Exemption Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>mm/yyyy</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Certification:** I certify that I have read and understand the purpose of this form, the penalties for falsely declaring, and for concealing a material fact. The information I have provided is correct, and all required attachments are accurate.

**EPA Enforcement Officers to conduct inspections or testing permitted by the Clean Air Act. I am the owner,**

<table>
<thead>
<tr>
<th>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</th>
<th>Owner</th>
<th>Storage contact</th>
<th>Signatory</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>U.S. conforming and “identical” vehicles</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ code B - U.S. certified - unmodified vehicle bearing a U.S. EPA emission control label in engine</td>
</tr>
</tbody>
</table>

---

Form Approved
Exhibit 7 Continued

United States
Environmental Protection Agency

Excluded vehicles

☐ code L - racing vehicle as determined by EPA and may not be registered or licensed for use on or 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 motor
car 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 oth
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), ind
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
tic roads or highways, or sold or leased in the U.S. Customs bond required. EPA requests that the vehic
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 assignmen
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 85.1708. 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 research, development or testing purposes in accordance with the applicable EPA certificate of conformity which is covering the vehicle.
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

9. REASON FOR MOVING

13. NATURE OF BUSINESS

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

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

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

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

18. SIGNATURE
    FORM II-RC-159
SECTION 4
EVALUATION AND ACCEPTANCE

4-1. Evaluation.

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

4-1.2. Performance Evaluation.

4-1.2.1. DOMESTIC. For the 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 accessorials);
   - 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).

2. This base total is absent any discounts or percentages.

3. The average charge by all TSPs on that route is calculated.

4. The average discount is calculated by subtracting the average charge from the base total charges (#1 and #2 above)

5. The charge for each individual TSP is calculated based on its offered discounts/percentages/rates.

6. 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)

7. 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).

8. 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.

<table>
<thead>
<tr>
<th>Federal Agency Name</th>
<th>Location</th>
<th>Code</th>
<th>Application</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal Bureau of Prisons Relocation Service</td>
<td>Washington, DC</td>
<td>FBPDC</td>
<td>Domestic &amp; International</td>
<td>Alternating</td>
</tr>
<tr>
<td>Drug Enforcement Agency</td>
<td>Washington, DC</td>
<td>DEADC</td>
<td>International</td>
<td>Alternating</td>
</tr>
<tr>
<td>Drug Enforcement Agency - (refer to Section 3-8)</td>
<td>Washington, DC</td>
<td>DEADD</td>
<td>Domestic</td>
<td>Non-Altering</td>
</tr>
<tr>
<td>Department of Veterans Affairs - (refer to Section 3-2)</td>
<td>Washington, DC</td>
<td>DVADC</td>
<td>Domestic &amp; International</td>
<td>Non-Altering</td>
</tr>
<tr>
<td>Department of the Interior, Interior Business Center</td>
<td>Denver, CO</td>
<td>CONDI</td>
<td>Domestic &amp; International</td>
<td>Non-Altering</td>
</tr>
<tr>
<td>Department of the Interior, Geological Survey</td>
<td>Reston, VA</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Department of Agriculture, Forest Service</td>
<td>Albuquerque, NM</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Department of the Interior, National Park Service - (refer to Section 3-4)</td>
<td>Omaha, NE</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Department of the Treasury, Office of the Comptroller of The Currency - (refer to Section 3-5)</td>
<td>Washington, DC</td>
<td>OCCDC</td>
<td>Domestic &amp; International</td>
<td>Non-Altering</td>
</tr>
<tr>
<td>Social Security Administration - (refer to Section 3-6)</td>
<td>Baltimore, MD</td>
<td>SSADI</td>
<td>Domestic &amp; International</td>
<td>Non-Altering</td>
</tr>
<tr>
<td>Department of the Treasury, Administrative Resource Center - (refer to Section 3-7)</td>
<td>Parkersburg, WV</td>
<td>ARCWV</td>
<td>Domestic &amp; International</td>
<td>Non-Altering</td>
</tr>
<tr>
<td>U.S. Postal Service - (refer to Section 3-9)</td>
<td>Washington, DC</td>
<td>USPDC</td>
<td>Domestic &amp; International</td>
<td>Non-Altering</td>
</tr>
<tr>
<td>General Services Administration - (refer to Section 3-10)</td>
<td>Washington, DC</td>
<td>GSADI</td>
<td>Domestic &amp; International</td>
<td>Non-Altering</td>
</tr>
</tbody>
</table>
### 5-2. Domestic Service Areas.

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

#### 5-2.1. Interstate Identification Codes.

<table>
<thead>
<tr>
<th>Service Area Pair Definitions</th>
<th>Origin Service Area</th>
<th>Destination Service Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Points in the State of California</td>
<td>CA00</td>
<td>0100</td>
</tr>
<tr>
<td>Points in the States of Washington and Oregon</td>
<td>WA00 OR00</td>
<td>0200</td>
</tr>
<tr>
<td>Points in the States of Nevada and Utah</td>
<td>NV00 UT00</td>
<td>0300</td>
</tr>
<tr>
<td>Points in the States of Idaho, Montana, North Dakota, South Dakota, and Wyoming</td>
<td>ID00 MT00 ND00 SD00 WY00</td>
<td>0400</td>
</tr>
<tr>
<td>Points in the State of Colorado</td>
<td>CO00</td>
<td>0500</td>
</tr>
<tr>
<td>Points in the States of Arizona and New Mexico</td>
<td>AZ00 NM00</td>
<td>0600</td>
</tr>
<tr>
<td>Points in the States of Oklahoma and Texas</td>
<td>OK00 TX00</td>
<td>0700</td>
</tr>
<tr>
<td>Points in the States of Iowa, Kansas, Missouri, and Nebraska</td>
<td>IA00 KS00 MO00 NE00</td>
<td>0800</td>
</tr>
<tr>
<td>Points in the States of Michigan, Minnesota, and Wisconsin</td>
<td>MI00 MN00 WI00</td>
<td>0900</td>
</tr>
</tbody>
</table>
Points in the States of Illinois, Indiana, Kentucky, and Ohio
| 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
Note: If submitting a rate offer for an intra-state Alaska shipment, please use the service area pairs (AN00 – WG00 for Origins and 2200 – 2208 for Destinations) listed above, in lieu of the intrastate identification codes in Section 5-2.2.

5-2.2. Intrastate Identification Codes.

<table>
<thead>
<tr>
<th>State</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Points in Alaska:</td>
<td></td>
</tr>
<tr>
<td>- Anchorage, Alaska</td>
<td>AN00</td>
</tr>
<tr>
<td>- Cordova, Alaska</td>
<td>CV00</td>
</tr>
<tr>
<td>- Fairbanks, Alaska</td>
<td>FB00</td>
</tr>
<tr>
<td>- Juneau, Alaska</td>
<td>JN00</td>
</tr>
<tr>
<td>- Ketchikan, Alaska</td>
<td>KN00</td>
</tr>
<tr>
<td>- Kodiak, Alaska</td>
<td>KD00</td>
</tr>
<tr>
<td>- Petersburg, Alaska</td>
<td>PB00</td>
</tr>
<tr>
<td>- Sitka, Alaska</td>
<td>SA00</td>
</tr>
<tr>
<td>- Wrangell, Alaska</td>
<td>WG00</td>
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<td>Taiwan</td>
<td>2810</td>
</tr>
<tr>
<td>Tajikistan</td>
<td>136T</td>
</tr>
<tr>
<td>Tanzania</td>
<td>8650</td>
</tr>
<tr>
<td>Thailand – All other points</td>
<td>8750</td>
</tr>
<tr>
<td>- Bangkok</td>
<td>875B</td>
</tr>
<tr>
<td>- Chian Mai</td>
<td>875C</td>
</tr>
<tr>
<td>Togo</td>
<td>115T</td>
</tr>
<tr>
<td>Trinidad</td>
<td>205T</td>
</tr>
<tr>
<td>Tunisia</td>
<td>8900</td>
</tr>
<tr>
<td>Turkemenistan</td>
<td>116T</td>
</tr>
<tr>
<td>Turkey</td>
<td>9050</td>
</tr>
<tr>
<td>Uganda</td>
<td>9100</td>
</tr>
<tr>
<td>Ukraine</td>
<td>9280</td>
</tr>
<tr>
<td>United Arab Emirate</td>
<td>8880</td>
</tr>
<tr>
<td>United Kingdom – all other points</td>
<td>925U</td>
</tr>
<tr>
<td>- London</td>
<td>925L</td>
</tr>
<tr>
<td>- Edinburgh</td>
<td>925D</td>
</tr>
<tr>
<td>- Northern Ireland</td>
<td>925I</td>
</tr>
<tr>
<td>Uruguay</td>
<td>9300</td>
</tr>
<tr>
<td>Uzbekistan</td>
<td>117U</td>
</tr>
<tr>
<td>Venezuela</td>
<td>9400</td>
</tr>
<tr>
<td>Vietnam</td>
<td>9450</td>
</tr>
<tr>
<td>Virgin Islands of St. Thomas and St. Croix</td>
<td>190V</td>
</tr>
<tr>
<td>Virgin Islands of St. John</td>
<td>200V</td>
</tr>
<tr>
<td>Western Samoa</td>
<td>9630</td>
</tr>
<tr>
<td>Yemen</td>
<td>9650</td>
</tr>
<tr>
<td>Zambia</td>
<td>9900</td>
</tr>
<tr>
<td>Zimbabwe</td>
<td>8180</td>
</tr>
</tbody>
</table>

*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.

<table>
<thead>
<tr>
<th>Record Field</th>
<th>Maximum Positions</th>
<th>Positions Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Record ID</td>
<td>2</td>
<td>1-2 H1</td>
</tr>
<tr>
<td>SCAC</td>
<td>4</td>
<td>3-6 4 Digit Standard Carrier Alpha Code</td>
</tr>
<tr>
<td>Separator</td>
<td>1</td>
<td>7-7 {backslash}</td>
</tr>
<tr>
<td>TSP Name</td>
<td>45</td>
<td>8-52 Name of the TSP</td>
</tr>
<tr>
<td>separator</td>
<td>1</td>
<td>53-53 {backslash}</td>
</tr>
<tr>
<td>Effective Date-YYYYMMDD</td>
<td>8 54-61</td>
<td>Initial Filing, New Filings: must be 20191101</td>
</tr>
<tr>
<td>separator</td>
<td>1</td>
<td>62-62 {backslash}</td>
</tr>
<tr>
<td>Reserved</td>
<td>9</td>
<td>63-71 Please enter 9 spaces (space bar)</td>
</tr>
<tr>
<td>separator</td>
<td>1</td>
<td>72-72 {backslash}</td>
</tr>
<tr>
<td>DUNS Number</td>
<td>9</td>
<td>73-81 Data Universal Numbering system, assigned by Dun &amp; Bradstreet to the TSP. Do not use hyphen. Example: 123456789 If not entering a DUNS, use 9 spaces (space bar)</td>
</tr>
<tr>
<td>separator</td>
<td>1</td>
<td>82 {backslash}</td>
</tr>
<tr>
<td>DUNS Extension</td>
<td>4</td>
<td>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)</td>
</tr>
<tr>
<td>separator</td>
<td>1</td>
<td>87 {backslash}</td>
</tr>
<tr>
<td>TSP's Government Representative</td>
<td>45</td>
<td>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.</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Record Field</th>
<th>Maximum Positions</th>
<th>Positions</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Record ID</td>
<td>2</td>
<td>1-2</td>
<td>H2</td>
</tr>
<tr>
<td>RFSP Code</td>
<td>4</td>
<td>3-6</td>
<td>4 Digit Code Assigned by GSA</td>
</tr>
<tr>
<td>Separator</td>
<td>1</td>
<td>7-7</td>
<td>{backslash}</td>
</tr>
<tr>
<td>RFSP’s Name</td>
<td>45</td>
<td>8-52</td>
<td>Name of RFSP filing on behalf of the TSP</td>
</tr>
<tr>
<td>separator</td>
<td>1</td>
<td>53-53</td>
<td>{backslash}</td>
</tr>
<tr>
<td>RFSP’s Phone Number</td>
<td>12</td>
<td>54-65</td>
<td>Phone number of the RFSP. This number will be used to contact the RFSP for any rate filing related issues</td>
</tr>
<tr>
<td>separator</td>
<td>1</td>
<td>66-66</td>
<td>{backslash}</td>
</tr>
<tr>
<td>RFSP’s Fax Number</td>
<td>12</td>
<td>67-78</td>
<td>Fax number of the RFSP. This number will be used to contact the RFSP for any rate filing related issues</td>
</tr>
<tr>
<td>separator</td>
<td>1</td>
<td>79-79</td>
<td>{backslash}</td>
</tr>
<tr>
<td>RFSP’s Email Address</td>
<td>45</td>
<td>80-124</td>
<td>Email address of Rate Filing Service Provider. This email address will be used to send the file transmission and confirmation</td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>Record Field</th>
<th>Maximum Positions</th>
<th>Positions</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tender Identifier</td>
<td>2</td>
<td>1-2</td>
<td>Enter “01” for GDTS, General Domestic Transportation Services;</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Enter “02” for ADTS, Agency Specific Domestic Transportation Services;</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Enter “03” for GDMS General Domestic Move Management Services;</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Enter “04” for ADMS Agency Specific Domestic Move Management Services;</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Enter “05” for GITS, General International Transportation Services;</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Enter “06” for AITS, Agency Specific International Transportation Services: (Use this code for off-shore shipments to/from CONUS &amp; between off-shore points with FAADC)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Enter “07” for GIMS, General International Move Management Services;</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Enter “08” for AIMS, Agency Specific International Move Management Services; (Use this code for off-shore shipments to/from CONUS &amp; between off-shore points with FAADC)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Enter “12” for GCTS, General Containerized (Domestic Only) Transportation Services;</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Enter “13” for ACTS, Agency Specific Containerized (Domestic Only) Transportation Services;</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Enter “14” for GCMS General Containerized (Domestic Only) Move Management Services;</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Enter “015” for ACMS Agency Specific Containerized (Domestic Only) Move Management Services.</td>
</tr>
<tr>
<td>Separator</td>
<td>1</td>
<td>3</td>
<td>Use a comma (,)</td>
</tr>
<tr>
<td>TSP Tender Number</td>
<td>4</td>
<td>4-7</td>
<td>TSP assigned offer number. May be numeric, alphabetic, or a combination. Must contain at least one character. If the other positions are not used, enter spaces (USE SPACE BAR).</td>
</tr>
<tr>
<td>NOTE: A separate Tender Number should be assigned to identify each type of Tender Identifier, above.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Separator</td>
<td>1</td>
<td>8</td>
<td>Use a comma (,)</td>
</tr>
<tr>
<td>Agency ID</td>
<td>5</td>
<td>9-13</td>
<td>Domestic: For Tender Identifier 01,03,12,14 -</td>
</tr>
<tr>
<td>ZERO FILL. For Tender Identifier 02,04,13,15 use AGENCY CODE IN SECTION 5.1.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>International: For Tender Identifier 05,07 – ZERO FILL. For Tender Identifiers 06,08 use AGENCY CODE IN SECTION 5.1.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| 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 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 | 24 | Use a comma (, ) |
| Transportation Percentage | 4 | 25-28 | Domestic (except Alaska): price per mile; example 000050 ($0.50). International (including Alaska): Flat price per vehicle less than 300 cubic feet; example: 000975 ($975); 003900 ($3900). |

| Separator | 1 | 29 | Use a comma (, ) |
| Category 1 Vehicle | 6 | 30-35 | Domestic (except Alaska): price per mile; example 000050 ($0.50). International (including Alaska): Flat price per vehicle between 300–800 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 ($0.50). International (including Alaska): Flat price per vehicle over 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 ($0.50). International (including Alaska): Flat price per vehicle over 800 cubic feet; example: 000975 ($975); 003900 ($3900). |
### Storage-in-Transit (SIT) Percentage

| Tender Identifiers | SIT Percentage | 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%). |

### Accessorial

| Tender Identifiers | Accessorial Services Percentage | 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%). |

### Unaccompanied Air Baggage (UAB)

| Tender Identifiers | UAB Percentage | 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%). |

### Phone Number

**NOTE:** When using an “800” number, remember that in some areas the number is not accessible in certain locations.

### 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.

### Facsimile Number

Facsimile Number that requesting customer agency may utilize to contact TSP.

### Email Address

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.

<table>
<thead>
<tr>
<th>Tender Identifiers</th>
<th>Storage-in-Transit (SIT) Percentage</th>
<th>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%).</th>
</tr>
</thead>
<tbody>
<tr>
<td>01,1234,00000,CA00,1400,0045,000050,000050,000050,000050,0045,0000,0000,703-555-1234,703-555-1234,<a href="mailto:JDOE@XYZ.COM">JDOE@XYZ.COM</a></td>
<td>02,1236,DEADC.OK00,1100,0045,000050,000050,000050,0045,0000,0000,703-555-1234,703-555-1234,<a href="mailto:JDOE@XYZ.COM">JDOE@XYZ.COM</a></td>
<td>03,1300,00000,CA00,0500,0045,000050,000050,000050,0045,0000,0000,703-555-1234,703-555-1234,<a href="mailto:JDOE@XYZ.COM">JDOE@XYZ.COM</a></td>
</tr>
<tr>
<td>04,1301,FBPDC,MD00,0100,0045,000050,000050,000050,0045,0000,0000,703-555-1234,703-555-1234,<a href="mailto:JDOE@XYZ.COM">JDOE@XYZ.COM</a></td>
<td>05,1237,00000,210H,1410,0145,0000975,0000975,0000975,0145,0145,0145,703-555-1234,703-555-1234,<a href="mailto:JDOE@XYZ.COM">JDOE@XYZ.COM</a></td>
<td>06,1238,00000,210H,1410,0145,0000975,0000975,0000975,0145,0145,0145,703-555-1234,703-555-1234,<a href="mailto:JDOE@XYZ.COM">JDOE@XYZ.COM</a></td>
</tr>
</tbody>
</table>
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.

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

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

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

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

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

7-1.4. Accessing Upload Rate File Function.

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

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

7-1.4.1. Upload Directory Access.

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

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

7-1.5. Confirming Rate Transmission.

Everyday during the rate filing window at 10:00am, 2:00pm, 6:00pm, and 10:00pm CST, an automated process will search the rate files uploaded that day by TSPs and RFSPs and process them. An email confirmation acknowledging the receipt and processing of the file will be sent to the TSP’s email address OR the RFSP’s email address if an RFSP has filed on behalf of the TSP. The email will contain the number of records processed and the number of errors encountered. In order to receive timely notifications on the outcome of file processing it is essential that a correct email address be kept on file. Error files will be generated and placed in the firm’s directory and will be named as HHGSCAC999ERR where SCAC is the SCAC of the TSP (Not the RFSP), 999 is the original file number assigned by the TSP or RFSP. TSPs and RFSPs will not have an opportunity to correct any errors detected in a file submitted for the last rate offer(s) validation at 10:00pm CST validation on the closing date of 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

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</tbody>
</table>
Country: Ciudad Juarez

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 cac costa@cccargo1.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@its-worldwide.com

3) Mudanzas GOU, S.A. de C.V.
Jose Clemente Orozco #260
Alamos de San Lorenzo
Cfd. 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@mudanzasgou.com
### ITGBL Local Agents

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

**Local Agents:**

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<td>Kabul</td>
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**Local Agents:**

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

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

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

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

**Local Agents:**

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

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

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

Post: Algiers

Local Agents:

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

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_agiangola
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
ITGBL Local Agents

Country: Argentina
Post: Buenos Aires
Bureau: WHA

Local Agents:

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

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

2) Universal Cargo
   Tacuari 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:

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<th>Contact Person</th>
<th>Email</th>
<th>Phone</th>
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<tr>
<td>NUSS Relocations</td>
<td>Nigel Saunders</td>
<td><a href="mailto:nigelsaunders@nuss.com.au">nigelsaunders@nuss.com.au</a></td>
<td>02 9425 4600</td>
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<tr>
<td>Wridgways</td>
<td>Kirby Holland</td>
<td><a href="mailto:Kirby.Holland@santaferelo.com">Kirby.Holland@santaferelo.com</a></td>
<td>02 6297 5444</td>
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<tr>
<td>Allied Pickfords</td>
<td>Ron Doolan</td>
<td><a href="mailto:Ron.Doolan@alliedpickfords.com.au">Ron.Doolan@alliedpickfords.com.au</a></td>
<td>02 8868 2820</td>
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<tr>
<td>Santa Fe Wridgways</td>
<td>Gregg Watt</td>
<td><a href="mailto:Gregg.Watt@santaferelo.com">Gregg.Watt@santaferelo.com</a></td>
<td>M: +61 459 026 460</td>
</tr>
<tr>
<td>Grace Removals</td>
<td>Rebecca Powell</td>
<td><a href="mailto:RPowell@grace.com.au">RPowell@grace.com.au</a></td>
<td>02 6260 1344</td>
</tr>
</tbody>
</table>
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
Local Agents:

Allied Pickfords  
Tony Donellan  
Group Manager (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
## ITGBL Local Agents

**Post:** Sydney  
**Bureau:** EAP

### 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  

**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  
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  
**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](http://www.chessmoving.com.au)  
**bonded facility**
# ITGBL Local Agents

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:

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**

2) Santa Fee  
Relocation Services  
Interdean Internationale 2) Santa Fe Relocation Services  
(Post shipping contractor)  
Elterngasse 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**

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

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**

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

---
**ITGBL Local Agents**

**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: sabina@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@agoceanica.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 **
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, Salahhuddin 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
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,
Promyselennaja Str. 6B, office 15,
Minsk, 220075, Belarus.
POC: Olga Askolkina, Natalia Kracheva
Phone: +375 17 3462381
Fax: +375 17 3462382
Mobile: +375 29 1180790
Email: Natalia.Kracheva@cpartner.by
Mobile: +375 29 6484822
Email: olga.askolkina@cpartner.by

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

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

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
1 Promyselennaya St.
Minsk, Belarus
Phone: +375 44 797 4341
Viber: +375 997 511 100
WhatsApp: +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

### Belgium

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

**Local Agents:**

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

### Brussels

**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

### Belize

**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
Country: Benin
Post: Cotonou

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
Country: Bolivia
Post: La Paz

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
**ITGBL Local Agents**

**Country:** Bosnia-Herzegovina

**Post:** Banja Luka

**Local Agents:**

See Sarajevo

**Post:** Mostar

**Local Agents:**

See Sarajevo

**Post:** Sarajevo

**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 63 577 562
   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 Alijahevoica Serbe 30
   Stup, Sarajevo
   Bosnia -Herzegovina
   POC: Mr. Fuad Merzic
   Mobile: +387 61 133 002
   Tel: 387 33 765 195
   Fax: 387 33 765 196 ***
   E-mail: bih@moveoneinc.com
   ***Bonded Facility
Country: Botswana
Post: Gaborone

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

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, Intl 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

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

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
ITGBL Local Agents

Post: Sao Paulo
Bureau: WHA

Local Agents:

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

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

-----------------------

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

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

Local Agents:

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

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

3) 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

4) 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
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) BOLLORE AFRICA LOGISTICS (former SDV TRANSAMI)
POC: Roger Nkubito
Tel.: 00257 22 22 96 93
Fax: 00257 22 22 58 95
Cell: 00257 79 910 378
Email: roger.nkubito@bollore.com
### ITGBL Local Agents

**Country:** Cambodia  
**Post:** Phnom Penh  
**Bureau:** EAP

#### Local Agents:

<table>
<thead>
<tr>
<th>Local Agent</th>
<th>Address</th>
<th>POC</th>
<th>Tel</th>
<th>Fax</th>
<th>Email</th>
<th>Bonded Facility</th>
</tr>
</thead>
<tbody>
<tr>
<td>3. Transpo International (Cambodia) Ltd.</td>
<td>Beton Street, Mol village, Sankat Dongor, Khan Dongkor, Phnom Penh, Cambodia</td>
<td>Mr. Paul Glew</td>
<td>855-23-212-070</td>
<td>855-23-212-045</td>
<td><a href="mailto:paul.glew@asiantigers-cambodia.com">paul.glew@asiantigers-cambodia.com</a></td>
<td>** bonded facility **</td>
</tr>
<tr>
<td>1. Worldbridge Int’l Cambodia Co., Ltd.</td>
<td>2nd Floor, Building # 99, St. Samdach Pan (St. 214), Sangkat Beoung Raing, Khan Daun Penh, Phnom Penh, Cambodia</td>
<td>Mr. Piseth Sok</td>
<td>855-23-224-452</td>
<td>855-23-224-453</td>
<td><a href="mailto:customservice@worldbridge.com.kh">customservice@worldbridge.com.kh</a>, <a href="mailto:senghout_ong@worldbridge.com.kh">senghout_ong@worldbridge.com.kh</a></td>
<td>** bonded facility **</td>
</tr>
<tr>
<td>2. JVK-NAGA Movers Ltd.</td>
<td>1157 National Road #2, Bldg B, Sangkat Chakangrea Leu, Khan Mean Chey, Phnom Penh, Cambodia</td>
<td>Mr. Mark Donohoe</td>
<td>855-23-216-781</td>
<td>855-23-216-751</td>
<td><a href="mailto:cambodia@jvkasia.com">cambodia@jvkasia.com</a>, <a href="mailto:mark.donohoe@jvkasia.com">mark.donohoe@jvkasia.com</a>, <a href="mailto:michael.grisaffi@jvkasia.com">michael.grisaffi@jvkasia.com</a></td>
<td>** bonded facility **</td>
</tr>
<tr>
<td>4. Crown Relocations International Co., Ltd.</td>
<td>#21-19 Street 1982, Sangkat Phnom Penh Thmei, Khan Sen Sok, Phnom Penh, Cambodia</td>
<td>Mr. Reasmey Tith</td>
<td>855-23-881-004</td>
<td>855-23 884-451</td>
<td><a href="mailto:treasmey@crownww.com">treasmey@crownww.com</a>, <a href="mailto:asoon@crownww.com">asoon@crownww.com</a></td>
<td>** bonded facility **</td>
</tr>
</tbody>
</table>
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 INTL
1321 RUE CHARLES BINDZI
B.P 1095
YAOUNDE - CAMEROON
Tel: 00 237 22 20 41 74
Fax: 00 237 22 20 41 75
email: macpaeclouis@yahoo.fr
ATTN: MR FRANCK HERTZ OR MR ALAIN HERTZ
Local Agents:

3) Starline Overseas Moving
NATE EDWARDS | vice president
Tel: 403.720.5378 | Toll Free: 800.267.9958 | Cell: 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/
Tel: 403.299.9700 | Toll Free: 403.299.9750 | Toll Free: 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

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

### Montreal

<table>
<thead>
<tr>
<th>Local Agents:</th>
</tr>
</thead>
</table>
| 1) Martel Express (Montreal) INC. (Member of United Van Lines)  
10105 Boul. Henri-Bourassa West  
Montreal, Quebec, Canada H4S 1A1  
POC: Mathieu Valade  
Tel: 514-331-3311  
Fax: 514-331-0303  
Email: |
| 2) AMJ Campbell International  
1475, 55ieme avenue  
Dorval, Quebec, Canada  
H9P 2W3  
Tel: 1 800 874 1071  
POC: Eric Belanger |

### Ottawa

<table>
<thead>
<tr>
<th>Local Agents:</th>
</tr>
</thead>
</table>
| 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](http://www.demenagementstefoy.com)

3) CDP Inc.  
1010, ave. Godin  
Quebec (Quebec) G1M 2X1  
POC: Mr. Jacques Gobeil  
Tel: 418-687-3830 or 1-800-663-3820  
Fax: 418-687-4419  
Website: [http://gcdp.ca/contact/php](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@globalintlcana.com  
simeona@globalintlcana.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](http://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
Local Agents:

4) Crown Worldwide Group
2112 Indian Fort Drive
Surrey, BC V4A 3L8
POC: Oleg Sverdlin
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
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

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@amjwinnipeg movers.com
Country: Cape Verde
Post: Praia

Local Agents:

2) TIBA - Cabo Verde
Rua Andrade Corvo num.17-2º Plateau - Praia - Santiago
POC: Ineida Garcia –email: igarcia@tibagroup.com/capeverdedesk@tibagroup.com – Tel: (238) 261-8541 and Cell: (238) 918-3815
Email: illma@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
Mobile: (238) 993-4743
Email: afm_lda@hotmail.com/geral@fernadesmonteiro.com

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

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Country: Chad
Post: N’Djamena
Bureau: AF

Local Agents:
**ITGBL 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
ITGBL Local Agents

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

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

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

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

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

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
### ITGBL Local Agents

<table>
<thead>
<tr>
<th>No.</th>
<th>Company Name</th>
<th>Address</th>
<th>Contact Person</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>8)</td>
<td>Trans Dragon International Co.</td>
<td>No. 18 Dong Si Huan Zhong Lu, Beijing, China</td>
<td>Simon Zhao</td>
<td>Tel: 86-10-8777-6092/6093/6094</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Fax: 86-10-8777-6095</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Cell: 13910713182</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Email: <a href="mailto:service.1@transdragon.com.cn">service.1@transdragon.com.cn</a>; <a href="mailto:service.2@transdragon.com.cn">service.2@transdragon.com.cn</a></td>
</tr>
<tr>
<td>9)</td>
<td>AGS Four Winds International Transport</td>
<td>Beijing Branch, 2809, Block B, Building 402, Wang Jing Yuan, Chaoyang District, Beijing 100102, China</td>
<td>Eddie Ma, Branch Manager</td>
<td>Tel: (86-10)-8424 3050/3059 Ext. 211</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Fax: (86-10)-8424 3050 Ext. 201</td>
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<td></td>
<td></td>
<td></td>
<td>Cell: (86)-13701378062</td>
</tr>
<tr>
<td></td>
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<td></td>
<td>Website: <a href="http://www.agsfourwinds.com">www.agsfourwinds.com</a></td>
</tr>
</tbody>
</table>

**Country:** China - All other points

**Post:** Wuhan

**Local Agents:**

2) NIPPON EXPRESS (CHINA) CO., LTD. WUHAN BRANCH

- Address: Room 2109, Wuhan Shipping International Square, No. 250 Jianghan Road, Jiang'an District, Wuhan, Hubei Province, China
- Branch Manager: Henry Wang
- Tel: 027-8574 3569
- Fax: 027-8571 8163
- Mobile: 177-4065-7251
- E-Mail: wanghai@nittsu.com.hk

4) Wuhan Oriental Link Supply Chain Co., Ltd

- Address: CR28-01 of 36th Floor, Wuhan New World Int'l Trade Tower, Wuhan China
- POC: Ms. Luisa Yue (Branch Manager Wuhan)
- Mobile: +86 186 9406 2602
- Email: luisa@orientalink.cn

3) Santa Fe Relocation

- Address: 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

- Address: Room 2028, 20/F, Zhongshan Plaza, 557 Jiefang Avenue, Wuhan, Hubei Province, 430022 China
- Contact Person: Ms. Monica Lee
- Email: Monica.lee@agsfourwinds.com
- 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
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 2389
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
ITGBL Local Agents

Country: Costa Rica
Post: San Jose

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

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

Gosselin Croatia
Medimurska 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
Zupanijska 10
10000 Zagreb, Croatia
POC: Mr. Danijel Lackovic
Tel: 385-1-363-6065
Fax: 385-1-363-5157
Email: danijel.lackovic@moveonerelo.com or
moving@moveonerelo.com

Country: Cuba
Post: Havana
Bureau: WHA

Local Agents:
Country: Cyprus  
Post: Nicosia  
Bureau: EUR

Local Agents:

1Orbit Moving & Storage Ltd  
International Relocations and Exhibition Logistics  
End Stakion & 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
ITGBL Local Agents

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

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

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 **

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

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

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
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 Herlev Rasmussen, Account Manager
Tel: +45 70 23 06 20
Mobile: +45 22 40 06 44

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

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

<table>
<thead>
<tr>
<th>Local Agents</th>
</tr>
</thead>
</table>
| 1) L&G International Movers  
POC: Jose Lopez  
Tel: (809) 530-4494  
Email: jlopez@linternationalmovers.com |
| International Moving Manager  
INTERNATIONAL PACKERS, SRL  
Carretera de Manoguayabo Km 1 1/2  
Santo Domingo Oeste, Republica Dominicana  
POC: Odile Espinal  
Tel: 1-809-379-0303 EXT. 19  
Fax: 1-829-727-0115  
Email: 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 Bobofo.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.com

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: vaneyckenv@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
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
**ITGBL Local Agents**

**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 detrás 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
Country: Edinburgh

Post: Edinburgh

Bureau: EUR

Local Agents:
See agents for London.
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 International Group
Kilo 28, Abou Rawash Industrial Estate
Abou Rawash, Cairo, Egypt.
POC: George Nazzal                            Tel.: 20-2-
35391540 / 44
Fax.: 20-2-35391545 or 35391441
Vonnage: 817-7043485
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
ITGBL Local Agents

**Local Agents:**

2) Allied Pickfords Company - Egypt
   Mr. George Kmeid
   Vice-President Sales
   Email: george@alliedpickfords-eg.com
   Tel: +202-35390831/2
   Fax: +202-35390383
   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 International Group
   Kilo 28, Abou Rawash Industrial Estate
   Abou Rawash, Cairo, Egypt.
   POC: George Nazzal
   Tel.: 20-2-35391540 / 35391441
   Fax.: 20-2-35391545 or 35391441
   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
   wwwgrpunited.net
El Salvador

Local Agents:

COMCA INTERNATIONAL
Bvd. Acero No. 12-A
Zona Industrial Merliot
Antiguo Cuscatlan
La Libertad
El Salvador, Central America

POC: Fernando N. Martinez
General Manager
Phone No. 503-2250-9300
Moving.comca@gmail.com

MUDISA (Mudanzas Internacionales, S.A. de C.V.)
Calle Chaparrastique No. 34
Zona Industrial Santa Elena
Colonia Santa Elena, Antiguo Cuscatlan
La Libertad, El Salvador, C.A.
POC: Cecilia Madrid and Lorena Sanchez
Tel: (503) 2289-3198
Email: projectmanager@mudisa.com.sv Website: www.mudisa.com.sv

Equatorial Guinea

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
**ITGBL Local Agents**

**Country:** Eritrea  
**Post:** Asmara  
**Bureau:** AF

**Local Agents:**

55 Liberty Avenue 1t floor No .08  
PO BOX 571  
Asmara, Eritrea  
POC: Yonas Tekie  
Tel: 291-1-123688  
Fax: 291-1-1120795  
Email: ecf@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
## ITGBL Local Agents

### Ethiopia

<table>
<thead>
<tr>
<th>Post: Addis Ababa</th>
<th>Bureau: AF</th>
</tr>
</thead>
</table>

**Local Agents:**

1) **Green International Movers**
   - Addis Ababa, Ethiopia
   - POC: Brook Befikadu (General Manager)
   - Email: brook@greenintl.com
   - Tel: 251-011-662-3682
   - Fax: 251-011-618-7984
   - Email: contact@greenintl.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: tesfads@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@telecomnet.et; segon@ethionet.et

### Fiji Islands

<table>
<thead>
<tr>
<th>Post: Suva</th>
<th>Bureau: EAP</th>
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**Local Agents:**

<table>
<thead>
<tr>
<th>Williams &amp; Gosling Ltd.</th>
<th>PO Box 79</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suva, Fiji</td>
<td></td>
</tr>
<tr>
<td>POC: Gina Pickering</td>
<td>Email: <a href="mailto:GinaP@wgfiji.com.fj">GinaP@wgfiji.com.fj</a></td>
</tr>
<tr>
<td>Email: Romana Andrews</td>
<td>Email: <a href="mailto:RomanaA@wgfiji.com.fj">RomanaA@wgfiji.com.fj</a></td>
</tr>
<tr>
<td>Tel: 679-3312633</td>
<td>Web-site: <a href="http://www.wgfiji.com.fj">www.wgfiji.com.fj</a></td>
</tr>
<tr>
<td><em>bonded facility</em></td>
<td>E: <a href="mailto:phillipb@mifiji.com.fj">phillipb@mifiji.com.fj</a></td>
</tr>
<tr>
<td>P: 7739476/3319476</td>
<td>M: 9922668</td>
</tr>
<tr>
<td>M: 9925678</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>POC: Phillip Bali</th>
<th>Managing Director</th>
</tr>
</thead>
<tbody>
<tr>
<td>Movements International Fiji Ltd</td>
<td></td>
</tr>
<tr>
<td>Lot 16 Sub Division Rokobili, Queens Road, Suva, Fiji Islands</td>
<td></td>
</tr>
<tr>
<td>P O Box 12158 Suva</td>
<td>E: <a href="mailto:operations@mifiji.com.fj">operations@mifiji.com.fj</a></td>
</tr>
<tr>
<td>E: <a href="mailto:operations@mifiji.com.fj">operations@mifiji.com.fj</a></td>
<td>P: 7739476/3319476</td>
</tr>
<tr>
<td>M: 9925678</td>
<td>M: 9925678</td>
</tr>
</tbody>
</table>
### 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

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

3) **Alfa Quality Moving Oy**  
   Ruoslankuja 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
<table>
<thead>
<tr>
<th>Country:</th>
<th>France</th>
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<tr>
<td>Post:</td>
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<td><strong>Local Agents:</strong></td>
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<td></td>
<td>See Paris</td>
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<table>
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<tr>
<th>Post:</th>
<th>Lille</th>
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<table>
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<tr>
<th>Post:</th>
<th>Marseille</th>
</tr>
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<tbody>
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<td>Bureau:</td>
<td>EUR</td>
</tr>
<tr>
<td><strong>Local Agents:</strong></td>
<td></td>
</tr>
</tbody>
</table>
| 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 |
## ITGBL Local Agents

<table>
<thead>
<tr>
<th>Post: Paris</th>
<th>Bureau: EUR</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Local Agents:</strong></td>
<td></td>
</tr>
</tbody>
</table>
| 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 | |
| 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 | |
**ITGBL Local Agents**

**Country:** Gabon  
**Post:** Libreville

**Local Agents:**
AGS Gabon  
Z.I. Owendo  
B.P. 9161  
Libreville, Gabon  
POC: Duret Bernard, Director  
Tel: 241 07 57 96 70 or 241 07 57 75 49  
Fax: 241 70 41 56  
Email: direction-gabon@agsdemenagement.com

**Country:** Gambia  
**Post:** Banjul

**Local Agents:**
1) AGS Frasers Gambia  
59 Mamadi Manjang Highway  
PMB 422 Serrekunda Post Office  
Kanifing, The Gambia  
POC: Martial Chazeaud  
Contact email: Manager-Gambia@agsmovers.com  
Email address for US agent contact: ITGBL-Africa@agsmovers.com  
Tel: 220 437 2683  
Fax: 220 437 2524

2) Edgar Holdings Ltd.  
5 Liberation Avenue  
P.O. Box 143  
Banjul, The Gambia  
POC: Stephan Banna, Director  
Tel: 220 422 6494  
Fax: 220 422 7408  
Email: edgar@mail.gm
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
Griboedov Street, 0108 Georgia
POC: Revaz Chanturia and / or Amina Ahmedova
E-mail: : revaz.chanturia@interdean.com and
amina.ahmedova@interdean.com;
tbilisi@interdean.com.ge
TEL: +995 322 91-70-88
FAX: +995 322 91-70-88
Address: 5B N. Ramishvili St., Tbilisi-0179, Georgia

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
## ITGBL Local Agents

<table>
<thead>
<tr>
<th>Post</th>
<th>Bureau</th>
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<tbody>
<tr>
<td>Berlin</td>
<td>EUR</td>
</tr>
</tbody>
</table>

### 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
- Email: Stefan.schaudinn@pts-moves.com
- Web: www.pts-moves.com

<table>
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### Local Agents:

**See Berlin**

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### Local Agents:

**See Berlin**
<table>
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<th>Post: Frankfurt</th>
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<tr>
<td><strong>Local Agents:</strong></td>
<td></td>
</tr>
<tr>
<td>1) Company Friedrich Kurz GmbH</td>
<td></td>
</tr>
<tr>
<td>Walter-Zapp-Strasse 4</td>
<td></td>
</tr>
<tr>
<td>35578 Wetzlar, Germany</td>
<td></td>
</tr>
<tr>
<td>Phone: 011-49-6441-9232-0 or 011-49-6441-9232-16</td>
<td></td>
</tr>
<tr>
<td>Fax: 011-49-64419232-22</td>
<td></td>
</tr>
<tr>
<td>Contacts are:</td>
<td></td>
</tr>
<tr>
<td>Barbara Galir, General Manager; Email: <a href="mailto:Barbara.Galir@Kurz-Moving.de">Barbara.Galir@Kurz-Moving.de</a></td>
<td></td>
</tr>
<tr>
<td>PH: 011-49-6441-9232-16</td>
<td></td>
</tr>
<tr>
<td>Beatrix Kaup, Export; Email: <a href="mailto:Beatrix.Kaup@Kurz-Moving.de">Beatrix.Kaup@Kurz-Moving.de</a></td>
<td></td>
</tr>
<tr>
<td>PH: 011-49-6441-9232-18</td>
<td></td>
</tr>
<tr>
<td>Stephanie Kuhl, Import; Email: <a href="mailto:Stephanie.Kuhl@Kurz-Moving.de">Stephanie.Kuhl@Kurz-Moving.de</a></td>
<td></td>
</tr>
<tr>
<td>PH: 011-49-6441-9232-90</td>
<td></td>
</tr>
<tr>
<td><a href="mailto:info@kurz-moving.de">info@kurz-moving.de</a></td>
<td></td>
</tr>
<tr>
<td>Company BVL Bavaria Verpackungen &amp; Logistik</td>
<td></td>
</tr>
<tr>
<td>Altenbachstrasse 31</td>
<td></td>
</tr>
<tr>
<td>63743 Aschaffenburg, Germany</td>
<td></td>
</tr>
<tr>
<td>Phone: 011-49-6028-99835-0 or 011-49-6028-9983511</td>
<td></td>
</tr>
<tr>
<td>POC: Nadia Scheffler (Move-Coordinator); Email: <a href="mailto:Nadia@b-v-l.com">Nadia@b-v-l.com</a></td>
<td></td>
</tr>
<tr>
<td>Szymon Hurkacz ; Email: <a href="mailto:Szymon@b-v-l.com">Szymon@b-v-l.com</a></td>
<td></td>
</tr>
<tr>
<td>General email address: <a href="mailto:Contact@b-v-l.com">Contact@b-v-l.com</a></td>
<td></td>
</tr>
<tr>
<td>2) Company Schmid &amp; Kahlert GmbH &amp; Co. KG</td>
<td></td>
</tr>
<tr>
<td>Peter-Sander-Strasse 38</td>
<td></td>
</tr>
<tr>
<td>55252 Mainz-Kastel, Germany</td>
<td></td>
</tr>
<tr>
<td>Contacts are:</td>
<td></td>
</tr>
<tr>
<td>Mr. Kahlert, General Manager; Email: <a href="mailto:J.Kahlert@schmid-und-kahlert.de">J.Kahlert@schmid-und-kahlert.de</a></td>
<td></td>
</tr>
<tr>
<td>PH: 011-49-6134-2026 27</td>
<td></td>
</tr>
<tr>
<td>Stefan Moll, Export/Import; Email: <a href="mailto:S.Moll@schmid-und-kahlert.de">S.Moll@schmid-und-kahlert.de</a></td>
<td></td>
</tr>
<tr>
<td>PH: 011-49-6134-2026 34</td>
<td></td>
</tr>
<tr>
<td>Mr. Milo, Email: <a href="mailto:Milo@schmid-und-kahlert.de">Milo@schmid-und-kahlert.de</a></td>
<td></td>
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<td>See Berlin</td>
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</tr>
</tbody>
</table>
Local Agents:

2) Interdean Relocation Services GmbH
   Branch Office Munich
   Lerchenstraße 26 – 28
   80995 Munich
   Point of contact:
   Thomas Angermann
   E-mail address:
   Thomas.Angermann@interdean.com
   Phone:
   +49 89 143 8650   switch board
   +49 89 143 865 23  direct line
   Fax number:
   +49 89 143 865 71

1) Schmid and Kahlert GmbH & Co. KG
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   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

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

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: enquiresghanah@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
5) Bbold Logistics Ghana Limited
Address: P.O.Box CO1008, Tema
Country, Ghana
Main Phone Number: +233 (303) 216979
Main Fax Number: +233 (303) 211478
Main Point of Contact: Claud Fifi Cobbold
Email: info@bboldlogistics.com;
claud@bboldlogistics.com

Imports:
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E-Mail Address:
mandy@bboldlogistics.com
Phone Number: +233 (303) 216979
Fax Number: +233 (244) 769196

Exports:
Contact Person: Claud Fifi Cobbold
E-Mail Address:
claud@bboldlogistics.com
Phone Number: +233 (303) 216979
Fax Number: +233 (244) 290043

Invoice Questions:
Contact person: Edwin Cobbold
E-Mail Address:
Edwin@bboldlogistics.com
Phone Number: +233 (243) 441327
Fax Number: +233 (303) 211478

After Hours/Emergency Contact
Contact Person: Maxwell Cobbold
E-Mail Address:
maxwell@bboldlogistics.com
Phone Number: +233 (303) 216979
Mobile Number: +233 (272) 211111 & 221111

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

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
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
ITGBL Local Agents

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: gal@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
ITGBL Local Agents

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
Haizhu District
Guangzhou 510620, China
POC: Thomas Morocz
Email: Thomas.Morocz@santafe.com
Tel: (8620) 3887-0630
Fax: (8620) 3887-0629

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

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
Guatemala City, Guatemala
POC: Patrick Heinimann / Patricia Gonzalez
Tel: 502 2415 6815
Fax: 502 2415 6825
Email: internmud@intermud.com
Web-site: www.intermud.com
Country: Guinea
Post: Conakry

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) Sogufret, Guinee
POC: Mr. Ibrahima Kall 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

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

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
## Haiti

**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

## Holy See

**Country:** Holy See  
**Post:** Vatican City  
**Bureau:** EUR

**Local Agents:**

See Rome, Italy.

## Honduras

**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 Rodriguez 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
### ITGBL Local Agents

**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  
Smíðshofdi 1  
110 Reykjavik, Iceland  
POC: Mr. Vioar Petursson  
Tel: (354)-587-9700  
Fax:(354)-587-9705  
Email: propack@propack.is
Country: India
Post: Chennai
Bureau: SCA

Local Agents:

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:

<table>
<thead>
<tr>
<th>Agent</th>
<th>Address</th>
<th>POC</th>
<th>Contact Info</th>
</tr>
</thead>
<tbody>
<tr>
<td>3) Govias &amp; Govias / G. M. Govias &amp; Sons</td>
<td>Catholic Center Annex, Armenian Street, Chennai – 600 001</td>
<td>Mr. Fredric Govias, General Manager</td>
<td>+91-9840030312, +91 – 44 – 25382030</td>
</tr>
<tr>
<td>1) Globe Moving</td>
<td>#3M-105</td>
<td>Deepak Narain, Branch Manager</td>
<td>+91-080-46414545, +91-9845041208</td>
</tr>
<tr>
<td>4) Writer Relocations</td>
<td>105, Dr. Ambedkar Road, Mumbai 400 033</td>
<td>Ms Prajakta Date, Assistant Manager – International Moving</td>
<td>+91-9840030312, +91-022-66170112, <a href="mailto:prajakta.date@writercorporation.com">prajakta.date@writercorporation.com</a></td>
</tr>
<tr>
<td>5) Santa Fe India Pvt. Ltd.</td>
<td>1st Floor, Plat No. 287/A, Road No. 12, Banjara Hills, Hyderabad – 500 034</td>
<td>Mr. Mark Anthony, Move Coordinator</td>
<td>+91-9866591735, +91-040-42627676, <a href="mailto:mark.anthony@santaferelo.com">mark.anthony@santaferelo.com</a></td>
</tr>
<tr>
<td>2) AGS/Four Winds International Movers</td>
<td>Gopal Industries, Plot No. 19, IDA, Balangar, Hyderabad - 500037</td>
<td>Anita Takdare, Branch Manager</td>
<td>+91-040-23074593, +91-7702037373, <a href="mailto:anita.takdare@agsfourwinds.com">anita.takdare@agsfourwinds.com</a></td>
</tr>
</tbody>
</table>
## 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  
   General Manager  
   Tel: +91-9674160490  
   Fax: 91 33 24756189  
   Email: ankit.mondal@writerrelocatioin.com  
   Website: www.writercorporation.com

2. **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

3. **P.M. Relocations (Pvt) Ltd**  
   P.M. Relocations Pvt. Ltd.  
   CZ-34, SCE-B, Metropolitan Society, Canal South Road,  
   Kolkata - 700105, West Bengal, India  
   POC: Utsab Paul, Branch Manager  
   Email: 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
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
Mr. Rohinton Kasad - kasad@writercorporation.com
Ms. Prajakta Date - prajakta.date@writercorporation.com
Mobile No: +91-9820157281
Mobile No: +91-9619487232
Mobile No: +91-9619487323
Mobile No: +91-9619487323
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
### ITGBL Local Agents

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

#### Local Agents:

<table>
<thead>
<tr>
<th>Number</th>
<th>Company Name</th>
<th>Address</th>
<th>POC</th>
<th>Contact Details</th>
</tr>
</thead>
</table>
| 1      | Star Worldwide Movers Pvt. Ltd.      | 13/7 Main Mathura Road, Faridabad, India | Mr. Atul Mithal; Ms. Aulina Sood; Ms. Deepanjali Verma | Tel: 9811054595; 0129 4093200  
Sood: 9810066981; 0129 4093200  
Verma: 9650272624; 0129 4093208  
(Mithal)  
Email: deepanjali@starww.com; aulinamithal@starww.com; almithal@starww.com |
| 2      | AGS Four Winds International Movers  | D 84/2 Okhla Industrial area Ph I, New Delhi, 110 020 | Ms. Payal Singh, Director | Tel: 91 11 4336 7336  
Cell: 91 98 111 10008  
Fax: 91 11 26 81 00 08  
Email: payal.singh@agsfourwinds.com |
| 3      | Clintus Network - LIMITED             | Khasra No. 332, Chattarpur, New Delhi, India | Mr. Dinesh Joshi | Tel: 91-11-26803876, 26803879  
Cell: 9810155741  
FAX: 91-11-26802631, 26802616  
Email: clintus@del12.vsnl.net.in |
ITGBL Local Agents

Country: Indonesia
Post: Jakarta
Bureau: EAP

Local Agents:

3) Asian Tigers Lane Moving & Storage (PT. Citra Air)
   Kawasan Industri Gudang Taman Tekno
   Blok C, No.2, Sektor XI, Bumi Serpong Damai
   Tanggerang-Jakarta, 15314, Indonesia
   POC: Bill Lloyd
   Phone: +62 21 7561999
   Fax: +62 21 7800013, 7800749
   bill.lloyd@asiantigersindonesia.com
   Website: www.AsianTigersGroup.com

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 – Tanggerang 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
## ITGBL Local Agents

<table>
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<tr>
<th>Post: Medan</th>
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<th>Post: Surabaya</th>
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</table>

2) Santa Fe Indonusa, PT (Santa Fe Relocation Services)
Cilandak Commercial Estate, Building 208
Jl. Raya Cilandak KKO
Jakarta 12560 INDONESIA
POC: Doug Slusher
Tel: (62) (021) 789-2033
Cell: (62) 816 190 2830
Fax: (62) (021) 789-2034
Email: sales@santaferelo.co.id; delusher@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

**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

**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

**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

**Local Agents:**

- **Paxton International**
  - Italian Village, House #591
  - Erbil, Iraq
  - Tel (1): +9647809143828
  - Tel (2): 703 321 7600
  - Email: erbil@paxton.com
**ITGBL Local Agents**

<table>
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<th>Post:</th>
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<th>NEA</th>
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<td><strong>Local Agents:</strong></td>
<td></td>
<td>Paxton International</td>
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<tr>
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<td>Italian Village, House #591</td>
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<td>Erbil, Iraq</td>
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<tr>
<td></td>
<td></td>
<td>Tel (1): +9647809143828</td>
<td></td>
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<tr>
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<td></td>
<td>Tel (2): 703 321 7600</td>
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<tr>
<td></td>
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<td>Email: <a href="mailto:erbil@paxton.co">erbil@paxton.co</a></td>
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<tr>
<th>Country:</th>
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<tr>
<td>**Post:</td>
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<td>EUR</td>
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<tr>
<td><strong>Local Agents:</strong></td>
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<td>1) Moveplus Limited,</td>
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</tr>
<tr>
<td></td>
<td></td>
<td>Atlantic House,</td>
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</tr>
<tr>
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<tr>
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<td></td>
<td>P.O.C. Robert Gilbert/Rhona Dorris</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tel: 00-353-45-886-311</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>E-Mail: <a href="mailto:Rhona.dorris@moveplus.ie">Rhona.dorris@moveplus.ie</a></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="mailto:rob.gilbert@moveplus.ie">rob.gilbert@moveplus.ie</a></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3) The Household Moving Company Ltd.,</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Units 14-15, Block 13A,</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ashbourne Business Park,</td>
<td></td>
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<tr>
<td></td>
<td>Co. Meath.</td>
<td></td>
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<tr>
<td></td>
<td>POC: Brian Carroll</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tel: 353-1-849-9266</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Cell: 353-87-282-699</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Email: <a href="mailto:brian@hhm.ie">brian@hhm.ie</a></td>
<td></td>
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<tr>
<td></td>
<td>2) Arpin International,</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>6B Elm House,</td>
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<td>Millennium Business Park,</td>
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<tr>
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<td>POC: Dee Hulse/Natasza Przybylska</td>
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<td></td>
</tr>
<tr>
<td></td>
<td>Tel: 00-353-45-875-926</td>
<td></td>
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</tr>
<tr>
<td></td>
<td>E-Mail: <a href="mailto:dhulse@arpinintl.ie">dhulse@arpinintl.ie</a></td>
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</tr>
<tr>
<td></td>
<td><a href="mailto:nprzybylska@arpinintl.ie">nprzybylska@arpinintl.ie</a></td>
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</tr>
</tbody>
</table>
Country: Israel
Post: Jerusalem

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

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 Reibbo
Mobile 054-4226268 a_reibbo@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 052-3691117, eran.drenger@oceanrelocation.com
Dana Will Drenger mobile 052-3691913, dana.drenger@oceanrelocation.com
Sophia Kasterin, off. tel. 09-971-2012, Sophia.kasterin@oceanrelocation.com
Sima Pasternak, mobile tel. 052-3279924, Sima.pasternak@oceanrelocation.com
General Email: sales@oceanrelocation.com

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@aysrl.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@bollergeroma.it
ITGBL Local Agents

Post: Milan

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
Ivan.Devellis@devellis.it

2) Zumstein S.r.l.
Via Albert Einstein, 12
00015 Monterotondo (Rome), Italy
POC: Paola Roffi / Elsa Zumstein
Ph.: +39-06-9069-696
Fax: +39-06-9069-729
Email: paola@zumstein.it
elsa@zumstein.it

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

Post: Naples

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
Ph.: +39-06-9122-600
Fax: +39-06-9182-1718
Email: m.santori@ayssrl.eu

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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

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
### ITGBL Local Agents

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

#### Local Agents:

<table>
<thead>
<tr>
<th>3) De Vellis Moving &amp; Storage</th>
</tr>
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<tbody>
<tr>
<td>Via Voltunno, 7</td>
</tr>
<tr>
<td>00185 Rome, Italy</td>
</tr>
<tr>
<td>Ph.: +39-0775-89881</td>
</tr>
<tr>
<td>Fax: +39-0775-8988211</td>
</tr>
<tr>
<td>POC: Fabrizio Simi</td>
</tr>
<tr>
<td>Email: <a href="mailto:Fabrizio.Simi@devellis.it">Fabrizio.Simi@devellis.it</a></td>
</tr>
<tr>
<td><a href="mailto:Christian.Devellis@devellis.it">Christian.Devellis@devellis.it</a></td>
</tr>
<tr>
<td><a href="mailto:Ivan.Devellis@devellis.it">Ivan.Devellis@devellis.it</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2) Zumstein S.r.l.</th>
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<tbody>
<tr>
<td>Via Albert Einstein, 12</td>
</tr>
<tr>
<td>00015 Monterotondo (Rome), Italy</td>
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<tr>
<td>POC: Paola Roffi / Elsa Zumstein</td>
</tr>
<tr>
<td>Ph.: +39-06-9069-696</td>
</tr>
<tr>
<td>Fax: +39-06-9069-729</td>
</tr>
<tr>
<td>Email: <a href="mailto:paola@zumstein.it">paola@zumstein.it</a></td>
</tr>
<tr>
<td><a href="mailto:elsa@zumstein.it">elsa@zumstein.it</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
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<th>4) AYS AT YOU SERVICE S.r.l.</th>
</tr>
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<tbody>
<tr>
<td>Via delle Querce snc – Loc. Castagnetta</td>
</tr>
<tr>
<td>00071 Pomezia (Roma)</td>
</tr>
<tr>
<td>POC: Massimo Santori</td>
</tr>
<tr>
<td>Ph.: +39-06-9122-601</td>
</tr>
<tr>
<td>Fax: +39-06-9182-1718</td>
</tr>
<tr>
<td>Email: <a href="mailto:m.santori@aysrl.eu">m.santori@aysrl.eu</a></td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>1) Bolliger Roma S.P.A.</th>
</tr>
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<tbody>
<tr>
<td>Via del Fosso della Magliana, 12</td>
</tr>
<tr>
<td>00148 Rome, Italy</td>
</tr>
<tr>
<td>POC: Dr. Clement Bolliger</td>
</tr>
<tr>
<td>Ph.: +39-06-6558-8302</td>
</tr>
<tr>
<td>Fax: +39-06-655-7133</td>
</tr>
<tr>
<td>Email: <a href="mailto:Cb@bolligerroma.it">Cb@bolligerroma.it</a></td>
</tr>
</tbody>
</table>

### Country: Jamaica

**Post:** Kingston  
**Bureau:** WHA

#### Local Agents:

<table>
<thead>
<tr>
<th>B.L. Williams International Ltd.</th>
</tr>
</thead>
<tbody>
<tr>
<td>48 - 52 Second Street</td>
</tr>
<tr>
<td>Port West, Kingston 13 Jamaica</td>
</tr>
<tr>
<td>POC: Ted Muschett or Arleen Sewell</td>
</tr>
<tr>
<td>Tel: 876-923-4846; 923-1974</td>
</tr>
<tr>
<td>Fax: 876-923-9491/2</td>
</tr>
<tr>
<td>Email: <a href="mailto:export@blwilliams.com">export@blwilliams.com</a></td>
</tr>
<tr>
<td>Web-site: <a href="http://www.blwilliams.com">www.blwilliams.com</a></td>
</tr>
</tbody>
</table>
## ITGBL Local Agents

**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, Moving Coordinator  
  **Email:** ishido2y@fukuokasoko.com  
  **Tel:** 81-92-281-0077  
  **Fax:** 81-92-281-0804  
  **Website:** www.fukuokasoko.com

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

**Local Agents:**

- **3) Yamato Logistics Co., Ltd.**  
  Yamato Tamachi Boldg.,5F.  
  5-27-8, Shibuya-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/  
  *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.fukuokasoko.com
### ITGBL Local Agents

**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 & moeke@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. Keichiro Chinon  
E-mail: keichiro@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
## ITGBL Local Agents

**Post:** Sapporo

**Bureau:** EAP

### Local Agents:

<table>
<thead>
<tr>
<th>Company</th>
<th>Address</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nippon Express Co., Ltd.</td>
<td>Overseas Removals Business Branch</td>
<td>POC: Ryohei Konishi, <a href="mailto:ryoa-konishi@nittsu.co.jp">ryoa-konishi@nittsu.co.jp</a>, <a href="http://www.nipponexpress.com/">http://www.nipponexpress.com/</a></td>
</tr>
<tr>
<td>Foreign Corporate Accounts Group</td>
<td>Nittsu Bldg, 11F, 1-9-3, Higashi-Shimbashi</td>
<td></td>
</tr>
<tr>
<td>Minato-ku, Tokyo 105-8322 Japan</td>
<td>TEL: 03-6251-6553</td>
<td></td>
</tr>
<tr>
<td></td>
<td>POC: Mr. Ryohei Konishi, <a href="mailto:ryoa-konishi@nittsu.co.jp">ryoa-konishi@nittsu.co.jp</a></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>bonded facility</strong></td>
</tr>
<tr>
<td>Nihon System Service Co., Ltd.</td>
<td>2-6-6 Wacasu Koto-ku Tokyo 136-0083</td>
<td>Tel: 81-3-5534-7233, Fax: 81-3-5534-7240</td>
</tr>
<tr>
<td></td>
<td>Email: POC: Yoshichika Ito, <a href="mailto:tokyo.overseas@nss-japan.com">tokyo.overseas@nss-japan.com</a></td>
<td>Website: <a href="http://www.nss-japan.com/Eng/index.html">http://www.nss-japan.com/Eng/index.html</a></td>
</tr>
<tr>
<td>Yamato Global Logistics Japan Co., Ltd.Kinpai</td>
<td>Third Bldg, 4F, 1-14-5, Shinkawa, Chuo-ku, Tokyo</td>
<td></td>
</tr>
<tr>
<td></td>
<td>104-0033 JAPAN</td>
<td></td>
</tr>
<tr>
<td></td>
<td>POC: Hiroyasu Funakoshi, <a href="mailto:hi-funakoshi@nittsu.co.jp">hi-funakoshi@nittsu.co.jp</a></td>
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</tr>
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**Post:** Tokyo

**Bureau:** EAP

### Local Agents:

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<th>Company</th>
<th>Address</th>
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<tr>
<td>1) Nippon Express Co., Ltd.</td>
<td>Overseas Removals Business Branch</td>
<td>POC: Shingo Maki, <a href="mailto:Shib-nari@nittsu.co.jp">Shib-nari@nittsu.co.jp</a>, <a href="mailto:ITGBL_nippon@nittsu.co.jp">ITGBL_nippon@nittsu.co.jp</a>, Tel: 81-3-6251-6300, Fax: 81-3-3251-6299</td>
</tr>
<tr>
<td></td>
<td>1-9-3 Higashi-Shimbashi, Minato-ku, Tokyo, Japan</td>
<td></td>
</tr>
<tr>
<td></td>
<td>103-0014</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2) Nihon System Service Co., Ltd.</td>
<td>1F B Senju Soko, 26 Wacasu, Koto-ku, Tokyo</td>
<td>POC: Yoshichika Ito, <a href="mailto:yito@nss-japan.com">yito@nss-japan.com</a>, POC: Toshiaki Yokose, <a href="mailto:tokyo.overseas@nss-japan.com">tokyo.overseas@nss-japan.com</a></td>
</tr>
<tr>
<td></td>
<td>Tel: 81-3-6251-6553, Fax: 81-3-5534-7233</td>
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**Post:** Yokohama

**Bureau:** EAP

### Local Agents:

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<tr>
<th>Company</th>
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<tr>
<td>1) Nippon Express Co., Ltd.</td>
<td>NITTSU Bldg. 10F</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1-9-3 Higashi-Shimbashi, Minato-ku, Tokyo, Japan</td>
<td></td>
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<td>103-0014</td>
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<tr>
<td>2) Nihon System Service Co., Ltd.</td>
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<td>Tel: 81-3-6251-6553, Fax: 81-3-5534-7233</td>
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</table>
ITGBL Local Agents

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. 1 Frist floor office 14-15
Amman, 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: +962-79-8688262
**ITGBL Local Agents**

**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  
Fax: 7 7272 943304  
Cell: 7 777 241 3222  
Email: eurasiatranskz@gmail.com

b.  **MOVE ONE, 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 Abdakhanova  
Coordinator, CTD Department, Almaty  
Lahamed@globalinkllc.com  
a.abdakhanova@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
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: arbirussani@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
ITGBL Local Agents

Country: Korea

Post: Busan

Local Agents:

Bureau: EAP

Post: Seoul

Local Agents:

Bureau: EAP

3). PML International Movers Ltd.
P: #804, Shinpoong Flostar, 756-1, Janghang Dong, Ilsandong gu, Goyang-Si, Gyunggi-Do, Korea
E-mail: kay@pmlintl.com / Kayleepml@gmail.com
Tel: 82-31-907-1616, Fax: 82-31-907-1617
POC: Kay Loe/ 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: 82-2-797-3386
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, Kasandong, 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
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

1) Al-Ghanim Freight
Alghanim Transportation Logistics & Solutions
Al-Rai Industrial Area, Block 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
Dajeel, 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
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—
kyrgyzstani@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:

<table>
<thead>
<tr>
<th>Local Agent</th>
<th>Address</th>
<th>Contact</th>
</tr>
</thead>
</table>
| 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. Savandy Samountry (Nok) |
**ITGBL Local Agents**

**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
**ITGBL Local Agents**

**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-worldwide-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@glbservice.com

4) **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 Street, 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  
Hadbba Area  
Tripoli, Libya  
POC: Nureddin Elwaer  
Tel: 218 21 2184149; 218 21 4907792 (office)  
Fax: 218 21-4907286  
Email: nur@masa-shipping.com.ly
**ITGBL Local Agents**

**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
**ITGBL Local Agents**

**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

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

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

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
ITGBL Local Agents

**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

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:

1. **AGS FOUR WINDS RELOCATIONS SDN BHD**  
   - Address: No. 28B (LOT. 24128) JALAN 5/32A OFF 6 1/2 MILE JALAN KEPONG 52100 KUALA LUMPUR, MALAYSIA  
   - Tel: +603 6251 7175  
   - Email: cyril.quenneville@agsfourwinds.com

2. **Santa Fe Relocation Services Sdn. Bhd.**  
   - Address: No. 1, Jalan Jururancang U1/21, Seksyen U1 Hicom Glenmarie Industrial Park 40150 Shah Alam, Selangor Malaysia  
   - Tel: +60 3 7805 4332  
   - Main Contact Person (POC): Mr. Rolf Beutel – Managing Director

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  
   - Email address: khairul.sim@mymoving.com.my  
   - Phone number: +603 4288 4211  
   - Fax number: +603 4288 2411

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.com  
   - Website: www.asiantigers-malaysia.com

1. **Crown Line (M) Sdn. Bhd.**  
   - Address: Lot 37645, Jalan 5/37A, Taman Bukit Maluri Kepong, 52100 Kuala Lumpur, Malaysia  
   - Tel: +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

2. **Ambassador Worldwide Movers (M) Sdn. Bhd.**  
   - Address: 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
ITGBL Local Agents

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

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

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
POC Mr. 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
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

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
Ilana Vargas
Tel: (52) 33-3603-0000
Fax: (52) 33-3603 1553, 3603 2033
Email: seymi@seymi.com.mx

Post: Hermosillo

Local Agents:

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

Post: Matamoros

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@mundanzasgou.com
ITGBL Local Agents

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 (Merida)
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
## Local Agents:

<table>
<thead>
<tr>
<th>Agent Name</th>
<th>Address</th>
<th>Contact Person</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>MUDANZAS BALDERAS, S.A. de C.V.</td>
<td>Av. de las Minas 83, Col. Lomas de Becerra, Mexico, DF 01280</td>
<td>Alejandro Balderas</td>
<td><a href="mailto:alejandro@balderas.com.mx">alejandro@balderas.com.mx</a></td>
<td>52-55 5598-1255</td>
</tr>
<tr>
<td>MUDANZAS GOU, S.A. de C.V.</td>
<td>Nueva Santo Domingo #163, Fracc. Industrial San Antonio, Azcapotzalco, Mexico, DF 02760</td>
<td>Jose Luis Romero</td>
<td><a href="mailto:jl.romero@mudanzasgou.com">jl.romero@mudanzasgou.com</a></td>
<td>55-5062-2600, 55-5062-2636</td>
</tr>
<tr>
<td>TRANSCONTAINER INTERNATIONAL, S.A. de C.V.</td>
<td>Vía Dr. Gustavo Baz No. 295-F, Estado de Mexico CP 54080</td>
<td>Carmen Lerdo de Tejada</td>
<td><a href="mailto:carmensr@transcontainer-group.com">carmensr@transcontainer-group.com</a></td>
<td>52-55 5398-2323</td>
</tr>
<tr>
<td>TRAFIMAR RELOCATIONS, S.A. de C.V.</td>
<td>Ferrocarril Acámbaro No. 77, Col. San Luis Tiatlco, Naucalpan de Juárez, Edo de Mexico, CP 53630</td>
<td>Eduardo Otero</td>
<td><a href="mailto:otero@trafimarrelo.com.mx">otero@trafimarrelo.com.mx</a></td>
<td>52-55 5312-9900</td>
</tr>
<tr>
<td>MUDANZAS MYM, S.A. de C.V.</td>
<td>Insurgentes Norte 1290, Col. Capultitlan, Mexico, DF</td>
<td>Mireya Vazquez</td>
<td><a href="mailto:mvazquez@myminternational.com">mvazquez@myminternational.com</a></td>
<td>52-55 2974-9400 x-9402</td>
</tr>
</tbody>
</table>
## ITGBL Local Agents

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

**Local Agents:**

<table>
<thead>
<tr>
<th>Local Agent</th>
<th>Address</th>
<th>Contact Information</th>
</tr>
</thead>
</table>
| 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 | |
| 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 | |
| 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 | |
| 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 7631/5398/7884  
Email: vickyr@transcontainergroup.com  
Email: edithm@transcontainer-group.com  
Email: carmensenior@transcontainergroup.com (Director) | |
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:**

<table>
<thead>
<tr>
<th>Local Agent</th>
<th>Address</th>
<th>Contact Information</th>
</tr>
</thead>
</table>
| Mudanzas Gou | 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@mudanzasgou.com  
Website: www.mudanzasgou.com | |
### ITGBL Local Agents

**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@sullivunited.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
Tel: +976 7000 0285
Fax: +976 7000 0286

Crown WW
WorldWide Group Building
20th khanii, Bayangol District
Sonsgolom Bridge, Ulaanbaatar,
Mongolia
POC: Mr. Bayarbat
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 Manager
zorigoo@monex.mn
M: +976.9908 5634
T: +976.11.319310 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

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)
POC: Mrs. Chantal Robert, Manager
Tel: 212 37 60 20 42
Fax: 212 237 60 19 38
Cell: 212 61 10 98 51

Moumene International Moving Company
# 37, rue Idriss Al Akbar Hassan, Rabat/Morocco
POC: Mr. Moumene Mohamed, Dir/Manager
Tel: 212-537-26-20-46; 212-537-26-31-57
Fax: 212-537-26-23-94
Email: moumene.mimc@gmail.com; mimc@iam.net.ma; mimc@menara.ma
Cell: 212-661-35-20-46

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

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

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

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

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
ITGBL Local Agents

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

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: 00258823070884
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

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

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) Voorman
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
Website: www.dehaan.nl

Country: Netherlands
Post: The Hague

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) Voorman
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) CPPost International (POV and Supplies LCL Ocean Miami - Curacao under 1000LBS shipment)  
Schottegatweg Noord 32,  
Willemstad, Curacao  
POC: Ms. Danielle De Vreugd  
Tel: (5999) 767-2588  
Cell: (5999) 527-1313  
Fax: (5999) 747-1155  
Mail: dvreugd@cpostint.com
<table>
<thead>
<tr>
<th>Local Agents:</th>
</tr>
</thead>
</table>
| 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  
+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  |
## ITGBL Local Agents

**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  
Steve.Smith@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

#### Crown Relocations
476 Jackson Street,  
Petone, Wellington  
POC: Debbie Mansell  
Debbie.Mansell@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 Cervecería  
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)  
PCC: 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 94 85 22 85  
Fax: 227 94 85 22 85  
Cell: 227 94 85 22 85  
Email: 227 94 85 22 85

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:

Country: Nigeria
Post: Lagos
Bureau: AF

Local Agents:
ITGBL 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>
ITGBL Local Agents

Country: Oman
Post: Muscat

Bureau: NEA

Local Agents:

1) M/S Inchcape Shipping Services & Co. LLC.
   Post Box 36, Postal Code 112
   Ruwi, Sultanate of Oman
   POC: 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
   mmarcus@alliedlogistics.com

   Satish Nelson
   Sales Manager
   Mobile: +968 97876859
   Office: +968 220 71177
   satish@alliedlogistics.com

   Darius Maguire
   Business Development Manager
   Mobile: +968 95140934
   Office: +968 220 71177
   darius@alliedlogistics.com

   Prajoth Abraham
   Operations Manager
   Mobile: +968 97136210
   Office: +968 220 71177
   prajoth@alliedlogistics.com

2) The Movers
   MANOJ SHARMA
   Business Unit Head
   GSM: +968 98548563/96287961
   Office Tel: +968 2421-8353
   manoj@themoveroman.com
   Sales@themovers.com

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
ITGBL Local Agents

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.com
lahore@freelinemovers.com
peshawar@freelinemovers.com
Kabul@freelinemovers.com
quetta@freelinemovers.com (For shipments to the concerned cities)
Website: www.fim.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
### Local Agents:

**3) EXPRESS MOVERS**  
14-D, Block-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. Kashil 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

---

### 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 850379 (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
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

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
## ITGBL Local Agents

### Panama

**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

### Papua New Guinea

**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

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

Country: Peru
Post: Lima

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
140 mobile: 951292-333 e-mail: dlaporta@classmoving.com.pe Mrs. Claudia Lucio – Head of Sales and Marketing
Support 230 mobile: 994210-480 e-mail: juanacueva@express.com.pe
ITGBL Local Agents

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

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

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.net; aco@ajjcargomovers.com
Website: www.ajjcargomovers.com
*POVs to Manila only*

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
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

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

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:

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

2) Move One Relocations sp.z.o.o.
ul. Koszykowa 54
00-675 Warsaw, Poland
POC: Piotr Piekarowicz
Tel: 48-22-6308161
Tel: 48-509761217
Email: Piotr.piekarowicz@moveoneinc.com

3) Gosselin Poland
ul. Nowa 23, Stara Iwiczna
05-500 Piaseczno, Warsaw, Poland
POC: Piotr Dmowski or Justyna Bak
Tel: 48-22-7377200
Email: Piotr@corstjens.pl
E-mail justyna@corstjens.pl

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

5) INTERDEAN
ul. Geodetow 172
05-500 Płaszcz
Warsaw, Poland
POC: Michal Piszczorowicz, Branch Manager
POC: Bartlomiej Wiaczek
Tel: 48-22-7017171
Fax: 48-22-7017177
Cell: 48602305232 (Wiaczek)
Email warsaw@interdean.com
Email: Bartek.wiaczek@interdean.com

4) Universal Express
ul. Syszkowa 35/37
02-285 Warsaw, Poland
POC: Ms. Kinga Motyka
Email: kinga.motyka@uer.pl
POC: Ms. Aneta Golba
Email: aneta.golba@uer.pl
Tel: 48-22-8783546
** bonded warehouse at airport **

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

3) AGS Warsaw S.P. ZO.O
Ul. Julianowska 37
05-500 Płaszcz
Poland
POC: Antonie Duquesnay
POC: Piotr Żelwak
Tel: 0048 22 702 1072
Cell: 0048 602 258 055
Fax: 0048 22 702 1077
Email: managerwarsaw@agsmovers.com or
operationswarsaw@agsmovers.com

1) Gosselin Poland
ul. Nowa 23, Star a Iwicza
05-500 Płaszcz, 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
ITGBL Local Agents

Country: Portugal
Post: Lisbon
Bureau: EUR

Local Agents:

5) STRONG MOVING INTERNATIONAL
Tel: +351 218 435 6078
Mov: +351 935 793 790
Av. Pedro Alvares Cabral, 169
Centro Empresarial Sintra/Estoril V - Armazém B16
2710-090 Sintra - Portugal
www.strongmovint.com
DOD Approved Agent
Poc: Antonio Lemos
antonio.lemos@strongmovint.com
and
geral@strongmovint.com

1) Empressa de Transportes Galamas
Av. Salgueiro Maia
No. 840 Aboboda
2776-902 Carcavelos, Portugal
Tel: 351-21-444-3021
POC: Mr. Jose Esteves
Email: lisbon@galamas.pt ** bonded warehouse **

3) Noatum Logistics by Universal Global Logistics
Address: Av. D. João II, Nº 51, Piso 2 - Sala B
Parque das Nações
1950-084 Lisboa (Portugal)
POC: Bruno Filipe Alves
balves@noatumlogistics.com
+351 21 898 22 90
+351 91 550 48 72

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

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

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
<table>
<thead>
<tr>
<th>Local Agents:</th>
</tr>
</thead>
<tbody>
<tr>
<td>2) Global Relocation Services</td>
</tr>
<tr>
<td>Bucharest, Romania</td>
</tr>
<tr>
<td>Mr. Cor de Groot – Country Manager</td>
</tr>
<tr>
<td>Ph +40 21 311 6425</td>
</tr>
<tr>
<td>Fax +40 21 317 2563</td>
</tr>
<tr>
<td><a href="mailto:Office@globalrelo.ro">Office@globalrelo.ro</a></td>
</tr>
<tr>
<td><a href="mailto:cordegroot@globalrelo.ro">cordegroot@globalrelo.ro</a></td>
</tr>
</tbody>
</table>

| 9) Move One                     |
| Move One                        |
| POV: Adrian Saru                |
| Ph 40 751 845252                |
| E-mail: adrian.saru@moveoneinc.com |

| 8) Gosselin Mobility Romania    |
| POC: Cristian Dinu             |
| Ph: 0728-736488                |
| E-mail: CristinelD@gosselingroup.eu |

| 3) Premier Moving & Storage Bucharest |
| Telefon/Fax: +40 21.252.09.71     |
| Mobile: +40 732.199.199          |
| e-mail: romania@premiermoving.ro |
| POC Razvan Cretu                |
| Site: www.premiermoving.ro      |

| 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**

| 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 ******

| 6) ORBIT International Moving and Storage |
| Member of Orphee Beinoglou Group.       |
| Address: Sos. Bucuresti - Urziceni Km. 18+400, Corp.B, Alumati, 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                   |

| 7) Rilvan Romania                  |
| Theodor Popa – e-mail theodor.popa@rilvan.eu |
| Mobile: 40 729 777397; Phone: 40 21 219547 |

| 5) CDD Relocation                  |
| 162 Splaiul Unirii                 |
| Bucharest, Romania                 |
| POC: Dana Dascalu                  |
| Tel: 40 21 317 9754                |
| Email: dana.dascalu@relocate.ro    |

<table>
<thead>
<tr>
<th>Local Agents:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<p>| Post: Chuj-Napoca                |</p>
<table>
<thead>
<tr>
<th>Bureau: EUR</th>
</tr>
</thead>
<tbody>
<tr>
<td>2) Global Relocation Services</td>
</tr>
<tr>
<td>Bucharest, Romania</td>
</tr>
<tr>
<td>Mr. Cor de Groot – Country Manager</td>
</tr>
<tr>
<td>Ph +40 21 311 6425</td>
</tr>
<tr>
<td>Fax +40 21 317 2563</td>
</tr>
<tr>
<td><a href="mailto:Office@globalrelo.ro">Office@globalrelo.ro</a></td>
</tr>
<tr>
<td><a href="mailto:cordegroot@globalrelo.ro">cordegroot@globalrelo.ro</a></td>
</tr>
</tbody>
</table>

| 9) Move One                     |
| Move One                        |
| POV: Adrian Saru                |
| Ph 40 751 845252                |
| E-mail: adrian.saru@moveoneinc.com |

| 8) Gosselin Mobility Romania    |
| POC: Cristian Dinu             |
| Ph: 0728-736488                |
| E-mail: CristinelD@gosselingroup.eu |

| 3) Premier Moving & Storage Bucharest |
| Telefon/Fax: +40 21.252.09.71     |
| Mobile: +40 732.199.199          |
| e-mail: romania@premiermoving.ro |
| POC Razvan Cretu                |
| Site: www.premiermoving.ro      |

**Facility is secure but not bonded**

| 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 ******

| 6) ORBIT International Moving and Storage |
| Member of Orphee Beinoglou Group.       |
| Address: Sos. Bucuresti - Urziceni Km. 18+400, Corp.B, Alumati, 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                   |

| 7) Rilvan Romania                  |
| Theodor Popa – e-mail theodor.popa@rilvan.eu |
| Mobile: 40 729 777397; Phone: 40 21 219547 |

| 5) CDD Relocation                  |
| 162 Splaiul Unirii                 |
| Bucharest, Romania                 |
| POC: Dana Dascalu                  |
| Tel: 40 21 317 9754                |
| Email: dana.dascalu@relocate.ro    |
**ITGBL 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@pickfords.com
## ITGBL Local Agents

<table>
<thead>
<tr>
<th>Post:</th>
<th>EUR</th>
<th>Bureau:</th>
<th>EUR</th>
</tr>
</thead>
</table>

### 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  
Otkrtoyoye 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-mail:olegy@corstjens.com  
Website: http://www.corstjens.com

### Local Agents:

OOO "UNIVERSAL EXPRESS",  
International Moves and Relocations,  
690014 Narodnyi Prospect 11B, room#314  
POC: Elena Tikushina.  
Tel:+7 914 650 90 51  
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
ITGBL Local Agents

Post: Yekaterinburg

Local Agents:

2) AGS Froesch
115432 Proektiruemiy 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

Local Agents:

1) AGSO
BP 292
POC Pascal Romain
Phone: +250 252578573 / 788300906
e-mail: rwanda@agsmovers.com

3) SDV TRANSAMI
BP 1338
Kigali, Rwanda
Tel: 250 575584
POC: Rodolphe Kembutuswa (rodolphe@sdv.co.rw)
Email: info@sdv.co.rw,

2) COIMEX
BP 2573
Kigali, Rwanda
Tel: 250 575584
Email: coimex@rwand1.com
Country: Saudi Arabia
Post: Dhahran

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
(myousufi@atco.com.sa)
POC: Mr. Joy C.K. (joy@atco.com.sa)
Tel: 966 3 8346647 X 207, 234
Fax: 966 3 8342327
## ITGBL Local Agents

**Post:** Jeddah  
**Bureau:** NEA

### 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 Ali- Shantl, 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  
Dham 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
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, Riyadh 11391
Kingdom of Saudi Arabia
Web: www_MOVEONEINC_Corporate_Flipbook.htm
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 PAILLOTTE 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

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
e-mail: manager-senegal@agsfrasers.com
*** Bonded Facility ***
Capable of handling all shipment types, including POVs and GOVs
ITGBL Local Agents

Country: Serbia
Post: Belgrade

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
**ITGBL Local Agents**

**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) 6239005  
   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

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.santafereло.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
## ITGBL Local Agents

**Country:** Sierra Leone  
**Post:** Freetown  
**Bureau:** AF

### Local Agents:

<table>
<thead>
<tr>
<th>No.</th>
<th>Company Name</th>
<th>Address</th>
<th>Contact Information</th>
<th>POC</th>
</tr>
</thead>
</table>
| 1   | MAERSK Sierra Leone        | 7 Bathurst Street, Freetown, Sierra Leone | Tel: 232 22 228 725  
Email: Max.Kanu@maersk.com  
Moses.Bangura@maersk.com  
Thomas.Matturi@maersk.com | James. M. Heyburn, Managing Director |
| 2   | SEA AND LAND SERVICES LTD. | SLSA Building, Cline Town, Freetown, Sierra Leone | Tel: 23276636659  
Email: elma.johnson@bollore.com | Mrs. Elma Johnson, Managing Director |
| 3   | Premium Logistics          | 63 Bathurst Street, Freetown, Sierra Leone | Tel: 23276636659  
Email: Info@premiumlogistics-sl.com | Charles A. Samai |
| 4   | EHS Sierra Leone           | 26 Pademba Road, Freetown, Sierra Leone | Tel:+23278571725/+23288797151  
Email: ehsfanasales@limezone.net/www.ehs.fr | Jimi Coker |
| 5   | International Freight Forwarders | 9 College Road, Cline Town, Freetown, Sierra Leone | Tel:+23276520046/+23279419241  
Email: l.gbla@iffsl.sl  
s.bangura@iffsl.sl | Lamin Gbla/ Saidu Bangura |

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**Tuesday, June 11, 2019**

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## ITGBL Local Agents

**Country:** Singapore  
**Post:** Singapore  
**Bureau:** EAP

### Local Agents:

<table>
<thead>
<tr>
<th>Local Agents</th>
<th>Address</th>
<th>Contact Information</th>
</tr>
</thead>
</table>
| 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 |
| 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 |
| 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 |
| 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 |
| 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 | }
### ITGBL Local Agents

**Country:** Slovak Republic  
**Post:** Bratislava  
**Bureau:** EUR

#### Local Agents:

<table>
<thead>
<tr>
<th>Local Agents</th>
<th>Address</th>
<th>Contact Details</th>
</tr>
</thead>
</table>
| 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 Worldwide 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 | Girakstrasse 15, A-2100 Korneuburg - Vienna, Austria | 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:

<table>
<thead>
<tr>
<th>Local Agents</th>
<th>Address</th>
<th>Contact Details</th>
</tr>
</thead>
</table>
| 2) SCHENKER d.d. | Brniceva 51, 1231 Ljubljana, Slovenia | 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 |
| 1) VATOVEC Relocation | Cufarjeva 5, 1000 Ljubljana, Slovenia | T.: +386 1 430 1340  
F.: +386 1 430 1344  
E: vlado@vatovec.si  
www.vatovc.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, Eppelin 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: francos.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
Website: www.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 c/nr Setter Street
Commercia
Glen Austin
Tel 011 847 3300
E-mail nicky.cronje@pickfords.co.za
Contact Nicky Cronje
Bonded facility
ITGBL Local Agents

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

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 Travelines 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:

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<tr>
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<th>Position</th>
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<tr>
<td>Keri Julius</td>
<td>Operations Manager</td>
<td>MEBS GLOBAL REACH</td>
<td>ACCACIA VILLAGE JUBA, SOUTH SUDAN</td>
<td><a href="mailto:kjulius@mebs-int.com">kjulius@mebs-int.com</a> or <a href="mailto:juluskerix@yahoo.com">juluskerix@yahoo.com</a></td>
<td>+211920477704, +211912526615</td>
</tr>
<tr>
<td>Oscar Nduwimana</td>
<td>Branch Manager</td>
<td>AGS South Sudan</td>
<td>ACCACIA VILLAGE JUBA, SOUTH SUDAN</td>
<td><a href="mailto:Manager-southsudan@agsmovers.com">Manager-southsudan@agsmovers.com</a></td>
<td>+211926097598</td>
</tr>
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</table>
## ITGBL Local Agents

**Country:** Spain  
**Post:** Barcelona  
**Bureau:** EUR

### Local Agents:

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<th>Phone</th>
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<tr>
<td>SIT Transportes Internacionales</td>
<td>Ana Belen Serrano</td>
<td>Tel: 34 93 630-5555</td>
<td><a href="mailto:anabelen.serrano@sitspain.com">anabelen.serrano@sitspain.com</a></td>
<td></td>
</tr>
<tr>
<td>Calle osca s/n, nave 5</td>
<td></td>
<td>Fax: 34 93 630 5720</td>
<td></td>
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</tr>
<tr>
<td>Pol. Indal. Las Salines</td>
<td></td>
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<td></td>
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</tr>
<tr>
<td>08830 Sant Boi de Llobregat, Spain</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>POC: Ana Belen Serrano</td>
<td></td>
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<td></td>
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</tr>
<tr>
<td>Tel: +34 93421 7500</td>
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<tr>
<td>E-mail: <a href="mailto:daniela@trallero.com">daniela@trallero.com</a>;</td>
<td></td>
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</tr>
<tr>
<td><a href="mailto:mercedes@trallero.com">mercedes@trallero.com</a></td>
<td></td>
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</tr>
<tr>
<td>TRALLERO INTERNATIONAL</td>
<td></td>
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<td></td>
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</tr>
<tr>
<td>Calle Pablo Iglesias, 60-70</td>
<td>Daniela Guendsechadze</td>
<td>Tel. +34 93421 7500</td>
<td><a href="mailto:daniela@trallero.com">daniela@trallero.com</a>;</td>
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</tr>
<tr>
<td>Pol. Ind. Granvia Sur</td>
<td></td>
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<td><a href="mailto:mercedes@trallero.com">mercedes@trallero.com</a></td>
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</tr>
<tr>
<td>08908 L’Hospitalet de Llobregat – Spain</td>
<td></td>
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<tr>
<td>POC: Daniela Guendsechadze</td>
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<td>Tel: +34 93421 7500</td>
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</tr>
<tr>
<td>Santa Fe Relocation</td>
<td>Susana Alonso</td>
<td>Tel: 34 91 799-2232</td>
<td><a href="mailto:Susana.alonso@santaferelo.com">Susana.alonso@santaferelo.com</a></td>
<td></td>
</tr>
<tr>
<td>Tierra de Barros, 4</td>
<td></td>
<td>Fax: 34 91 799-0179</td>
<td></td>
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<tr>
<td>Pol. Indal Coslada</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>28820 Coslada, Spain</td>
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<tr>
<td>POC: Susana Alonso</td>
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<tr>
<td>Tel: 34 91 799-2232</td>
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<tr>
<td>Fax: 34 91 799-0179</td>
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<tr>
<td>Email: <a href="mailto:Susana.alonso@santaferelo.com">Susana.alonso@santaferelo.com</a></td>
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### Post: Madrid  
**Bureau:** EUR

### Local Agents:

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<th>Email</th>
<th>Website</th>
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<tr>
<td>1) Hasenkamp Relocation Services Spain, S.L.</td>
<td>Alberto Galasso</td>
<td>Tel: 34 91 669 4125</td>
<td><a href="mailto:a.galasso@hasenkamp.com">a.galasso@hasenkamp.com</a></td>
<td></td>
</tr>
<tr>
<td>Avda. del Sistema Solar, 21</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Nave 4</td>
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<tr>
<td>28830 San Fernando de Henares</td>
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<td>Madrid, Spain</td>
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<td>Alberto Galasso</td>
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<td>Tel: 34 91 669 4125</td>
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<tr>
<td>E-mail: <a href="mailto:a.galasso@hasenkamp.com">a.galasso@hasenkamp.com</a></td>
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<tr>
<td>Website: <a href="http://www.hasenkamp.com/en/">www.hasenkamp.com/en/</a></td>
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<tr>
<td>4) Transportes Fluiters, S.L.</td>
<td>Christian Moericke</td>
<td>Tel: 34 91 524 9170</td>
<td><a href="mailto:comercial@fluiters.es">comercial@fluiters.es</a></td>
<td></td>
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<tr>
<td>Calle Barquillo, 9</td>
<td></td>
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<tr>
<td>28004 Madrid, Spain</td>
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<tr>
<td>Christian Moericke</td>
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<td>Tel: 34 91 524 9170</td>
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<td>E-mail: <a href="mailto:comercial@fluiters.es">comercial@fluiters.es</a></td>
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<tr>
<td>3) SIT Grupo Empresarial, S.L.</td>
<td>Inés Tabuenca</td>
<td>Tel: 34 91 671 0608</td>
<td><a href="mailto:ines.tabuenca@sitspain.com">ines.tabuenca@sitspain.com</a></td>
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<tr>
<td>Avda. Fuentermar, 13</td>
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<tr>
<td>22820 Coslada, Madrid, Spain</td>
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<td>Inés Tabuenca</td>
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<td>Email: <a href="mailto:ines.tabuenca@sitspain.com">ines.tabuenca@sitspain.com</a></td>
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<td>Website: <a href="http://www.sitspain.com">www.sitspain.com</a></td>
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<tr>
<td>2) Santa Fe Relocation Services, S.A.</td>
<td>Susana Alonso</td>
<td>Tel: 34 68 583 0916</td>
<td><a href="mailto:susana.alonso@santaferelo.com">susana.alonso@santaferelo.com</a></td>
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<tr>
<td>Vía de las Dos Castillas, 33</td>
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<tr>
<td>Edificio Alica 3, 2nd Floor</td>
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<tr>
<td>28224 Pozuelo de Alarcón, Madrid, Spain</td>
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<tr>
<td>Susana Alonso</td>
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<td>Tel: 34 68 583 0916</td>
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<td>E-mail: <a href="mailto:susana.alonso@santaferelo.com">susana.alonso@santaferelo.com</a></td>
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</table>
### ITGBL Local Agents

**Country:** Sri Lanka  
**Post:** Colombo  
**Bureau:** SCA

#### Local Agents:

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

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

3) Freight Lanka International Pvt Ltd  
Level 7, Access Tower, 278 Union Place, Colombo  
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:

1) Cannata International Compnay  
New Extension Amarat Street  
P.O. Box 8173  
Khartoum, Sudan  
POC: Paolo Salvatore, General Manager  
Tel: 249183462097  
Fax:249183472920  
Cell: 249912304680  
Email: logistics@cannata.co  
paolo@cannata.co

2) K.S. Ganbert & Sons (Sudan) Ltd.  
Gamhuria Avenue  
PO Box 615  
Khartoum, Sudan  
POC: Kastaki Ganbert  
Tel: 249 183 771312  
Fax: +249 183 784381  
Mobile: +249 9 12302294  
Email: move@ganbert.com  
Email: Kastaki@ganbert.co.uk  
Website: www.ganbert.com
## ITGBL Local Agents

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<tr>
<th>Country: Suriname</th>
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<tr>
<td>1) Paramaribo Custom Broker</td>
<td>Nassylaan # 38-40</td>
<td>[Details]</td>
</tr>
<tr>
<td>POC: Mr. Clyde Cambridge</td>
<td>[Details]</td>
<td></td>
</tr>
<tr>
<td>Tel: (597) 40 25 84 / (597) 47 00 37</td>
<td>[Details]</td>
<td></td>
</tr>
<tr>
<td>Cell: (597) 850-1579</td>
<td>[Details]</td>
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<tr>
<td>Email: <a href="mailto:pcb@pcb.sr">pcb@pcb.sr</a> / <a href="mailto:pcb@surimail.com">pcb@surimail.com</a></td>
<td>[Details]</td>
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<tr>
<td>2) Cambridge International Transport</td>
<td>Latourweg52-54 Paramaribo Suriname</td>
<td>[Details]</td>
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<tr>
<td>POC Eartha Cambridge</td>
<td>[Details]</td>
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<tr>
<td>Managing Director</td>
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</tr>
<tr>
<td>Tel: 597 485 685</td>
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</tr>
<tr>
<td>Fax: 597 486 458</td>
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<tr>
<td><a href="mailto:caminter@sr.net">caminter@sr.net</a></td>
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<td>Elliott International</td>
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<td>Matsapha</td>
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<tr>
<td>Swaziland</td>
<td>[Details]</td>
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<tr>
<td>POC: Kate Ansley</td>
<td>[Details]</td>
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</tr>
<tr>
<td>Email: <a href="mailto:kate.a@elliottmobility.com">kate.a@elliottmobility.com</a></td>
<td>[Details]</td>
<td></td>
</tr>
<tr>
<td>Fax +268 2518 4242</td>
<td>[Details]</td>
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<tr>
<td><a href="mailto:kate.a@elliottmobility.com">kate.a@elliottmobility.com</a></td>
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<tr>
<td>Mobile + 268 7602 4330</td>
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<tr>
<td><a href="http://www.elliottmobility.com">www.elliottmobility.com</a></td>
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<tr>
<td>Switchboard +268 2518 4270</td>
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<tr>
<td>Stuttafords Van Lines</td>
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<td>Unit 4, Matsapha Industrial Park</td>
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<tr>
<td>Matsapha, Swaziland</td>
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<tr>
<td>POC: Phil Smit, Branch Manager</td>
<td>[Details]</td>
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<tr>
<td>Tel: 268 - 5185707</td>
<td>[Details]</td>
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<td>Fax: 268 - 5185706</td>
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<tr>
<td>Email: <a href="mailto:operations@stuttafordvanlines.co.sz">operations@stuttafordvanlines.co.sz</a></td>
<td>[Details]</td>
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</tr>
</tbody>
</table>
**Country:** Sweden  
**Post:** Stockholm  
**Bureau:** EUR

**Local Agents:**

1) Alfa Quality Moving AB  
POC: Andrew Cummins  
Kumla Gårdsväg 22  
SE-14663 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:**

1. Packimpex Ltd  
Brunnermattstrasse 5  
3174 Thörishaus, Switzerland  
POC: Cristian Rio  
Mail: Cristian.rio@packimpex.ch  
Tel.0041 (0) 58 356 14 19

2. Keller Swiss Group Ltd.  
Zuerich Office  
Industriestrasse 173  
8957 Spreitenbach  
POC: Alex Putame  
Mail: Alex. Putame@kellerswissgroup.com  
Phone: 0041 58 317 11 50

---

**Country:** Switzerland  
**Post:** Geneva  
**Bureau:** EUR

**Local Agents:**

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

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

---
**ITGBL Local Agents**

**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) 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  
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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
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3) Tiger Sun
   Assistant Manager
   Crown Van Lines, Ltd.
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   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: Zenny 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, 4th floor, office # 409
Dushanbe, Tajikistan
POC: Tahmina Nurova
Country Manager
Tel office: (992) 446403131
Cell: (992) 985327777
Nasiba Nurova, Operations Manager
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Email: tajikistan@moveoneinc.com
Email: tahmina.nurova@moveoneinc.com
Email: nasiba.nurova@moveoneinc.com
Website: www.moveoneinc.com

Globalink Logistics Group Ltd.
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Email: nasiba.nurova@moveoneinc.com
Website: www.moveoneinc.com

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Coordinator Central Asia: Pim Sterck / Email: Pims@uzbekistan.gosselingroup.eu
Country Manager: Azizbek Djamankulov at Tajikistan office
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Email: azizbekd@gosselingroup.eu,
a.djamankulov@gmail.com,
firdavs.raschidov@gmail.com
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<table>
<thead>
<tr>
<th>Local Agents:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CMTL GROUP LTD</strong></td>
<td>P.O.BOX 79910, 5TH FLOOR UBUNGO PLAZA, MOROGORO ROAD, DAR ES SALAAM, TANZANIA</td>
</tr>
<tr>
<td>Memory Mavunda</td>
<td>+255 766 071357</td>
</tr>
<tr>
<td><strong>TRANSPAC LOGISTICS (T) LIMITED</strong></td>
<td>BANDARI ROAD, PLOT # 5 KURASINI, P.O. BOX 70448, DAR ES SALAAM, TANZANIA</td>
</tr>
<tr>
<td>POC: Mathias Mollie</td>
<td>POC Telephone #: +255 715 461118</td>
</tr>
<tr>
<td>POC Email: <a href="mailto:tlogistic@gmail.com">tlogistic@gmail.com</a></td>
<td></td>
</tr>
<tr>
<td><strong>LUMEN FREIGHT AND LOGISTICS LTD</strong></td>
<td>P.O. BOX 80296, DAR ES SALAAM</td>
</tr>
<tr>
<td>POC: Filbert Hyera</td>
<td>POC Telephone #: +255 767 004402</td>
</tr>
<tr>
<td>POC Email: <a href="mailto:lumlogistics@gmail.com">lumlogistics@gmail.com</a></td>
<td></td>
</tr>
<tr>
<td><strong>AGS FRASERS INTERNATIONAL REMOVALS</strong></td>
<td>P.O.BOX 31571Sam Nujoma Rd, Plot No.25 Mikocheni Dar es Salaam</td>
</tr>
<tr>
<td>POC: Mika Bruun</td>
<td>+255 754 781 467</td>
</tr>
<tr>
<td><a href="mailto:manager-tanzania@agsmovers.com">manager-tanzania@agsmovers.com</a></td>
<td></td>
</tr>
<tr>
<td><strong>WORLDWIDE MOVERS (T) LTD</strong></td>
<td>P.O.BOX 2486, DAR ES SALAAM, TANZANIA</td>
</tr>
<tr>
<td>POC: Damas Bayanga</td>
<td>POC Telephone #: +255 784 555 995/6</td>
</tr>
<tr>
<td>POC Email: <a href="mailto:damas.bayanga@wwm.co.tz">damas.bayanga@wwm.co.tz</a></td>
<td></td>
</tr>
</tbody>
</table>
ITGBL Local Agents

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
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1) Asian Tigers Transpo International, Ltd.
3388/74-77 Rama IV Road
Klongton, Klongtoey
Bangkok 10110 Thailand
POC: Mr. K. Ruampot Phokaeo
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Allied Pickfords (Thailand)
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Post: Chiang Mai

Bureau: EAP

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3388/74-77 Rama IV Road
Klongton, Klongtoey
Bangkok 10110 Thailand
POC: Preeya Cha-onpooj
Tel: (662) 687-7888
Email: info@asiantigers-thailand.com
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

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: rolp@hendersonshipping.com
Country: Tunisia
Post: Tunis

Local Agents:

Olympic Tunisia Import & Export
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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
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Déménagements JAF
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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 Mournene – Assistant Manager
ITGBL Local Agents

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 ***

2) Esen Nakliyat
   Address: Ceyhan Yolu 12 km No: 400
   Incirlik, Adana - Turkey
   POC: Kubilay Sahin
   Tel: (322) 332 7633
   Fax: (322) 332 7692
   e-mail: adana@esenmoving.com.tr ***
   *** bonded facility ***

3) Istanbul Ekspres Nakliyat ve Ticaret A.S.
   Ceyhan Yolu E-S Karayolu 5 km
   Incirlik, Adana, Turkey
   POC: Yildiray Ayseven
   Tel: (322) 3460987
   Fax: (322) 3460991
   Email: adana.muhasebe@istanbulekspres.com.tr

**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, Ovacio, Ankara, Turkey
   POC: Saadettin Kayabasi, President
   Tel: 90 312 472 2090
   Email: esen@esenmoving.com.tr
   Website: www.esenmoving.com.tr
   **Bonded Facility**
## ITGBL Local Agents

**Post:** Istanbul  
**Bureau:** EUR

### Local Agents:

1. **Asya Nakliyat**  
   Inonu Cad., Mithat Pasa Apt. 92-94, Kat 1 D 1  
   Gumussuyu 34427, Istanbul, Turkey  
   POC: Ebru Demirel  
   Tel: 90 212 243 65 10  
   Email: ebru@asyanakliyat.com.tr

2. **SunExpress INTERNATIONAL MOVERS**  
   Icerenkoy Mah Ispirli Canip Sk  
   No : 23 / A Elif Ap ATASEHIR  
   ISTANBUL / TURKEY  
   POC: Arif Yildirim  
   Phone: 90 216 469 9663  
   Cell: 90 532 357 8900  
   www.sunexpressmovers.com  
   arif@sunexpressmovers.com

3. **Istanbul Express**  
   POC: Ersin Turhan  
   ISTANBUL EKSPRES International Movers  
   TURKEY  
   e-mail: ersin.turhan@istanbulekspres.com.tr  
   T. 90-212-217 49 68  
   F. 90-212-217 49 67

4. **Bergen International Movers**  
   Kore Sehitleri Cad. Kaya Aldigan Sok. 3/6  
   Zincirlikuyu, Istanbul, Turkey  
   POC: Jan Lichtenberg or Gerrit Lichtenberg  
   Tel: 90 212 275 1531  
   Fax: 90 212 243 2574  
   Email: Bergen@superonline.com

5. **Esen International Transport and Trade Co.**  
   Inonu Cad. Dumen Sok. Mutlu Apt. No:7/5 Taksim/Istanbul  
   POC: Ercan Kayabasi and Suleyman Ozcan  
   Tel: 90 212 293 29 37  
   Fax: 90 212 293 29 31  
   istanbul@esenmoving.com.tr  
   www.esenmoving.com.tr
Country: Turkmenistan
Post: Ashgabat

Local Agents:

ES “Meno Logistics Turkmen”
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Fax: +99312 480710
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GLOBALINK
Transportation & Logistics Worldwide
Company
POC Guljanah Gochmyradova
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ES “TURKMEN AK YOL”
POC Vladimir Takhlyev
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Mob: +993 64 01 92 59,
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GOSSELIN GROUP
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Turkmenbashy ave., 2,15B,
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ES “Bir Dunya”
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Tel: +99312 439318/80/81
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mariya.nurumbayeva@bir-dunya.com
### ITGBL Local Agents

**Country:** Uganda  
**Post:** Kampala  
**Bureau:** AF

#### Local Agents:

2) AGS Frasers International Removals Uganda Ltd. *  
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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: rkanerezi@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
**Local Agents:**

3) The Kimet Plus Ltd.
10 Starokiyivska 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
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483-2461
Cell: 380-50-412-2235
E-mail: kimet@merlin.net.ua

2) THE INTERDEAN-UKRAINE
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Kyiv, Ukraine, 02000
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POC2: Yulia Yegorova,
Operations Manager
Tel: 380-44-576-7370, 569-0652
Cell: 380-67-326-6340
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02092 Kyiv Ukraine
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POC2: Oleksii 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
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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
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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
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

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
Website: www.agsmovers.com

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

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
Website: www.dasadxb.com

5) Interem Relocations
PLOT M-00539, STREET 732, NEAR LIPTON
ROUND ABOUT 13, P.O. BOX 61243, JEBEL ALI,
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Telephone : +971-4-8070584, Fax : +971-4-
8070580
General E-mail : albert@freightsystems.com MR. Albert
Lopez-rahul.interem@freightsystems.com MR.
ALBERT LOPEZ- albert-home@freightsystems.com
**ITGBL Local Agents**

**Country:** United Kingdom

**Post:** Croughton

**Bureau:** EUR

**Local Agents:**

See London

**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
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Email: cecampos@autogiro.com.uy and mecampos@autogiro.com.uy

2) IMB MUDANZAS INTERMOVE
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POC MARTIN BARRANDEGUY
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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:
ITGBL Local Agents

Country: Uzbekistan
Post: Tashkent

Local Agents:

2) Gosselin Caucasus & Central Asia
Yakkasray District
Bolshaya Mirobadskaya Str., #33
Tashkent, Uzbekistan
POC: Pim Rottiers, Coordinator for Central Asia
POC: Fayzulin Farid, Assistant to Manager
Tel: 998 71 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: 998 71 3614084/85/86; 3613865
Email: O.Vinagradova@gLOBALinkLLC.com
Email: e.irgasheva@gLOBALinkLLC.com

Country: Venezuela
Post: Caracas

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
Tel: (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: 58-416-628169
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
ITGBL Local Agents

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: 84-4-3826-0334
   Fax: 84-4-3715-0650
   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
   Suite 1106, 11th floor, ICC BLDG.
   71 Nguyen Chi Thanh Street
   Hanoi, Vietnam
   POC: Mr. Tran Ngoc Minh
   Tel: 84-4-39425999, 0903412513 cell
   Fax: 84-4-39426000
   Email: Info@rim-vietnam.com or Rim@fpt.vn
   ** bonded facility **

3) 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

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
   Email: nperez@crownrelo.com
   www.crownrelo.com

6) Trans Pacific Logistics Co., Ltd
   No 23 lane 61/2 Lac Trung street, Hai Ba Trung dist.
   Hanoi, Vietnam
   Tel: 84 4 38210809 / 38210910
   Fax: 84 4 36364174
   Email add. : Transcosea@fpt.vn
   Website : www.tplvn.com
   PIC : Vi Thi Khoa - Managing Director
   Mobile 84 90344 1269

Tuesday, June 11, 2019
ITGBL Local Agents

3) Asian Tigers Transpo International (Vietnam) Ltd.
Inland Custom Depot Area (ICD)
Pham Hung Road, My Dinh, Tu Liem District
Hanoi, Vietnam
POC: Mr. Pascal Jore, Director
Tel: (844) 3768 5882
Fax: (844) 3768 5884
Cell: (844) 904 903 989
Email: pascal.jore@asiantigers-vietnam.com
Email: info.hanoi@asiantigers-vietnam.com
Website: www.AsianTigersGroup.com
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

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

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

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: (84) 3823-3454
Fax: (84) 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) 3521-0071
Cellphone: 01264499885
Email: kevin.hamilton@agsfourwinds.com
Country: Yemen
Post: Sanaa

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
**ITGBL Local Agents**

**Country:** Zambia  
**Post:** Lusaka  
**Bureau:** AF

### Local Agents:

**AGS**
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

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**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.
• **System Constraints**: This defines what is possible given our current system. Carriers shall work within system constraints to meet reporting requirements.

• **Business Requirement**: Reporting requirement as defined here in the RFO. Carriers shall meet the terms of section 10 for participation in the DOSDC and DOSDD Tenders of Service.
<table>
<thead>
<tr>
<th>Position</th>
<th>Field</th>
<th>Field Type</th>
<th>Field Length</th>
<th>System Constraints</th>
<th>Business Requirement</th>
<th>Definitions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>SCAC</td>
<td>Character</td>
<td>4</td>
<td>Required for all rows. Validation of the row in the EDI file will be performed against the SCAC and Work Order combination</td>
<td>ALWAYS REQUIRED</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Work Order</td>
<td>Character</td>
<td>10</td>
<td>Required for all rows. Validation of the row in the EDI file will be performed against the SCAC and Work Order combination</td>
<td>ALWAYS REQUIRED</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Survey Date</td>
<td>Date</td>
<td>8</td>
<td>Required to enter survey information. Must be less than or equal to Pack Begin Date</td>
<td>Within one Calendar day of the completion of work or the issuance of the work order, whichever is later.</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Survey Weight</td>
<td>Number</td>
<td>6</td>
<td>Required to enter survey information</td>
<td>Within one Calendar day of the completion of work or the issuance of the work order, whichever is later.</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Actual Pieces</td>
<td>Number</td>
<td>7</td>
<td>Required field if Actual Wt is provided</td>
<td>Within three calendar days for UAB and seven calendar days for HHE, CNS and POV from the packout end date.</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Actual Gross</td>
<td>Number</td>
<td>6</td>
<td>Required with other Actual measurement values</td>
<td>Within three calendar days for UAB and seven calendar days for HHE, CNS and POV from the packout end date.</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Actual Net</td>
<td>Number</td>
<td>6</td>
<td>Must be less than or equal to Actual Gross. Not required for UAB and POV shipments</td>
<td>Within three calendar days for UAB and seven calendar days for HHE, CNS and POV from the packout end date.</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Actual Cube</td>
<td>Number</td>
<td>10</td>
<td>Required with other Actual measurement values</td>
<td>Within three calendar days for UAB and seven calendar days for HHE, CNS and POV from the packout end date.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Field Name</td>
<td>Type</td>
<td>Length</td>
<td>Description</td>
<td>Notes</td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>------------------------------------</td>
<td>--------</td>
<td>--------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Pack Begin Date</td>
<td>Date</td>
<td>8</td>
<td>This field will be required to enter Actual measurement information for the shipment (Fields 5-8). Within three calendar days for UAB and seven calendar days for HHE, CNS and POV from the packout end date.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Pack End Date</td>
<td>Date</td>
<td>8</td>
<td>This field will be required to enter Actual measurement information for the shipment (Fields 5-8). Must be after Pack Begin Date. Within three calendar days for UAB and seven calendar days for HHE, CNS and POV from the packout end date.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Arrival Date (Delivery End)</td>
<td>Date</td>
<td>8</td>
<td>Must be greater than pack begin and end dates. This is the final delivery of the shipment to the destination. 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</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Available Delivery Date</td>
<td>Date</td>
<td>8</td>
<td>Cannot be prior to pack end or greater than Arrival Date. Cannot be prior to pack end or greater than Arrival Date. Within two days of being within the carriers possession at destination.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Origin Agent</td>
<td>Character</td>
<td>30</td>
<td></td>
<td>Within 24 hours of the booking completion</td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>Pre Advise Permission Requested Date (origin)</td>
<td>Date</td>
<td>8</td>
<td>When Known</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>Pre Advise Permission Granted Date (origin)</td>
<td>Date</td>
<td>8</td>
<td>Cannot be prior to Pre Adv Perm Req Date (origin)</td>
<td>When Known</td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>Destin Agent</td>
<td>Character</td>
<td>30</td>
<td></td>
<td>Within 24 hours of the booking completion</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Description</td>
<td>Type</td>
<td>Length</td>
<td>Value</td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>-----------------------------------------------------------------------------</td>
<td>------------</td>
<td>--------</td>
<td>----------------------------------------------------------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>Pre Advise Permission Requested Date (destination)</td>
<td>Date</td>
<td>8</td>
<td>No later than one day after the Packout</td>
<td></td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>Pre Advise Permission Granted Date (destination)</td>
<td>Date</td>
<td>8</td>
<td>Within one day of it being granted</td>
<td></td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>Origin SIT Reason</td>
<td>Character</td>
<td>1</td>
<td>Based on code mapping. Options will range 1-5. Please see Appendix A. If no value is provided -, we will default a value.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>Origin SIT In Date</td>
<td>Date</td>
<td>8</td>
<td>Within Two business days of delivery into SIT</td>
<td></td>
<td></td>
</tr>
<tr>
<td>21</td>
<td>Origin SIT Out Date</td>
<td>Date</td>
<td>8</td>
<td>Once SIT IN occurs and shipment is removed from SIT; there must be a SIT OUT date as well.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>22</td>
<td>Destin SIT Reason</td>
<td>Character</td>
<td>1</td>
<td>Based on code mapping. Options will range 1-4. Please see Appendix A. If no value is provided, we will default a reason</td>
<td></td>
<td></td>
</tr>
<tr>
<td>23</td>
<td>Destin SIT In Date</td>
<td>Date</td>
<td>8</td>
<td>Within Two business days of delivery into SIT</td>
<td></td>
<td></td>
</tr>
<tr>
<td>24</td>
<td>Destin SIT Out Date</td>
<td>Date</td>
<td>8</td>
<td>Once SIT IN occurs and shipment is removed from SIT; there must be a SIT OUT date as well.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>25</td>
<td>Other SIT Reason</td>
<td>Character</td>
<td>1</td>
<td>Based on code mapping. Options will range 1-5. Please see Appendix A. If no value is provided, we will default a value.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>26</td>
<td>Other SIT In Date</td>
<td>Date</td>
<td>8</td>
<td>Within Two business days of delivery into SIT</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Other SIT Out Date</td>
<td>Date</td>
<td>8</td>
<td>SIT Reason and In Date are required in order to enter the Out Date. Cannot be before In Date.</td>
<td>Within Two business days of Pickup from SIT</td>
<td>Once SIT IN occurs and shipment is removed from SIT; there must be a SIT OUT date as well.</td>
</tr>
<tr>
<td>---</td>
<td>-------------------</td>
<td>------</td>
<td>---</td>
<td>------------------------------------------------------------------------------------------</td>
<td>-----------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>27</td>
<td>Booking #</td>
<td>Character</td>
<td>25</td>
<td></td>
<td>When Known</td>
<td></td>
</tr>
<tr>
<td>28</td>
<td>House BOL</td>
<td>Character</td>
<td>25</td>
<td></td>
<td>When Known</td>
<td></td>
</tr>
<tr>
<td>29</td>
<td>Pro #</td>
<td>Character</td>
<td>30</td>
<td></td>
<td>When Known</td>
<td></td>
</tr>
<tr>
<td>30</td>
<td>Subcontractor</td>
<td>Character</td>
<td>50</td>
<td>Within three calendar days for UAB and seven calendar days for HHE, CNS and POV from the permission date granted from post or packout end date, (whichever is greater)</td>
<td>Name of the company performing the work</td>
<td></td>
</tr>
<tr>
<td>31</td>
<td>Airway/Master BOL</td>
<td>Character</td>
<td>25</td>
<td>Within three calendar days for UAB and seven calendar days for HHE, CNS and POV from the permission date granted from post or packout end date, (whichever is greater)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>32</td>
<td>Terminal Delivery Date</td>
<td>Date</td>
<td>8</td>
<td>Cannot be greater than Depart Date or Vessel Cutoff Date</td>
<td>Within Two Calendar days of happening</td>
<td></td>
</tr>
<tr>
<td>33</td>
<td>Vessel Name</td>
<td>Character</td>
<td>25</td>
<td>Within three calendar days for UAB and seven calendar days for HHE, CNS and POV from the permission date granted from post or packout end date, (whichever is greater)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>34</td>
<td>Vessel Cutoff Date</td>
<td>Date</td>
<td>8</td>
<td>Cannot be greater than Depart Date or Vessel Cutoff Date</td>
<td>When Known</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
<td>---</td>
<td>---</td>
<td></td>
<td></td>
</tr>
<tr>
<td>37</td>
<td>Vessel Code/Tail #</td>
<td>Character</td>
<td>12</td>
<td>If this value cannot be provided for security reasons, please leave this value null</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>When Known</td>
<td></td>
<td></td>
</tr>
<tr>
<td>38</td>
<td>Flag</td>
<td>Character</td>
<td>3</td>
<td>Value must be set to either USA or FFC</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Within three calendar days for UAB and seven calendar days for HHE, CNS and POV from the permission date granted from post or packout end date, (whichever is greater)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>39</td>
<td>Depart Date</td>
<td>Date</td>
<td>8</td>
<td>This is the depart date for the primary leg – Enroute</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Within three calendar days for UAB and seven calendar days for HHE, CNS and POV from the permission date granted from post or packout end date, (whichever is greater)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>40</td>
<td>Origin Port</td>
<td>Character</td>
<td>25</td>
<td>For airports, provide the 3 letter airport code. For ocean ports, provide the city name.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Within three calendar days for UAB and seven calendar days for HHE, CNS and POV from the permission date granted from post or packout end date, (whichever is greater)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>41</td>
<td>Origin Port Type</td>
<td>Character</td>
<td>1</td>
<td>Will use code to distinguish between air and ocean ports. Code for ocean port = 1. Code for airport = 2. This field is required to enter an Origin Port. – Required</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Within three calendar days for UAB and seven calendar days for HHE, CNS and POV from the permission date granted from post or packout end date, (whichever is greater)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>42</td>
<td>Origin Terminal/Pier</td>
<td>Character</td>
<td>51</td>
<td>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.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Within three calendar days for UAB and seven calendar days for HHE, CNS and POV from the permission date granted from post or packout end date, (whichever is greater)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>43</td>
<td>Arrival Date</td>
<td>Date</td>
<td>8</td>
<td>This is the Arrival date of the primary leg. Cannot be less than Depart Date. – Port</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Within three calendar days for UAB and seven calendar days for HHE, CNS and POV from the permission date granted from post or packout end date, (whichever is greater)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Field</td>
<td>Description</td>
<td>Length</td>
<td>Notes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>-------</td>
<td>-------------</td>
<td>--------</td>
<td>-------</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>44</td>
<td>Destin Port Character</td>
<td>25</td>
<td>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.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>45</td>
<td>Destin Port Type Character</td>
<td>1</td>
<td>Will use code to distinguish between air and ocean ports. Code for ocean port = 1. Code for airport = 2. This field is required to enter a Destin Port. Within three calendar days for UAB and seven calendar days for HHE, CNS and POV from the permission date granted from post or packout end date, (whichever is greater).</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>46</td>
<td>Destin Terminal/Pier Character</td>
<td>51</td>
<td>Within three calendar days for UAB and seven calendar days for HHE, CNS and POV from the permission date granted from post or packout end date, (whichever is greater).</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>47</td>
<td>Container Type Character</td>
<td>4</td>
<td>Value based on code mapping with options 1-11. Required to enter container information. Please see Appendix B. When Known</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>48</td>
<td>Container # Character</td>
<td>15</td>
<td>Required to enter container information. When Known</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>49</td>
<td>Pieces Number</td>
<td>7</td>
<td>Required to enter container information. When Known</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>50</td>
<td>Weight Number</td>
<td>6</td>
<td>Required to enter container information. When Known</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>51</td>
<td>Cube Number</td>
<td>6</td>
<td>Required to enter container information. When Known</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>52</td>
<td>Seal Number Character</td>
<td>15</td>
<td>Optional if container information is provided. Cannot be populated unless required container information is provided. When Known</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>53</td>
<td>Seal Date Date</td>
<td>8</td>
<td>Optional if container information is provided. Cannot be populated unless required container information is provided. When Known</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Documents sent outside of EDI

• This is a partial listing, requirements of Section 3 and exhibits apply.
• Survey Email – A copy of the pre-move survey must be submitted via email to 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:

<table>
<thead>
<tr>
<th>Carrier Provided Value</th>
<th>ILMS Reason Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Arrival</td>
</tr>
<tr>
<td>2</td>
<td>Credential</td>
</tr>
<tr>
<td>3</td>
<td>Entitlement</td>
</tr>
<tr>
<td>4</td>
<td>Housing</td>
</tr>
<tr>
<td>5</td>
<td>Post</td>
</tr>
<tr>
<td>6</td>
<td>Customs</td>
</tr>
</tbody>
</table>

Destin SIT Reasons:

<table>
<thead>
<tr>
<th>Carrier Provided Value</th>
<th>ILMS Reason Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Arrival</td>
</tr>
<tr>
<td>2</td>
<td>Credential</td>
</tr>
<tr>
<td>3</td>
<td>Housing</td>
</tr>
<tr>
<td>4</td>
<td>Post</td>
</tr>
<tr>
<td>5</td>
<td>Customs</td>
</tr>
</tbody>
</table>

Other SIT Reasons:

<table>
<thead>
<tr>
<th>Carrier Provided Value</th>
<th>ILMS Reason Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Arrival</td>
</tr>
<tr>
<td>2</td>
<td>Credential</td>
</tr>
<tr>
<td>3</td>
<td>Employee</td>
</tr>
<tr>
<td>4</td>
<td>Housing</td>
</tr>
<tr>
<td>5</td>
<td>Post</td>
</tr>
<tr>
<td>6</td>
<td>Customs</td>
</tr>
</tbody>
</table>
## Appendix B

**Container Type Mapping:**

<table>
<thead>
<tr>
<th>Carrier Provided Value</th>
<th>ILMS Container Type Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>20 FT</td>
</tr>
<tr>
<td>2</td>
<td>20 RC</td>
</tr>
<tr>
<td>3</td>
<td>40 FT</td>
</tr>
<tr>
<td>4</td>
<td>40 HI</td>
</tr>
<tr>
<td>5</td>
<td>40 RC</td>
</tr>
<tr>
<td>6</td>
<td>45 FT</td>
</tr>
<tr>
<td>7</td>
<td>45 HI</td>
</tr>
<tr>
<td>8</td>
<td>FLAT</td>
</tr>
<tr>
<td>9</td>
<td>HICU</td>
</tr>
<tr>
<td>10</td>
<td>OPEN</td>
</tr>
<tr>
<td>11</td>
<td>OTHR</td>
</tr>
</tbody>
</table>
14 FAM Exhibit 611.6
Limitations

(CIT: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 LIFT VAN

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
<table>
<thead>
<tr>
<th>SCAC</th>
<th>Shipment #</th>
<th>Destination</th>
<th>Destination Agent</th>
<th>Shipment Type</th>
<th>Mode</th>
<th>Last Name</th>
<th>First Name</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Date Notified</th>
<th>Amount Requested</th>
<th>Final Date Settled</th>
<th>Amount Paid</th>
<th>DOD Shipment (Yes or No)?</th>
<th>Comments</th>
</tr>
</thead>
</table>
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

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

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

3-15.3. Volume.
The DOS will implement the pilot at the post below and the estimated count and gross weights for shipments for period November 1, 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.

<table>
<thead>
<tr>
<th>Post</th>
<th>Type</th>
<th>Count</th>
<th>Avg-Gross</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bujumbura</td>
<td>HHE</td>
<td>46</td>
<td>2,036</td>
</tr>
<tr>
<td>Ouagadougou</td>
<td>HHE</td>
<td>59</td>
<td>3,023</td>
</tr>
<tr>
<td>Dar Es Salaam</td>
<td>HHE</td>
<td>5</td>
<td>2,768</td>
</tr>
<tr>
<td>Lusaka</td>
<td>HHE</td>
<td>1</td>
<td>1,801</td>
</tr>
</tbody>
</table>

3-15.4. Rate Offers.
When submitting the Single-Factor Rate Offer for transportation, the Single-Factor Rate Offer must include the charges related to all modes of transportation used to get the shipment to its final destination. Rate offers will only be accepted for shipments originating from Washington, DC, Maryland and Virginia (rate filing codes DC00, MD00 and VA00) and all international locations. When submitting rate offers, the 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.

<table>
<thead>
<tr>
<th>Weight Group</th>
<th>Base-Line Rate per hundred weight (cwt)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,000 to 1,999 lbs</td>
<td>US$160.00</td>
</tr>
<tr>
<td>2,000 to 3,999 lbs</td>
<td>US$113.03</td>
</tr>
<tr>
<td>4,000 to 7,999 lbs</td>
<td>US$106.64</td>
</tr>
<tr>
<td>8,000 to 11,999 lbs</td>
<td>US$85.57</td>
</tr>
<tr>
<td>12,000 to 15,999 lbs</td>
<td>US$80.03</td>
</tr>
<tr>
<td>16,000 and over</td>
<td>US$69.21</td>
</tr>
</tbody>
</table>

2-7.2.2.6.2. Unaccompanied Air Baggage (UAB)
The following base-line rate table is applicable to the shipment of UAB.

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

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.

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.

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.
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 POV’s 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

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<td>2019</td>
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<td>10/30/19</td>
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<td>Changed effective date from November 1, 2019 to January 1, 2020</td>
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<td>1.2</td>
<td>Updated verbiage relating to when the HTOS does not apply</td>
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<td>1.2.3</td>
<td>Added new item to the list of items specifically excluded from the scope of the HTOS</td>
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<td>1.4</td>
<td>Added a reference to GSA’s Acquisition Gateway</td>
<td>08/29/19</td>
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<td>Added a new TSP “Responsibility” for “Safeguarding of Personally Identifiable Information (PII)” and requirements under “Authority and Action Required”</td>
<td>08/29/19</td>
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<td>3.3</td>
<td>Added additional requirements under “Authority and Action Required” of the existing TSP “Responsibility” for “Employees”</td>
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<td>3.3</td>
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<td>5.2.7.2</td>
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<td>5.3.1</td>
<td>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</td>
<td>08/29/19</td>
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<td>7.5.1</td>
<td>Updated verbiage to state that GSA will initiate agency surveys on a yearly basis</td>
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<td>8.3</td>
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<td>Appendix C</td>
<td>Removed the “Justification Certificate for Use of Foreign Flag Vessel” form</td>
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<td>1.4</td>
<td>Added reference to “supplements” and changed effective date from publish date to effective date</td>
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<td>2.17</td>
<td>Removed “Failure to submit Shipment Reports” and “Failure to submit Industrial Funding Fee (IFF)”</td>
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<td>2.18</td>
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<td>Various</td>
<td>Clarified Report as Shipment Report or Claim Report and added references to SIT Report</td>
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<td>5.3.14.4</td>
<td>Removed “of the property from liftvans”</td>
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<td>5.4.4</td>
<td>To first sentence added “...the actual commencement of unloading the shipment for delivery to residence or into storage...” and removed last sentence</td>
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<td>6.6.2</td>
<td>Added verbiage relating to the optional service of prepayment auditing to be consistent with the language in the Sample MOA found in Appendix E</td>
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<td>7.5.1</td>
<td>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</td>
<td>7.5.1</td>
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<td>8.1.1</td>
<td>Added verbiage expecting invoices to be submitted within sixty (60) calendar days after delivery/service is completed</td>
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<td>11.3.2</td>
<td>Added new Section on SIT Reporting requirement</td>
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<td>Added requirements for RFSP header information (if applicable), SIT Reports and inclusion of pass-through charges in Shipment and SIT reports</td>
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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 accessorrial 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 through 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:

<table>
<thead>
<tr>
<th>If:</th>
<th>Then the firm:</th>
<th>When?</th>
</tr>
</thead>
<tbody>
<tr>
<td>The firm’s approval was revoked by GSA</td>
<td>May apply for approval.</td>
<td>One calendar year after revocation.</td>
</tr>
<tr>
<td>The firm voluntarily withdrew</td>
<td>May apply for approval.</td>
<td>Immediately</td>
</tr>
</tbody>
</table>

See also Section 2.5 below for further information on the approval process for previously approved TSPs.

2.3 Application and Approval Process

TSPs who apply to participate in CHAMP are stringently evaluated and assessed. TSPs qualify on financial stability, business experience, quality assurance, and knowledge of the Household Goods Tender of Service (HTOS). TSPs shall submit a complete approval application package.

This approval package is reviewed by the Program Management Office (PMO). If accepted, the TSP will then be approved to participate in CHAMP.

To become an approved CHAMP TSP, go to the GSA Household Goods Transportation website. Find the “For Transportation Service Providers” page under Transportation Service Provider Information.
• Download the Household Goods Application Instructions
• Download the Domestic Application, if applicable
• Download the International Application, if applicable.

Note that a TSP may apply for domestic approval only, international approval only or both. If a TSP seeks both domestic and international approval both applications shall be submitted. Refer to the downloaded Household Goods Application Instructions for complete details.

To complete an application, the following items shall be provided to the PMO:

• E-mail/attachment containing Domestic and/or International Application(s)
• Completed Carrier Request to Participate and Agreement (see Appendix C – Forms)
• Completed Trading Partner Agreement (see Appendix C Forms)
• Standard Carrier Alpha Code (SCAC) Certification Letter.

Complete and submit the application and documentation as required in the instruction document and this section. An application is not complete until all of the listed items are submitted and any questions from the PMO are satisfactorily answered. Failure to respond to PMO requests for additional information by the suspense date established in the request will delay consideration and may result in termination of the application without action.

GSA will notify applicants of their approval or rejection within sixty (60) calendar days of receipt by GSA of their completed package.

2.4 New Applicants

This section includes additional information about the terms and conditions governing an application for participation in CHAMP. They amplify and extend the information in the Household Goods Application Instructions.

Unless otherwise provided, the term applicant shall mean the applicant firm.

2.4.1 Applicant Information

Information concerning the applicant includes name, postal address, electronic mail address, telephone and facsimile numbers, corporate office, operating authorities, and other forwarders with which the applicant does business. The applicant shall indicate whether or not it is under the financial or administrative control of any other household goods carrier or forwarder, and state the name of the carrier or forwarder controlling the applicant. The applicant will provide a list of HHG carriers and forwarders which are under its common financial or administrative control.
2.4.2 Agreement to Abide By the HTOS

The applicant shall submit an original signed copy of the “Request to Participate and Agreement to Abide by the Terms and Conditions of the General Services Administration's Centralized Household Goods Traffic Management Program” (see Appendix C – Forms). By this, the applicant agrees that it and its agents shall abide by the terms and conditions of the CHAMP HTOS. If the applicant is applying for both Domestic and International Programs, only one signed original document is required.

2.4.3 Authority and Licenses

2.4.3.1 Applicant

The applicant shall submit any applicable ownership requirement established by law for the type of services in which it engages.

The applicant shall hold all necessary operating authorities, permits and business licenses issued in its name, from appropriate regulatory bodies, for the transportation of personal property, and will provide copies of each authority, permit or business license to the PMO upon demand.

If the applicant is exempt from such regulatory certification by operation of law or order of an appropriate regulatory body, it shall so state and be bound by the applicable tender or the GSA tariff and legal requirements and the provisions of this HTOS.

2.4.3.2 Applicant’s Agents

The applicant shall ensure that its agents also meet any applicable ownership requirements established by law for the type of services in which it engages.

The applicant shall certify that each agent it will use holds all necessary operating authorities, permits, business licenses issued in its name, from appropriate regulatory bodies, for the provision of agent services and will provide copies of each authority, permit or business license to the PMO upon demand; “agent” is defined in Appendix A of this HTOS.

If an agent is exempt from such regulatory certification by operation of law or order of an appropriate regulatory body, it shall so state and be bound by the applicable tender or the GSA tariff and legal requirements and the provisions of this HTOS.

Note: Each agency using CHAMP has the right to establish its own agent approval process in addition to the CHAMP application and approval process. Each agency requiring agent approval is responsible for establishing its own application submission requirements, approval standards, approval processing and issuance.
2.4.4 TSP-Agent Agreement

The applicant shall certify that each agent it will use to provide agent services is party to a valid written agent agreement between itself and the applicant. This agreement shall be in effect at the time of application or will be at the time of use, if approved. The agent agreement shall, at a minimum, contain the language set out in Section 3, setting out the terms and conditions of the agent’s representation of the TSP, the services to be provided, the terms and method of payment for services rendered, the quality control standards expected by the firm and the method of quality measurement, and the terms under which the agreement may be terminated.

2.4.5 Standard Carrier Alpha Code (SCAC) Designation

An applicant shall have a valid SCAC as issued by the National Motor Freight Traffic Association, Washington, DC. An applicant’s request will not be processed without the SCAC.

2.4.6 Trading Partner Agreement

The applicant shall complete and sign the Trading Partner Agreement (TPA) form (see Appendix C - Forms) and send the hard copy back with all other required documentation. If applying for both the Domestic and International Programs, only one TPA needs to be submitted. An applicant’s request will not be processed without the TPA.

2.4.7 Cargo Insurance

The applicant shall maintain cargo liability insurance during the term of this agreement. At a minimum, this insurance will be in the amount of $65,000 for any one shipment per (transporting) vehicle and $150,000 for any one disaster causing loss or damage to the contents of two or more shipments per (transporting) vehicle or property otherwise located. The insurance policy shall not contain any provision excluding liability for loss and/or damage for which the firm is responsible under the terms of this HTOS.

The cargo liability insurance certificate shall provide that notice of termination or cancellation be furnished to the PMO thirty (30) calendar days prior to such termination or cancellation.

2.4.8 Performance Bond -- International Only

If the applicant is applying for approval to handle international shipments, the firm shall maintain a performance bond during the term of this agreement. The amount of the bond shall be for the greater of $75,000 or 2.5% of the firm's (principal) gross annual revenue derived from CHAMP GBL shipments the preceding calendar year. The bond shall be executed by a surety company appearing on the list contained in the Department of the Treasury Circular 570, “Surety Companies Acceptable on Federal Bonds.”
The bond is continuous until canceled by the TSP or surety company. In the event a bond is canceled, it shall be replaced by the close of business on the date of cancellation in order to maintain approval.

Use Standard Form (SF) 25 for this purpose (See Appendix C – Forms). The performance bond must be delivered to the PMO no later than the due date for the filing of rates in the Filing Cycle following applicant’s approval. The performance bond shall be renewed annually in conjunction with rate filing as directed in the Request for Offers (RFO).

2.4.9 Experience

The applicant shall conduct and maintain operations consistent with standard industry practices and this HTOS so that an acceptable level of service shall continue to be provided.

The applicant shall certify that each agent it will use conducts and maintains operations consistent with standard industry practices and this HTOS so that an acceptable level of service shall continue to be provided.

2.4.10 Scope of Operation

The applicant shall submit information about their current and proposed scope of operation. For its current scope of operation, the applicant shall provide the actual number of shipments handled between each serviced service-area pair during the past five (5) years.

2.4.11 HTOS Questionnaire

The applicant shall complete the HTOS questionnaire which is designed to familiarize the applicant with the requirements of the HTOS and is contained within the application package on the web (See Section 2.3). GSA reserves the right to require that the HTOS Questionnaire be resubmitted when the applicant has failed to complete a substantial number of the questions correctly.

2.4.12 Quality Control Program

The applicant will furnish information regarding its published internal quality control program covering the functions of traffic management (routing, tracing, and billing), packing, packaging, containerization, employee training, supervision, and, if appropriate, agent supervision. This will include quality goals and objectives with measurable performance standards, measurement techniques, and actions based on those standards.

The applicant will furnish information on how its quality control program is applied to its agents and how it is monitored. In addition, the applicant will describe how its program relates to, and reinforces the quality control program of, its agents.
Valid certification under ISO 9000 or ISO 9001 may be submitted as evidence of an acceptable Quality Control Program in both the applicant’s and its agents’ organizations.

2.4.13 Financial Responsibility

The applicant shall demonstrate its financial responsibility, working capital, and other financial, technical, and management resources.

2.4.14 Agent Facilities

The applicant’s agents shall have the following:

- 2,000 cubic feet of storage space available for the use of the applicant
- Two vehicles, one of which shall be a weather-tight van of at least 1,000 cubic feet capacity and one open bed vehicle with a minimum length of 16 feet each
- One mobile lifting device (e.g., forklift) with a minimum lifting capacity of 4,000 pounds.

2.5 Previously Approved Firms

If the applicant has previously had its approval revoked or has voluntarily withdrawn from CHAMP participation, reapplication is governed by the rules in Section 2.2. The application shall be supported by statements from all Federal Government agencies that had previously used that firm for HHG transportation services. The statements of support shall be in the form and format specified by GSA.

2.6 Additional Information

GSA reserves the right to request additional or supplemental information when the information contained in the application is insufficient for a proper evaluation. Unless requested by GSA, additional or supplemental information will not be accepted.

2.7 False Statements

An applicant shall submit an application in its own name for approval as a TSP. A firm that on its own behalf or on behalf of an agent (a) falsifies, conceals, or covers up by any trick, scheme, or device a material fact; (b) makes any false, fictitious or fraudulent statement or representation; or (c) makes or uses any false writing or document knowing the same to contain any false, fictitious or fraudulent statement or entry on any part of the application or on any document furnished pursuant to this HTOS is punishable by fines, imprisonment, or both (U.S. Code, Title 18, Section 1001).
2.8 Evaluation of Application

The request for approval will be evaluated in accordance with the criteria set forth below

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<th>HTOS Section and Application Item</th>
<th>Evaluation Factors</th>
</tr>
</thead>
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<td>2.4.1 Applicant Information</td>
<td>GSA will evaluate the impact of applicant’s disclosed relationships and common financial and administrative control on CHAMP</td>
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<tr>
<td>2.4.2 Agreement to Abide By the HTOS</td>
<td>The certification will be reviewed to determine that the applicant has agreed to abide by the Terms and Conditions of the GSA CHAMP</td>
</tr>
<tr>
<td>2.4.3 Authority and Licenses</td>
<td>GSA will verify that the applicant has appropriate and sufficient authority and licenses to conduct the proposed scope of operation</td>
</tr>
<tr>
<td>2.4.4 TSP-Agent Agreement</td>
<td>The applicant shall certify that each agent it will use to provide agent services is party to a valid written agent agreement between itself and the applicant.</td>
</tr>
<tr>
<td>2.4.5 SCAC Designation</td>
<td>GSA will verify that the National Motor Freight Traffic Association, Washington, DC, has issued the SCAC</td>
</tr>
<tr>
<td>2.4.6 Trading Partner Agreement</td>
<td>Submitted complete</td>
</tr>
<tr>
<td>2.4.7 Cargo Insurance</td>
<td>If requested, applicant will provide documentation from primary underwriter</td>
</tr>
<tr>
<td>2.4.8 Performance Bond -- International</td>
<td>If approved for the international program, the performance bond must be delivered to the PMO no later than the due date for the filing of rates in the Filing Cycle following applicant’s approval. The performance bond shall be renewed annually in conjunction with rate filing as directed in the RFO</td>
</tr>
<tr>
<td>2.4.9 Experience</td>
<td>GSA will evaluate the applicant’s responses in terms of whether the applicant has demonstrated actual or potential ability to perform in accordance with the HTOS, performance consistent with standard industry practices and that of firms or agents, as appropriate, already participating in the program and performance that will meet the levels of quality expected of approved program TSPs. GSA will determine how well the applicant has managed and handled its corporate account businesses.</td>
</tr>
<tr>
<td>2.4.10 Scope of Operation</td>
<td>GSA will evaluate the applicant’s responses in terms of whether the applicant has demonstrated actual and potential ability to perform in accordance with the HTOS, performance consistent with that of applicant’s already participating in the program, and performance that will meet the levels of quality expected of approved TSPs</td>
</tr>
<tr>
<td>HTOS Section and Application Item</td>
<td>Evaluation Factors</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>2.4.11 HTOS Questionnaire</td>
<td>GSA will evaluate the responses to the questionnaire in terms of whether the applicant has an understanding of the HTOS sufficient to performance that will meet the levels of quality expected of approved program TSPs</td>
</tr>
<tr>
<td>2.4.12 Quality Control Program</td>
<td>GSA will determine whether the applicant’s internal quality control program has been formally published, contains quality goals and objectives with measurable performance standards, measurement techniques and actions based on those standards, and is sufficient to ensure that the applicant’s operations, employees, and agents, if appropriate, are familiar with and will be held accountable for the achievement of the program’s goals and objectives. GSA will also determine that the interface of quality control programs between the applicant and each of its designated agents is such that the quality goals and objectives and the performance standards are relatively consistent and will result in a unified approach to the quality of service delivery. If ISO 9000/ISO 9001 certification is submitted, each submitted certification will be reviewed to determine its legitimacy and applicability, and that the required periodic audits have been performed.</td>
</tr>
<tr>
<td>2.4.13 Financial Responsibility</td>
<td>GSA will evaluate this information to determine whether the applicant has sufficient financial capacity to provide service</td>
</tr>
<tr>
<td>2.4.14 Agent Facilities</td>
<td>GSA will evaluate applicant’s information to see if sufficient facilities are available to handle proposed scope of operation</td>
</tr>
<tr>
<td>2.5 Previously Approved Firms Statements of Support</td>
<td>GSA will evaluate the federal support for the applicant to determine whether the applicant’s recommencement of operations or its initiation of operations is supported by at least 75% of its former federal civilian customers</td>
</tr>
</tbody>
</table>

### 2.9 Approval

A firm will be approved when the PMO’s evaluation determines that the applicant possesses sufficient qualifications, experience, facilities, quality control processes, and financial capacity to participate in CHAMP. The approval of a firm shall include a limitation on the scope of that firm’s operations within the program. The limitation shall be determined in accordance with the following criteria.
2.9.1 New TSPs

New TSPs are those applicants approved as CHAMP TSPs who have never been approved before. The designation “new” will apply until November of the calendar year following the year in which approval was granted. For example, an applicant approved in 2016 will be considered a new firm until November 2017. GSA will limit the new TSP’s scope of operation to that consistent with the applicant’s experience, resources, quality control processes and financial responsibility.

2.9.2 Applicants Whose Prior Approval Has Been Revoked

A TSP whose approval was previously revoked by GSA and has subsequently successfully reapplied shall be granted a scope of operation not exceeding that previously approved. GSA may determine that a lesser scope is consistent with the applicant’s experience, resources, quality control processes, financial responsibility and prior performance in the program.

2.9.3 Applicants Who Have Voluntarily Withdrawn

A TSP who voluntarily withdrew from CHAMP and has subsequently successfully reapplied shall be granted a scope of operation based upon the data contained in the application and financial review.

2.9.4 Advertising of TSP Approval

Except in those instances where the TSP uses information or data publicly available, the TSP shall not refer to GSA approval to participate in the program or participation in the program in commercial advertising in such a manner as to state or imply that the services provided are endorsed or preferred by the Federal Government or are considered by the Federal Government to be superior to other services.

2.10 Rejection of Application to Participate

An applicant may be rejected for the following reasons:

- An applicant’s failure to file information by due dates established by the PMO
- An applicant not meeting the financial qualification standards
- An applicant not meeting the business and operational responsibility standards such that a scope of operation cannot be established.

2.11 Continued Participation and Renewal

Once an applicant has been approved to participate, continued participation depends upon:
• The TSP showing a willingness and ability to meet the transportation requirements of the Federal Government and the HTOS.
• The TSP’s maintenance of financial responsibility, working capital, and other financial, technical, quality control processes, and management resources necessary to continue to perform. In concurrence with this requirement, GSA may request a TSP to submit current financial data to support its stability while participating in CHAMP.
• The TSP’s Continuation of Insurance. If at any time the TSP’s certification statement of cargo liability insurance is not provided to the PMO in accordance with the RFO, the TSP’s participation in the program will be immediately revoked.
• The TSP’s continuation of Performance Bond. If at any time the TSP’s performance bond for the International Program is canceled and not replaced with an acceptable new bond, the TSP's participation in the program will be immediately revoked.
• The TSP’s continuation of ISO 9000/9001 Certification. In the event that a TSP's approval is predicated in part on ISO 9000/9001 certification and that certification lapses or is terminated by the certification registrar, the TSP's approval will become conditional until it has completed all parts of the application that were waived because of the ISO 9000/9001 certification. However, should the TSP not meet the evaluation standards approval will be revoked.
• The TSP is prohibited from any assignment of rights. In the event a TSP exercises any right under a currently existing agreement or enters into agreements with parties not subject to its control which in any way infringe, controvert, or otherwise subordinate or prevent the TSP from deciding unilaterally whether it will or will not submit a claim or file suit against the Federal Government or pay a claim by the Federal Government after the original bill for services performed under this HTOS, the TSP's approval will be immediately revoked. An exception is the assignment of payment of the TSP’s original bills to a bank for collection.
• To ensure CHAMP TSPs are aware of updates to policies and regulations, the PMO will perform a renewal of its approved applicants. The TSP must satisfy this renewal requirement. The renewal process will contain information subject to how a TSP is handling shipments under CHAMP and will require each TSP to complete a multiple choice / true-false questionnaire on provisions that affect transportation of HHG shipments under CHAMP and/or of the employee. A score of 100% is required to pass, and TSPs will be provided opportunities to re-take the “open book” questionnaire. If a TSP does not submit the required documentation to the PMO, it may be placed in temporary non-use, with rates in Transportation Management Services Solution (TMSS) being removed indefinitely and potential removal from CHAMP. The PMO has the discretion of when to require the submission of renewal documents and the allowable amount of time for submission of the questionnaire.
2.12 Scope of Operation Adjustments

Adjustments to a TSP’s scope of operation are made based on the TSP’s Customer Satisfaction Index (CSI) derived from The Household Goods Carrier Evaluation Report, GSA Form 3080. This is described in Section 7.

2.12.1 Adjustment When the CSI Is Greater Than 100

A CSI greater than 100.00 indicates better than average customer satisfaction. A TSP with a CSI greater than 100.00 may increase its scope of operation by an amount equal to the difference between its CSI and 100.00. For example, a CSI of 109.83 would permit a 9.83% increase in the number of service area pairs (SAP) in the approved scope of operation. See the following computations example.

Note: In these computations all percentages relating to the number of SAPs are rounded up to the next greater whole number (e.g., 0.29 is rounded up to 1.)

<table>
<thead>
<tr>
<th>Sample Scope of Operation Adjustment When The CSI Is Greater Than 100</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Average = 100.00</td>
</tr>
<tr>
<td>TSP CSI = 109.83 / Current # of SAPs approved = 3  Step 1:</td>
</tr>
<tr>
<td>109.83 - 100.00 = 9.83</td>
</tr>
<tr>
<td>Step 2: Move the decimal two places to the left: 9.83 to .0983 to obtain percent increase  Step 3:</td>
</tr>
<tr>
<td>3 x .0983 = .29 or an increase of 1 SAP</td>
</tr>
</tbody>
</table>

2.12.2 Adjustment When the CSI is between 95 and 100

A CSI between 95.00 and 100.00 indicates average customer satisfaction. A TSP with a CSI between 95.00 and 100.00 may not change its scope of operation.

2.12.3 Adjustment When the CSI Is Less Than 95

A CSI less than 95 indicates below average customer satisfaction. A TSP with a CSI less than 95.00 will have its scope of operation decreased by an amount equal to the difference between its CSI and 100.00.

2.12.3.1 Reduction of A Multi-Service Area Pair Scope

When a TSP has a multi-service area pair scope, the TSP will be required to reduce its scope of operation by an amount equal to the difference between its CSI and 100.00. For example, a CSI
of 88.23 would require an 11.77% decrease in the number of service area pairs (SAP) in the approved scope of operation. See the following computations:

<table>
<thead>
<tr>
<th>Sample Scope of Operation Adjustment When the CSI is Less Than 95</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Average = 100.00</td>
</tr>
<tr>
<td>TSP CSI = 88.23 / Current # of SAPs approved = 115</td>
</tr>
<tr>
<td>Step 1: 100.0 - 88.23 = 11.77</td>
</tr>
<tr>
<td>Step 2: Move the decimal two places to the left: 11.77 to .1177 to obtain decrease</td>
</tr>
<tr>
<td>Step 3: 115 x .1177 = 13.54 or decrease of 14 SAPs</td>
</tr>
</tbody>
</table>

2.12.3.2 Reduction When the TSP Has a Small Scope of Operation

When a TSP's CSI is less than 95.00 and the scope of operation adjustment would result in a complete elimination of the TSP's scope of operation (i.e., zero service area pairs), the scope will not be changed for the filing cycle during which the CSI will be effective. This is subject to the following provisions:

- The TSP's approval will be changed to conditional for the filing cycle during which the CSI will be effective
- If the TSP's CSI for the subsequent customer satisfaction rating period is 95.00 or greater or the TSP is unindexed for the subsequent customer satisfaction rating period, the conditional approval will be revoked
- In the event the TSP's CSI for the subsequent customer satisfaction rating period remains less than 95.00, the TSP's approval will be revoked.

2.12.4 Adjustment When There Is No CSI

The lack of a CSI indicates that GSA has been unable to establish the quality of the TSP's performance. An unindexed TSP may not change its scope of operation.

2.12.5 Adjustments Based On Factors Other Than the CSI

For TSPs that have filed rates since their approval, the approved scope of operation below may be adjusted upon written request by the TSP. This excludes new TSPs. Any approved adjustment will be effective as determined by the PMO. The following sections describe the other factors that may be considered.

2.12.5.1 Adjustment Based On an Increase in Operating Authority

If a TSP's operating authority increases, no adjustment in the assigned scope of operation will be made unless the TSP's current published CSI is greater than 100.00.
However, GSA reserves the right to require the TSP to submit current information in accordance with the requirements set out in Section 2.5, and to increase, decrease, or not change the TSP's scope of operation based on the evaluation of that information.

2.12.5.2 Adjustment Due To Mergers and Acquisitions
If a TSP's operating authority increases because of a merger or acquisition, no adjustment in the assigned scope of operation will be made unless the TSP's current published CSI is greater than 100.00. However, GSA reserves the right to require the TSP to submit current information in accordance with the requirements set out in Section 2.5, and to increase, decrease, or not change the TSP's scope of operation based on the evaluation of that information.

2.12.5.3 Adjustments Based On Reorganization Plans
When a TSP files a petition for reorganization under the laws of the United States or a foreign country, the TSP shall notify the PMO immediately. TSP's approval to participate in the program will be reviewed. If a TSP's plan for reorganization is approved under the laws of the United States, GSA will require the submission of current information in accordance with the requirements set out in Section 2.5, and increase, decrease, or not change the TSP's scope of operation based on the evaluation of that information.

If the TSP fails to notify the PMO of its filing for reorganization its approval to participate in CHAMP will be revoked.

2.12.5.4 Adjustment Based On Financial Capacity
GSA reserves the right to require a TSP to submit current financial information and increase, decrease, or not change the TSP's scope of operation based on the evaluation of that information.

2.12.5.5 Adjustment Based On Redesignation of Principal Operating Company
A TSP's scope of operation will not be adjusted due to the redesignation of the principal operating company by the parent company.

2.12.5.6 Adjustment Based On TSP Name Change
An approved TSP may change its name upon submission of a copy of its approval by the DOT or appropriate regulatory authority to the PMO. Such documentation shall clearly demonstrate a change of name. No adjustments in the assigned scope of operation will be made. However, GSA reserves the right to require the TSP to submit current information in accordance with the
requirements set out in Section 2.5 above, and to increase, decrease, or not change the TSP’s scope of operation based on the evaluation of that information.

2.12.5.7 Adjustment When More than One of the Factors Applies
When more than one of the factors cited in Sections 2.12.5.1 through 2.12.5.6 applies (e.g., an approved reorganization coupled with a name change), GSA reserves the right to determine the factor under the terms of which any adjustment action will be taken.

2.13 Restructuring of Scope of Operation

2.13.1 Restructuring Due to Bankruptcy
A TSP filing a petition for bankruptcy under the laws of the United States or a foreign country shall notify the PMO immediately. When a TSP files a petition for bankruptcy, the TSP’s approval to participate will be immediately suspended pending outcome of the bankruptcy proceedings. In the event the TSP fails to notify the PMO of its filing its approval to participate in CHAMP will be revoked.

Upon approval of a reorganization plan by the responsible Bankruptcy Court of the United States, a TSP is required to submit a plan for restructuring of its scope of operation and the information required in Section 2.5.

2.13.2 Restructuring Based On Changes in Traffic Patterns
Over a period of time and for various reasons, a TSP's predominant and long-term traffic patterns may change. Such changes may result in the CHAMP approved scope of operation no longer matching the traffic patterns of the TSP.

Accordingly and notwithstanding any of the provisions set out in Section 2.5, a TSP may request in writing a restructuring of its scope of operation. Restructuring the scope of operation consists of replacing SAPs. The restructuring will not result in an increase in the scope of operation.

2.13.2.1 Timing of Request
No earlier than five (5) years after the year in which the TSP was approved to participate in the program and in five (5) year increments thereafter, a TSP may request a review of its scope of operation. 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.

<table>
<thead>
<tr>
<th>Program Management Office (PMO) Responsibilities and Authorities</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility</strong></td>
</tr>
<tr>
<td>Application to Participate in CHAMP</td>
</tr>
<tr>
<td>Rate Filing</td>
</tr>
<tr>
<td>Refer TSP for Suspension or Debarment</td>
</tr>
<tr>
<td>Place TSP in Temporary Non-use Status</td>
</tr>
<tr>
<td>Revoke TSP’s Approval to Participate in CHAMP</td>
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<tr>
<td>Appeal of Revocation of Approval, Temporary Non-use, Suspension, and Debarment</td>
</tr>
<tr>
<td>Appeal of Corrective Action</td>
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<td></td>
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</tbody>
</table>
### Program Management Office (PMO) Responsibilities and Authorities

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Authority and Actions Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appeal of Performance Report</td>
<td>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</td>
</tr>
<tr>
<td>Appeal of (Bill of Lading Issuing Officer BLIO) Claim Decision</td>
<td>Review all relevant and necessary information to make a final determination on the dispute</td>
</tr>
<tr>
<td>Review of Records by PMO or Designee</td>
<td>Within three (3) years or time period defined in FAR Subpart 4.7 (48 CFR 4.7) whichever expires earlier. Examination includes access to books, documents, papers and records of the TSP involving transactions related to this Household Goods Tender of Service (HTOS) or compliance with any clauses thereunder. TSP shall furnish copies of such records at no cost to the Federal Government. This process is at the discretion of the PMO</td>
</tr>
<tr>
<td>Annual Performance Report</td>
<td>PMO will publish a performance report annually based on GSA Form 3080 and any other information the PMO deems appropriate</td>
</tr>
</tbody>
</table>

### Program Management Office (PMO) Responsibilities and Authorities

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Authority</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agent Termination and TSP Non-use</td>
<td>Ensure new agency agreement established within thirty (30) calendar days or TSP shall be placed in temporary non-use.</td>
</tr>
</tbody>
</table>

### 3.2 Bill of Lading Issuing Officer (BLIO) Responsibilities and Authorities

The Bill of Lading Issuing Officer (BLIO) is responsible for the management of the transportation of household goods in his/her agency. The responsibilities and authorities of the BLIO can be performed by either a Contractor or a General Services Officer (GSO) if designated in writing by the BLIO. The table below outlines the responsibilities and authorities of the BLIO. The BLIO is authorized to waive approvals and requirements as noted in the HTOS based on individual shipment circumstances. Initial decisions by the BLIO are final and conclusive to the TSP unless an appeal is made to the PMO.

All documentation preparation and annotation is the responsibility of the BLIO unless specified elsewhere. The BLIO is responsible for distributing the BL or GBL.
Unless otherwise specified in the table below, all provisions are applicable to domestic and international moves. Specific provisions for international are grouped at the bottom of the table.

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Authority and Actions Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>TSP Liability</td>
<td>Establish and authorize in writing the level of services and liability on the BL</td>
</tr>
<tr>
<td>Expedited Service</td>
<td>Approve in writing</td>
</tr>
<tr>
<td>Telephonic/Virtual Pre-move Surveys</td>
<td>Approve in writing</td>
</tr>
<tr>
<td>High Risk Item Programs</td>
<td>Establish and authorize in writing the terms and conditions of any program limiting a TSP’s liability in accordance with Section 9</td>
</tr>
<tr>
<td>Use of Crates</td>
<td>Approve in writing in accordance with Section 5</td>
</tr>
<tr>
<td>Shuttle Service</td>
<td>Approve in writing</td>
</tr>
<tr>
<td>Other Accessorial Services</td>
<td>Approve in writing</td>
</tr>
<tr>
<td>Transit Times</td>
<td>Approve changes in writing</td>
</tr>
<tr>
<td>Inspection of TSP Facilities and Performance</td>
<td>Can perform under guidelines in Section 7</td>
</tr>
<tr>
<td>Defective Performance</td>
<td>Authorized to direct TSP to correct or re-perform in accordance with Section 7</td>
</tr>
<tr>
<td>Constructive Weight</td>
<td>Approve in writing in accordance with Section 5</td>
</tr>
<tr>
<td>Indirect routing</td>
<td>Approve in writing. See details in this section</td>
</tr>
<tr>
<td>Use of alternative TSP</td>
<td>Approve in writing. No alternatives allowed for International. See details in this section</td>
</tr>
<tr>
<td>Diversion and Re-consignment</td>
<td>Approve in writing</td>
</tr>
<tr>
<td>Temporary Non-use TSP and/or Agent</td>
<td>Place TSP or agent in temporary non-use in accordance with procedures in FMR Part 102-117 (41 CFR 102-117)</td>
</tr>
<tr>
<td>Refer TSP for Suspension or Debarment</td>
<td>Refer TSP for suspension or debarment in accordance with procedures in the FMR Part 102-117 (41 CFR 102-117)</td>
</tr>
<tr>
<td>Responsibility</td>
<td>Authority and Actions Required</td>
</tr>
<tr>
<td>------------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Termination of Performance under the HTOS</td>
<td>Approve in writing termination of all or part of service. Termination is based on a breach of the terms of tender, failure to complete a service, delay a service or refuse a service, failure to perform in accordance with the GSA tariff/Request for Offers (RFO) and/or other legal requirements. Domestic terms include but are not limited to: non-payment of agent’s fees and/or unreasonable TSP charges to agent, detention of a shipment due to dispute, missing documentation and inability to perform service in a timely manner. International terms include but are not limited to: non-payment of charges by TSP to agents or other service providers, e.g. port agents causing shipment to be detained or delayed and missing documentation. See Section 2.17 Termination of Performance Procedures for further details</td>
</tr>
<tr>
<td>Proper Tarping</td>
<td>Place TSP in temporary non-use when shipments moved in linehaul without proper tarping</td>
</tr>
<tr>
<td>Violation of HTOS or BL</td>
<td>Place TSP in temporary non-use, evaluate cure notice, and terminate the BL for violation of the HTOS and/or BL’s terms</td>
</tr>
<tr>
<td>Lack of Incomplete Corrective Action</td>
<td>Place TSP in immediate temporary non-use if TSP corrective action is incomplete</td>
</tr>
<tr>
<td>Inventory Coding</td>
<td>Place TSP in immediate temporary non-use if TSP consistently uses mass coding or miscoding</td>
</tr>
<tr>
<td>Improper Conduct</td>
<td>Place TSP in immediate temporary non-use if TSP personnel are reported under influence of alcohol or drugs, use abusive language or engage in improper conduct</td>
</tr>
<tr>
<td>Removal of Property from Disapproved Facilities</td>
<td>Direct TSP to move shipment to Federal Government approved warehouse. Cost paid by TSP. No cost to Federal Government</td>
</tr>
<tr>
<td>Storage—in–Transit (SIT) greater than 50 miles at Origin or Destination</td>
<td>Approve in writing. In excess of fifty (50) miles of origin or destination charges for storage include: charges for storage at other TSP warehouse, and charges involving use of trailers, vans, public warehouses and self-storage units</td>
</tr>
<tr>
<td>Additional SIT</td>
<td>Prior to the expiration of the initially authorized SIT days, provide to the TSP, in writing, the number of additional days authorized for SIT</td>
</tr>
<tr>
<td>SIT at Origin</td>
<td>Approve in writing in accordance with Section 5</td>
</tr>
<tr>
<td>Storage in Non-commercial Facilities</td>
<td>Approve in writing in accordance with Section 5 storage in trailers, vans, public warehouses, self-storage units or any other non-commercial facility</td>
</tr>
<tr>
<td>Partial Withdrawal from SIT</td>
<td>Approve in writing prior to withdrawal and inform TSP of new billing instructions</td>
</tr>
<tr>
<td>BLIO Responsibilities and Authorities</td>
<td></td>
</tr>
<tr>
<td>--------------------------------------</td>
<td></td>
</tr>
<tr>
<td><strong>Responsibility</strong></td>
<td><strong>Authority and Actions Required</strong></td>
</tr>
<tr>
<td>Removal or Placement of Property from or to Inaccessible Locations</td>
<td>Approve in writing prior to performance. Inaccessible is defined as: Not accessible by a permanent stairway; not adequately lighted; does not have a flat continuous floor; or does not allow a person to stand erect</td>
</tr>
<tr>
<td>Filing of Claims incomplete or non-performance of services</td>
<td>File in writing with TSP for shipment adjustment costs</td>
</tr>
<tr>
<td>Filing of Claims – Loss or Damage</td>
<td>File in writing with TSP unless waived by owner</td>
</tr>
<tr>
<td>TSP Request Excusable Delay, Refusal or Failure</td>
<td>Decision by BLIO. Situations beyond control of TSP include but are not limited to: Acts of God or the public enemy, strikes, freight embargos, and unusually severe weather. TSP shall notify BLIO. Ordering Office advises BLIO. If decision is that delay is inexcusable, BLIO shall notify PMO</td>
</tr>
<tr>
<td>Scheduling Service on Saturday, Sunday or Holidays</td>
<td>Approve in writing prior to performance</td>
</tr>
<tr>
<td>Completion after 5:00 P.M.</td>
<td>BLIO, owner, or their authorized representative, approve in writing the start of any service that cannot be completed by 5:00 p.m. on regular business days. No liability on the part of the Federal Government will be incurred for overtime labor or any other additional charge</td>
</tr>
<tr>
<td>Service Beyond Scope of HTOS</td>
<td>Authorize in writing scope and pricing prior to performance</td>
</tr>
<tr>
<td>Packing and Stuffing of Containers</td>
<td>Authorize in writing packing and stuffing prior to performance at a location other than the residence</td>
</tr>
<tr>
<td>Use of Third Parties</td>
<td>Authorize in writing in accordance with Section 5</td>
</tr>
<tr>
<td>Extension of Storage</td>
<td>Negotiate storage in excess of 150 calendar days in accordance with Section 5</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>BLIO Responsibilities and Authorities International Program Only</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility</strong></td>
</tr>
<tr>
<td>Designation of Agents</td>
</tr>
<tr>
<td>Use of Foreign Flag Shipping</td>
</tr>
<tr>
<td>Diversions and Reconsignment</td>
</tr>
<tr>
<td>Taking Possession of Shipments When TSP placed in worldwide non-use status</td>
</tr>
</tbody>
</table>
3.3 Transportation Service Provider (TSP) Table of Responsibilities and Authorities

The table below summarizes authorities and responsibilities of the Transportation Service Provider (TSP). This table is only a summary. Specific TSP responsibilities and authorities are defined throughout the HTOS, especially in Section 5, Household Goods Services, and Section 11, Reporting Procedures. The TSP and its agents share in the execution of these responsibilities. Although agents perform a vital role in this regard, the principal responsibility for these requirements is on the TSP. The TSP is always responsible for the actions of its agents.

A TSP can request a waiver of a requirement or approval for a special service. All verbal requests shall be followed up in writing.

Unless otherwise specified in the table below, all provisions are applicable to domestic and international moves. Specific provisions for international are grouped at the bottom of the table.
<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Authority and Action Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Selection of Agents</td>
<td>TSP has a choice of agents, subject to agency control. (Refer to the current RFO for restrictions). TSP shall have a resident agent in each state, offshore location, country, and trust territory or US possession for which TSP submits rates. General agents can be used.</td>
</tr>
<tr>
<td>For Acts of Omission</td>
<td>For themselves and the acts of their agents including accessorial or terminal services.</td>
</tr>
<tr>
<td>Diligence and Reasonable Care</td>
<td>For themselves and their choice of agents who shall be sufficiently knowledgeable, fit, willing and able to provide services under the provisions of the HTOS.</td>
</tr>
<tr>
<td>Direct Routing (Through Shipping)</td>
<td>All shipments tendered are the responsibility of the TSP from origin through destination. Indirect routing or transshipping is not allowed unless waived by BLIO.</td>
</tr>
<tr>
<td>Errors in shipment</td>
<td>If TSP ships the wrong property or ships to the wrong destination, TSP is responsible for expedited return of the property including air transportation.</td>
</tr>
<tr>
<td>Shipment Refusal</td>
<td>TSP shall refuse shipments for which they have no rates on file or are outside their scope of operation.</td>
</tr>
<tr>
<td>Shipment Routings</td>
<td>TSP shall determine optimal shipping routes.</td>
</tr>
<tr>
<td>Shipment Tracing</td>
<td>TSP shall trace and annotate documentation and notify BLIO within the required time noted in HTOS Section 5.10.1. TSP shall keep records in accordance with Sections 5 and 10 including the date of the requests, time received, name of the requestor, and the date and time status provided.</td>
</tr>
<tr>
<td>SIT</td>
<td>Mandatory use of TSP’s agent facility within fifty (50) miles of origin, destination or installation shown in the “Consignee Block” of the Bill of Lading. Outside the fifty (50) miles requires BLIO approval.</td>
</tr>
<tr>
<td>GSA Form 3080</td>
<td>TSPs are required to initiate an electronic GSA Form 3080 in the Transportation Management Services Solution (TMSS) system for every CHAMP shipment.</td>
</tr>
<tr>
<td>Complaints and Inquiries</td>
<td>TSP establishes procedures for receiving and responding to complaints and inquiries from the BLIO and the owner or their authorized representative. TSP shall, at a minimum, provide a published phone number and written record in the file.</td>
</tr>
<tr>
<td>Document Preparation and Annotation</td>
<td>Properly preparing and annotating the shipping, billing and claims settlement documents and any other documentation required by the HTOS.</td>
</tr>
<tr>
<td>Document Distribution</td>
<td>See Section 5</td>
</tr>
</tbody>
</table>
## TSP’s Responsibilities and Authorities

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Authority and Action Required</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Safeguarding of Personally Identifiable Information (PII)</strong></td>
<td>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).</td>
</tr>
<tr>
<td><strong>Claims</strong></td>
<td>Provide to owner all reasonable and necessary assistance in preparation and filing of claims, including the forms, assistance in filling in forms, inspection of damaged property and obtaining estimates</td>
</tr>
<tr>
<td><strong>Settlement</strong></td>
<td>Provide to owner an item by item analysis of the settlement including denials or compromises</td>
</tr>
<tr>
<td><strong>Appeal Procedures</strong></td>
<td>May exercise for issues involving revocation of approval, temporary non-use, suspension and debarment, corrective actions, performance reports and claims</td>
</tr>
<tr>
<td><strong>Claims for Additional Charges</strong></td>
<td>Additional charges for transportation or accessorial charges shall be presented to the shipping agency with full documentation and explanation</td>
</tr>
<tr>
<td><strong>Quality Control Program</strong></td>
<td>All documentation and operating procedures available upon request for review and inspection in sufficient detail of every facet of the traffic management system. For example, routing, tracing, billing, packaging, employee training and supervision and agent supervision. Standards shall be equal to or greater than those of the HTOS</td>
</tr>
<tr>
<td><strong>Assignment of Bills</strong></td>
<td>TSP may not subrogate invoices for service rates and charges to third parties except to a bank for collection</td>
</tr>
<tr>
<td><strong>Equipment</strong></td>
<td>Maintain in good operating condition with clean and sufficient pads, covers and protective equipment to ensure safe transit of household goods</td>
</tr>
<tr>
<td><strong>Facilities</strong></td>
<td>Maintain equipment, facilities, operations and personnel adequate for performing services</td>
</tr>
<tr>
<td><strong>Maintenance of Records</strong></td>
<td>Abide by 28 USC 2415 and 41 CFR 102-118 with regard to retention of transportation shipping documents. Electronic and physical data imaging systems (e.g., scanning or microfilm) may be used for most business purposes as long as hard copies are maintained and provided when requested. TSP is responsible for quality, indexing and retrieval of these records</td>
</tr>
</tbody>
</table>
### TSP’s Responsibilities and Authorities

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Authority and Action Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employees</td>
<td>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.</td>
</tr>
<tr>
<td>Driver Identification/Qualification</td>
<td>TSP shall ensure drivers are legally qualified and licensed in accordance with local, state, federal, and foreign country or international laws.</td>
</tr>
<tr>
<td>Use of Alternate TSPs</td>
<td>Request for alternate made by TSP to BLIO in writing. Approval by the BLIO required. Alternate shall be an approved CHAMP TSP. The TSP shall perform services to the same standards as the TSP and is bound by the requirements of the HTOS</td>
</tr>
</tbody>
</table>

### TSP’s Responsibilities and Authorities International Program Only

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Authority and Action Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open Routing Exception</td>
<td>TSP shall not use busy ports during peak season that could delay shipments</td>
</tr>
<tr>
<td>Personnel IDs</td>
<td>Photo ID with company name and logo, employee name, company address, company unique employee ID number, employment date and employee signature. Expired documentation will not be accepted</td>
</tr>
<tr>
<td>SIT at Foreign Locations</td>
<td>TSP is required to use agent’s facility nearest the origin, destination city or installation shown on the “Consignee Block” of the GBL regardless of fifty (50) mile radius</td>
</tr>
<tr>
<td>Ocean Terminal Port Agent Facility Standards</td>
<td>Meet national/host country standards and codes with respect to the fire safety, prevention and protection requirements and storage of combustible materials. Facilities are maintained and used in accordance with generally accepted warehousing practices</td>
</tr>
</tbody>
</table>

U.S. General Services Administration  
Household Goods Tender of Service (HTOS)  
Effective January 1, 2020
### TSP’s Responsibilities and Authorities International Program Only

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Authority and Action Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Property Release to Shipping Agency</td>
<td>TSP shall release shipment if demanded by agency. All property shall be clearly identified on the ocean bills of lading/manifests or other documentation for ease in tracing and action</td>
</tr>
<tr>
<td>Agents</td>
<td>Agency may designate which origin and destination agents TSP shall use</td>
</tr>
<tr>
<td>Agent Staffing</td>
<td>Manned during normal working hours with booking and servicing agents. One agent employee may support up to three (3) TSPs. Two agent employees are required for four (4) or more TSPs</td>
</tr>
<tr>
<td>Agent Agreement</td>
<td>Contract, in English as necessary, is required prior to effective date of accepted rates. 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.”</td>
</tr>
<tr>
<td>Agent Use</td>
<td>TSP upon request furnish agent list to BLIO. Change of agent may be subject to agency inspection and approval of PMO</td>
</tr>
<tr>
<td>Agent Termination</td>
<td>Whether by Federal Government or TSP action, upon termination TSP shall make temporary arrangements for interim destination services with another local agent</td>
</tr>
<tr>
<td>Termination by Agent</td>
<td>In the case of agent’s voluntary withdrawal from or termination of its agency agreement with TSP, TSP shall make immediate temporary arrangement for interim destination services</td>
</tr>
<tr>
<td>Dispute</td>
<td>Any party that makes a claim shall enter a sixty (60) calendar day discussion to reach an agreeable settlement without litigation. All parties still have the right to litigation or other administrative remedies</td>
</tr>
</tbody>
</table>

### 3.4 Owner Responsibilities and Authorities

The table below summarizes authorities and responsibilities of the owner with respect to the shipment of their HHG. This table is only a summary. At the time of the pre-move survey, the TSP shall provide the owner a copy of GSA’s “Your Rights and Responsibilities”. This is available from the GSA Household Goods Transportation website.
# Owner Responsibilities and Authorities

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Authority and Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Limitation of Authority</td>
<td>Owner cannot make any agreement with the TSP which shall diminish the rights or increase the obligations of the Federal Government, except for reweigh service requests</td>
</tr>
<tr>
<td>Service Dates</td>
<td>Owner will set specific dates with TSP for pre-move survey, packing, loading, delivery and, if applicable, delivery from storage-in-transit, unless otherwise established by BLIO</td>
</tr>
<tr>
<td>Release of Property</td>
<td>Owner will release to the TSP only that property that legally belongs to, and may be shipped by, the owner</td>
</tr>
<tr>
<td>Accessibility of HHG</td>
<td>Owner will make sure all property to be shipped or placed at destination shall be in accessible areas with permanent stairways, adequate lighting, a flat continuous floor, and is of sufficient height for a person to stand erect</td>
</tr>
<tr>
<td>Disassembly and Reassembly of Property</td>
<td>Owner will be responsible for disassembly and reassembly of ice makers, swing sets, outdoor playground equipment, television and radio antennas, satellite dishes, storage sheds, and other similar items.</td>
</tr>
<tr>
<td>Appliance Servicing</td>
<td>Owner will arrange for the disconnecting or reconnecting of gas and/or electric washers/dryers, and draining of water hoses and draining/filling water beds.</td>
</tr>
<tr>
<td>Specialized Servicing</td>
<td>Owner will arrange for the disassembling, reassembling, or servicing of articles that require special servicing or services of a technician or craftsman such as a grandfather clock, audio, home entertainment or other electronic equipment, gas dryers, wall units/room electric/pipe organs, hot tubs, pool tables. (Refer to HTOS 5.2.5 which provides discretion to the BLIO to approve such services in writing.)</td>
</tr>
<tr>
<td>Excess Valuation</td>
<td>Prior to commencement of services, the owner is authorized to establish a level of service or declared value in excess of that established by the Federal Government.</td>
</tr>
<tr>
<td>Adverse Weather Conditions</td>
<td>In cases of bad weather that could be detrimental to the owner’s personal property, service should be suspended until better weather unless approved in writing by the owner and TSP.</td>
</tr>
<tr>
<td>Snow Removal</td>
<td>Unless it is for TSP convenience, snow removal is the responsibility of the owner. If a TSP runs into issues with this, they are to immediately contact the agency’s BLIO.</td>
</tr>
<tr>
<td>Responsibility</td>
<td>Authority and Action</td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Document Preparation and Annotation</td>
<td>Owner will:</td>
</tr>
<tr>
<td></td>
<td>• Verify the inventory listing and condition of items at pick-up</td>
</tr>
<tr>
<td></td>
<td>• Verify the inventory listing and condition of items at delivery</td>
</tr>
<tr>
<td></td>
<td>• Note loss and/or damage on delivery documents with TSP</td>
</tr>
<tr>
<td></td>
<td>• Prior to shipment packing, obtain independent third party appraisals of high-valued or antique property and give to TSP</td>
</tr>
<tr>
<td></td>
<td>• Provide TSP a list of extraordinary (unusual) value property prior to packing, loading and pick-up of HHG</td>
</tr>
<tr>
<td>Inspection and Acceptance</td>
<td>Owner will inspect services in the absence of authorized GSA representative, the employing agency, or the BLIO. The owner’s report of inspection (as documented by owner’s signature on the BL (GBL if international) and a joint inspection at delivery) will be administratively final</td>
</tr>
<tr>
<td>Claims</td>
<td>The owner may file claims with TSP for loss of or damage to property</td>
</tr>
</tbody>
</table>
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:

<table>
<thead>
<tr>
<th>DOMESTIC EXAMPLE</th>
<th>Displayed in TMSS</th>
<th>AAAA</th>
<th>BBBB</th>
<th>CCCC</th>
<th>DDDD</th>
<th>EEEE</th>
<th>Low 3 Total</th>
<th>Low 3 Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Surface %</td>
<td></td>
<td>36</td>
<td>37</td>
<td>44</td>
<td>37</td>
<td>57</td>
<td>39</td>
<td>113</td>
</tr>
<tr>
<td></td>
<td></td>
<td>42</td>
<td>43</td>
<td>55</td>
<td>45</td>
<td>55</td>
<td>46</td>
<td>134</td>
</tr>
<tr>
<td>SIT %</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>45</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>INT'L EXAMPLE</th>
<th>Low in Lane</th>
<th>VVVV</th>
<th>WWWW</th>
<th>XXXX</th>
<th>YYYY</th>
<th>ZZZZ</th>
<th>Low 3 Total</th>
<th>Low 3 Avg</th>
</tr>
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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.
5.2.2.3 *Unicellular Polypropylene Foam*

All unicellular polypropylene foam wrapping material will be new, clean and will conform to Federal Specification PPP-C-1797A.

5.2.2.4 *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.

5.2.2.5 *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

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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, accessorital 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

<table>
<thead>
<tr>
<th>Documentation</th>
<th>Distribution</th>
<th>Timing</th>
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</thead>
<tbody>
<tr>
<td>• Copy of Pre-move Survey</td>
<td>TSP</td>
<td></td>
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<tr>
<td>• Original BL</td>
<td></td>
<td></td>
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<tr>
<td>• Copy of Descriptive Inventory</td>
<td></td>
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<tr>
<td>• Original DD 619 and DD 619-1 (or commercial equivalent)</td>
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<tr>
<td>• Original weight tickets</td>
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<td></td>
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<td>• Original reweigh tickets (if required)</td>
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<tr>
<td>• Notice of Loss or Damage At Delivery</td>
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<td></td>
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<tr>
<td>• Notice of Loss or Damage AFTER Delivery</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Original Pre-move Survey</td>
<td>Owner or Authorized Agent</td>
<td>NLT ten (10) business days after survey, pick-up or delivery as appropriate.</td>
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<tr>
<td>• Copy of BL</td>
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<tr>
<td>• Original Descriptive Inventory</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Copies of DD 619 and DD 619-1 (or commercial equivalent)</td>
<td></td>
<td></td>
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<tr>
<td>• Copy of reweigh ticket, if requested</td>
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<tr>
<td>• 3 copies of Notice of Loss or Damage At Delivery</td>
<td>Owner or Authorized Agent</td>
<td>At time of delivery</td>
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<tr>
<td>• 3 copies of Notice of Loss or Damage AFTER Delivery</td>
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<tr>
<td>• Rated copy of BL (Annotated with gross, tare and net weights and charges to date)</td>
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<td>• Descriptive Inventory and “bingo cards” for overflow containers</td>
<td>BLIO</td>
<td>NLT fourteen (14) business days after service</td>
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<td>• Copies of DD 619 and DD 619-1 (or commercial equivalent)</td>
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<td>• Copy of weight tickets (see Note)</td>
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<tr>
<td>• Copy of reweigh tickets, if requested</td>
<td></td>
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<tr>
<td>• Notice of Loss or Damage At Delivery (if required by BLIO)</td>
<td>BLIO</td>
<td>NLT thirty (30) calendar days after delivery</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Documentation</th>
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<tbody>
<tr>
<td>• Original GBL</td>
<td>TSP</td>
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<tr>
<td>• Copy of Pre-move Survey</td>
<td></td>
<td></td>
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<tr>
<td>• Copy of Descriptive Inventory</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Original DD 619 and DD 619-1 (or commercial equivalent)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Original weight tickets</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Original reweigh tickets (if required)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Notice of Loss or Damage At Delivery</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Notice of Loss or Damage AFTER Delivery</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Copy of GBL</td>
<td>Owner or Authorized Agent</td>
<td>NLT seven (7) business days after pick-up or delivery as appropriate.</td>
</tr>
<tr>
<td>• Copy of Descriptive Inventory</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Copies of DD 619 and DD 619-1 (or commercial equivalent)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Copy of reweigh ticket, if requested</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 3 copies of Notice of Loss or Damage At Delivery</td>
<td>Owner or Authorized Agent</td>
<td>At time of delivery</td>
</tr>
<tr>
<td>• 3 copies of Notice of Loss or Damage AFTER Delivery</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 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)</td>
<td>BLIO</td>
<td>NLT seven (7) business days after service</td>
</tr>
<tr>
<td>• Descriptive Inventory and “bingo cards” for each liftvan and overflow container (see Note)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Copies of DD 619 and DD 619-1 (or commercial equivalent)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Copy of reweigh tickets, if requested</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Notice of Loss or Damage At Delivery (if required by BLIO)</td>
<td>BLIO</td>
<td>NLT thirty (30) calendar days after delivery</td>
</tr>
</tbody>
</table>

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 TSP’s main facility, at the residence of the owner, or at the warehouse or any other facility of the TSP during regular office hours and at any time that work is in progress.

Published corporate TSP quality control programs shall be presented and explained to authorized inspectors when the TSP’s facilities are inspected.

7.2.1.1 Inspection of Facilities

The TSP shall furnish PMO or designated representatives with free and reasonable access to its facilities and provide assistance to successfully accomplish the review. The TSP shall provide, without cost to the Federal Government, legible reproductions of any documents requested and required in the performance of the inspection.

7.2.1.2 Inspection of Operations

Authorized representatives will have the right to inspect the packing, loading, weighing, pick-up, delivery, unpacking, warehousing and any other services performed or being performed by the TSP. PMO authorized representatives will include:

- GSA personnel designated to perform quality assurance
- The owner or their authorized representative
- Personnel of the owner’s agency designated to perform quality assurance.

7.2.1.3 Inspection by the owner

Most often, the owner will inspect TSP services in the absence of an authorized GSA representative, the employing agency, or the BLIO. The owner’s report of inspection (as documented by owner’s signature on the Bill of Lading (BL), or a joint inspection conducted at delivery or other report are all acceptable reports of inspection and will be considered administratively final.

7.2.1.4 Immediate Corrective Actions

When authorized representatives of the BLIO find that packing, loading, unpacking or any other work being performed or already completed does not comply with the terms, conditions or specifications set out in this HTOS, the authorized representative will advise the TSP of the situation. The TSP shall promptly correct the deficiency by taking whatever action is necessary at no additional cost to the Federal Government or the owner.
7.2.2 Reports of Inspection

Reports of inspection will be furnished to the PMO. Upon receipt of an on-site review, the PMO will furnish the TSP a report within ninety (90) calendar days of completion of the on-site review. The report will show the findings of the review and corrective actions, if any, which must be taken by the TSP to bring its operation into compliance with requirements as set forth in this HTOS.

A TSP receiving a report showing corrective actions which need to be taken shall have its approval changed to conditional, and shall have thirty (30) calendar days from date of receipt to institute those corrective actions identified as requiring immediate action and to notify the PMO of completion of those corrective actions. Corrective actions not performed in thirty (30) calendar days could result in the TSP’s placement in temporary non-use status.

Reports of inspection by the PMO will be considered as final and conclusive of the performance of the services inspected. If the TSP objects to the rating or required corrective actions imposed by the BLIO, the TSP shall first notify the BLIO in writing, setting out the basis of the disagreement and requesting the opportunity to resolve it. If the TSP still objects to the BLIO’s report, it may appeal to the PMO in accordance with the provisions of Section 3.

7.3 Other Inspections

7.3.1 Inspection of Sorting For Partial Withdrawal from SIT

The owner or any other person responsible for payment of the transportation charges will have the right to be present at the TSP’s facility during the sorting of the property for a partial withdrawal from Storage-in-Transit (SIT). The TSP shall deliver, or the owner has the option to pick up, the property.

7.3.2 Inspection and Re-packing of Pre-packed Items by the TSP

The TSP is responsible for all packing. The TSP is authorized to inspect all packed by owner (PBO) goods to ascertain the contents and determine that only articles not otherwise prohibited by this HTOS are contained in the shipment. For domestic shipments, to ensure safe transportation, if the TSP determines it is necessary to unpack and repack cartons and/or containers that have been packed by the Owner, no additional labor, unpacking and/or additional re-packing charges will apply.

Please note: Labor charges apply for international shipments, see Section 12.7.
7.4 Acceptance by the Federal Government

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

7.4.1 Warranty

Notwithstanding inspection and acceptance by the Federal Government or any provision concerning the conclusiveness thereof, the TSP warrants that all services performed under this HTOS will, at the time of acceptance, be free from defects in workmanship and conform to the requirements of this HTOS. The BLIO will give written notice of any defect or nonconformance to the TSP within forty-five (45) business days from the date of acceptance by the Federal Government. This notice will state either (1) that the TSP shall correct or reperform any defective or nonconforming services, or (2) that the Federal Government does not require correction or reperformance.

7.4.2 Correction and Reperformance

Correction, as used in this section, means the elimination of a defect. If the TSP is required to correct or reperform, it shall be at no cost to the Federal Government, and any services corrected or reperformed by the TSP shall be subject to this clause or if the TSP refuses to correct or reperform, the BLIO may correct or replace with similar services and charge to the TSP the cost occasioned to the Federal Government thereby, or make an equitable adjustment in the price for services rendered.

7.4.3 No Correction and Reperformance

If the Federal Government does not require correction or reperformance, the BLIO will make an equitable adjustment in the price for services rendered.

7.5 Household Goods Carrier Evaluation Report (GSA Form 3080)

This section describes the GSA Form 3080, Household Goods Carrier Evaluation Report, the procedures for administering the TSP evaluation program and how the GSA Form 3080 Responses are used to compute the TSP Customer Satisfaction Indices (CSI). Section 2, Application and Participation, describes how the CSI is used to adjust the scope of a TSP’s operation. The CSI is also used by agencies in TSP selection and shipment distribution to meet their agency’s service requirements at the lowest cost consistent with those requirements.
7.5.1 Overview

The GSA Form 3080 Carrier Evaluation Report is a customer satisfaction survey. Upon completion of services by the TSP at destination, the TSP must initiate an electronic GSA Form 3080 survey to every owner for each shipment type (HHG, UAB, POV) within the GSA’s Transportation Management Services Solution (TMSS) 3080 Module 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.

<table>
<thead>
<tr>
<th>Invoice and Supporting Documents</th>
<th>Description</th>
</tr>
</thead>
</table>
| 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 |
<table>
<thead>
<tr>
<th>Invoice and Supporting Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Weight Tickets</strong></td>
</tr>
<tr>
<td>The TSP shall submit weight tickets determining net weight with proper identification of the shipment thereon for both original weighing and, if applicable, reweighing. The lower of the two net scale weights shall be used for determining the applicable charges. If shipment is reweighed the TSP shall include a copy of the written request for reweighing and both sets of weight tickets.</td>
</tr>
<tr>
<td>TSPs may substitute manufacturer’s weight for automobiles, trucks, vans, motorcycles, campers and boats in lieu of obtaining separate weight tickets on these articles whenever such articles are included within a shipment. Manufacturer’s weight will be obtained from either the Branham Automobile Reference Book, the National Automobile Dealers Association (N.A.D.A.) Official Used Car Guide (the “Guide”), or from other appropriate reference sources of manufacturer’s weight or the owner may provide the TSP with copies of manufacturer’s documents evidencing the weight of the article included in the shipment, unless otherwise weighed as part of the gross weight of the shipment.</td>
</tr>
<tr>
<td><strong>Authorization For Diversion Or Reconsignment</strong></td>
</tr>
<tr>
<td>Written authorization for diversion or reconsignment, if applicable</td>
</tr>
<tr>
<td><strong>Approvals And Authorization For Waiver</strong></td>
</tr>
<tr>
<td>Written authorization is required for a waiver of any requirements stated herein and when assessing additional charges as a result of a waiver or approval. This includes approvals and extensions of SIT above the original authorization.</td>
</tr>
<tr>
<td><strong>Advanced Charges/Third Party Charges</strong></td>
</tr>
<tr>
<td>Charges advanced by TSP for services of others shall be supported by the TSP with the Bill of Lading Issuing Officer’s (BLIO’s) authorization, a copy of the invoice setting forth services rendered, charges and basis thereof including reference to the GSA tariff, price list, rate schedule, or similar statement of rates and charges. The charges so advanced are in addition to, and shall be paid with, all other lawful rates and charges.</td>
</tr>
<tr>
<td><strong>Miscellaneous Charge</strong></td>
</tr>
<tr>
<td>Any cost incurred by the TSP for a service outside the terms of this HTOS, authorized in writing by the BLIO, will be billed as a miscellaneous charge. A description of the service, the BLIO’s authorization, and the basis for the computation of the charge is required.</td>
</tr>
<tr>
<td><strong>DD Form 619 Or Comparable Commercial Form</strong></td>
</tr>
<tr>
<td>“Statement of Accessorial Services Performed” (DD Form 619) or comparable commercial form when charges are assessed for accessorial services, not including SIT. Each household appliance serviced will be identified to show the manufacturer’s name, brand, and model.</td>
</tr>
<tr>
<td><strong>DD Form 619-1 Or Comparable Commercial Form</strong></td>
</tr>
<tr>
<td>“Statement of Accessorial Services Performed - SIT Delivery and Reweight” (DD Form 619-1) or comparable commercial form, when charges are assessed for SIT delivery. Net or gross weight, whichever is applicable, will be noted on the DD Form 619-1</td>
</tr>
</tbody>
</table>
8.1.2 Electronic Payments

The agencies ordering HHG services will establish their own procedures for the submission of TSP invoices. This may include requiring the use of electronic commerce systems that include fees paid by the TSP. The TSP shall be responsible for complying with the agencies’ payment procedures.

8.2 Composition of Charges

8.2.1 Applicable Rate

All charges for transportation and related services for shipments handled shall be in accordance with the lowest applicable GSA tariff or tender, and shall be billed to the agency shown in the “Bill Charges to” block on the BL. The TSP’s public voucher for charges shall be supported by the documents specified in Section 8.1. Failure to submit any of the documents shall result in rejection of the associated charges.

8.2.2 Applicable Rate in Absence of Accepted Rate

At the time of approval, GSA establishes a TSP’s approved scope of operation. Agencies are encouraged to use those TSPs that have approved rates filed in conjunction with the TSP’s approved scope of operation. If the selection of TSPs for a specific route is limited, the acceptance and movement of a shipment by the TSP outside of its approved scope of operation over routes for which the TSP has no accepted rates or whose rates have been canceled shall constitute an agreement by that TSP to perform the transportation services at a One-Time-Only (OTO) rate. See Section 4.4 for OTO requirements.

8.2.3 Applicable Charges on Overweight International Shipments

BLIOs may require TSPs to report the actual weight of international shipments prior to movement (See Section 11.2). This is to determine if the actual weight is in excess of the owner’s authorized allowance. If this should occur, and the TSP fails to notify the BLIO of the shipment weight and moves the shipment from origin to destination, TSP shall collect from the Federal Government those transportation and accessoril 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
  
  o Weigh or are rated at 3,500 pounds or more that are picked up during the period from October 1 through May 14 of each subsequent year or
  
  o Weigh or are rated at 5,000 pounds or more that are picked up during the period from May 15 through September 30 of each year.

• This reduction will apply when reconsignment or diversion is made on a shipment, based on the applicable mileage and weight of the shipment from point of diversion to the new destination.

• This reduction will not apply if delay is caused by reasons beyond the TSP’s control, described as “Impractical Operation” in Section 5.

• This reduction will not apply to a shipment, or portion thereof, which is lost or destroyed in transit and cannot be delivered due to such loss or destruction.

• This reduction will not apply to an overflow portion of the shipment when the overflow weight represents less than twenty (20) percent of the total shipment weight and contains nonessential items (possessions not needed to maintain day-to-day housekeeping during the period of time between delivery of the main portion of the shipment and delivery of the overflow).

The total reimbursement to the agency will not exceed

• An amount equal to the linehaul transportation charges for the shipment on a domestic shipment.

• An amount equal to total charges for an international shipment, excluding SIT.

This payment satisfies the Federal Government’s right to equitable adjustment for failure to perform, but does not waive, mitigate, or satisfy any other right or remedy available to the Federal Government on account of late delivery by the TSP.

**8.4.2 Improper Customs Clearance Reduction**

In the event that a TSP improperly clears a shipment through customs (for example, a Department of State (DOS) shipment is cleared as a Department of Defense (DoD) shipment, rather than a DOS shipment) and warehouse handling, storage, or delivery costs accrue exceeding those applicable to
the properly cleared shipment, the excess warehouse handling, storage, or delivery costs will not be reimbursable by the agency paying the transportation charges.

8.5 Other Charges

8.5.1 Valuation Charges

Although the liability in excess of that declared by the shipping agency is an expense of the owner, the charges will be billed by the TSP to the finance office of the agency sponsoring the shipment and identified as a separate item of billing.

8.5.2 Delivery/Pick-up at a Third Party and Self-Storage Warehouse

Except as otherwise provided herein, when TSP picks up or delivers a shipment to/from a third party warehouse (including self-storage/mini-warehouse locations), a charge will apply when the TSP is requested by the BLIO to enter the warehouse for the purpose of removing items stored from, or placing items into, the warehouse space rented/controlled by the owner or the agency. This service must be approved in writing by the BLIO prior to performance of the service. Charges apply at the point where the service is performed, based on the weight of the shipment, or portion thereof, that is placed into or removed from the warehouse, subject to a minimum weight of 1,000 pounds.

8.5.3 Charges for Repacking Pre-packed Items

When the TSP is required to repack cartons and/or containers that have been packed by the Owner, no additional repacking or carton/containers charges will apply on domestic shipments due to the Full Service Packing charges for the shipment. Please note: Labor charges apply for international shipments, see Section 12.7.

8.5.4 Charges for 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.

<table>
<thead>
<tr>
<th>[1] PRIORITY CODE</th>
</tr>
</thead>
<tbody>
<tr>
<td>[8] SENDING BANK NAME</td>
</tr>
<tr>
<td>[12] INFORMATION</td>
</tr>
</tbody>
</table>
### Explanation of References

<table>
<thead>
<tr>
<th>Ref</th>
<th>Name</th>
<th>GSA Required Fill</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>{1}</td>
<td>PRIORITY CODE</td>
<td></td>
<td>Provided by the sending bank. Note: Some Federal Reserve district banks may not require this item</td>
</tr>
<tr>
<td>{2}</td>
<td>TREASURY DEPARTMENT CODE</td>
<td>021030004</td>
<td>The nine-digit identifier is the routing symbol of the United States Treasury. This item is a constant and is required for all funds transfer messages to the United States Treasury</td>
</tr>
<tr>
<td>{3}</td>
<td>TYPE CODE</td>
<td></td>
<td>The type code will be provided by the bank</td>
</tr>
<tr>
<td>{4}</td>
<td>SENDING BANK CODE</td>
<td></td>
<td>The nine-digit sending bank code will be provided by the sending bank</td>
</tr>
<tr>
<td>{5}</td>
<td>CLASS CODE</td>
<td></td>
<td>The class code may be provided by the sending bank at its option (if permitted by the Federal Reserve district bank)</td>
</tr>
<tr>
<td>{6}</td>
<td>REFERENCE NUMBER</td>
<td></td>
<td>The reference number may be inserted by the sending bank to identify the transaction</td>
</tr>
<tr>
<td>{7}</td>
<td>AMOUNT</td>
<td></td>
<td>The amount will include the dollar sign and the appropriate punctuation including cents digits. This item will be provided by the depositor</td>
</tr>
<tr>
<td>{8}</td>
<td>SENDING BANK NAME</td>
<td></td>
<td>The telegraphic abbreviation which corresponds to item {4} will be provided by the sending bank</td>
</tr>
<tr>
<td>{9}</td>
<td>TREASURY DEPARTMENT NAME</td>
<td>TREASNYC/(47000016) GSA</td>
<td>This item is of critical importance. It must appear on the funds transfer message in the precise manner as stated to allow for the automated processing and classification of the funds transfer message to the agency location code of the appropriate agency. This item is comprised of a rigidly formatted, non-variable sequence of 15 characters as shown</td>
</tr>
<tr>
<td>{10}</td>
<td>INFORMATION</td>
<td>GSA SHIPMENT SURCHARGE</td>
<td>This item identifies the purpose of payment</td>
</tr>
<tr>
<td>{11}</td>
<td>INFORMATION plus SCAC</td>
<td>GL474.1 [YZAB]</td>
<td>This item identifies the account in GSA</td>
</tr>
<tr>
<td>{12}</td>
<td>INFORMATION</td>
<td>PAYMENT FOR [SCAC]</td>
<td>This identifies the TSP making the payment. For [SCAC] substitute the TSP's Standard Carrier Alpha Code</td>
</tr>
</tbody>
</table>
Example of Funds Transfer Message

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>02</td>
<td>02103004</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>011000390</td>
<td>0650</td>
<td></td>
<td>$1,500.00</td>
</tr>
</tbody>
</table>

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.

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<th>INTERSTATE AND CANADA TRANSIT TIMES</th>
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### INTERSTATE AND CANADA TRANSIT TIMES

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<th>5751 - 6000</th>
<th>6001 - 6250</th>
<th>6251 - 6500</th>
<th>6501 - 6750</th>
<th>6751 - 7000</th>
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### 10.2.2 Shipments To and From Alaska

For HHG shipments to and from the applicable cities in Alaska, the table in Section 10.2.1 shall be used in accordance with the provisions below. Applicable Alaskan cities within CHAMP include Anchorage, Cordova, Fairbanks, Juneau, Ketchikan, Kodiak, Petersburg, Sitka, and Wrangell. Shipments to other Alaskan cities shall be considered one-time-only (OTO) shipments.

#### 10.2.2.1 Ten Day Additive

For HHG shipments to and from the cities of Anchorage, Fairbanks, and all other Alaskan points (except for the cities of Juneau, Ketchikan, Kodiak, Sitka, and others located in the vicinity of these cities), add an additional ten (10) calendar days for time in port to the applicable days shown above.

#### 10.2.2.2 Twenty Day Additive

For shipments to and from the cities of Kodiak, Juneau, Ketchikan, Sitka, and others located within the vicinity of these cities, add an additional twenty (20) calendar days for time in port to the applicable calendar days shown above.

### 10.2.3 Intrastate Transit Times

Entries in the following table are the allowable number of days of transit time based on the weight and distance to be moved from origin to destination for intrastate HHG shipments.

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<tr>
<td>0 to 999 lbs.</td>
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<tr>
<td>1,000 to 1,999 lbs.</td>
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<tr>
<td>2,000 to 3,999 lbs.</td>
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<tr>
<td>4,000 to 7,999 lbs.</td>
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<td>8,000 lbs. and over</td>
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| Mileage | 7 | 6 | 5 | 5 | 4 |
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</table>

### 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

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# POV Transit Time Exceptions

**Between**

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### POV Transit Time Exceptions

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*Alaskan points include the following cities: Anchorage, Cordova, Fairbanks, Juneau, Ketchikan, Kodiak, Petersburg, Sitka, and Wrangell.

### 10.4 International Transit Times

#### 10.4.1 Between any State, Trust Territory, or Possession of the United States and Named Countries

The transit times in this Section 10.4.4 apply to HHG shipments picked up and delivered between any State, Trust Territory, or Possession of the United States and the named countries. These are the maximum transit times in calendar days applying to international shipments unless waived by the BLIO in writing.

#### 10.4.2 Between International Locations

The transit time for HHG shipments going between international locations is limited to sixty (60) calendar days. The BLIO may adjust this time in writing.

#### 10.4.3 POVs

The transit time for a POV is the same as that for other HHG shipments.

A transit time penalty applies if the TSP fails to meet the POV transit time specified in this section or Section 10.3. The TSP shall notify the applicable department or agency within 24 hours of any expected delay. Also, the TSP shall arrange for the owner’s use of a rental car at the TSP’s expense. The rental must be the same, or comparable, size/model as the POV the owner shipped. The BLIO may waive this penalty in whole or in part based on the circumstances of the delay.
### 10.4.4 International Transit Time Table

Entries in the following table are the allowable number of calendar days of transit time for HHG shipments between any State, Trust Territory, or Possession of the United States and the named countries. This table includes the GSA reporting codes (see Appendix D) for cross reference purposes.

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10.5 Unaccompanied Air Baggage Transit (UAB) Times

Transit time for Unaccompanied Air Baggage (UAB) is eighteen (18) calendar days, unless waived by the BLIO in writing.
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.

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<td>• Include the agreed upon dates for packing and loading the shipment</td>
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<td>• Indicate the total estimated net weight of the shipment</td>
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<td>• TSP’s point(s) of contact</td>
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<td>• Signed and dated by the estimator.</td>
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11.2 Reports to the Bill of Lading Issuing Officer (BLIO)

11.2.1 Reports Applicable to All Shipments

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

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Notes: Failure to Notify BLIO of Weight Variance -- If the TSP fails to notify the BLIO, the TSP agrees that the constructive weight of the shipment will be no more than 115% of the estimated weight recorded on the pre-move survey.

Failure to Justify Weight Variance -- If the TSP fails to satisfactorily justify the difference between the actual and pre-move survey weights, the TSP agrees that the constructive weight of the shipment will be 115% of the pre-move survey weight. The constructive weight shall take precedence over the actual weight for the assessment of transportation, accessorial, and SIT charges when based on weight. The BLIO has the authority to waive this provision.

### Unusual Incident Report

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<tr>
<td>6. Origin</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Destination</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. Date shipment received by TSP</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. Required delivery date</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. Date and time of incident or discovery thereof</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11. Estimated amount of loss and extent of damage</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12. Current status of shipment, including new estimated time of arrival (ETA)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13. Location of shipment(s), if applicable, including port and pier location and date vessel arrived or warehouse location, plus the serial number and name of the owner of the sea container(s)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14. Name of ship, if appropriate</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Contents</th>
<th>Date Due</th>
<th>Submission</th>
</tr>
</thead>
<tbody>
<tr>
<td>Final assessment of:</td>
<td>Submit as soon as possible following resolution of unusual incident</td>
<td>Follows Unusual Incident Report but may be combined with Unusual Incident Report if incident is resolved within 24 hours.</td>
</tr>
<tr>
<td>• The loss or damage incurred</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Delays encountered</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Final disposition of the HHGs shipment</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Schedule Delays Report

<table>
<thead>
<tr>
<th>Contents</th>
<th>Date Due</th>
<th>Submission</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Last name, first name, and middle initial of owner</td>
<td>As soon as possible after discovering that it is impossible to meet the</td>
<td>Submit to the BLIO, and if practicable, the owner or their authorized agent.</td>
</tr>
<tr>
<td>2. GBL number and date issued</td>
<td>scheduled pick-up date or the scheduled delivery date established for a</td>
<td></td>
</tr>
<tr>
<td>3. BLIO</td>
<td>HHG shipment.</td>
<td></td>
</tr>
<tr>
<td>4. Origin</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Destination</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Requested pick-up date or Required Delivery Date (RDD), as appropriate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Revised pick-up date or delivery date as appropriate</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: Neither the Federal Government nor the relocating owner will be responsible for additional charges assessed on any shipment a TSP or its agent holds for any reason unless specific written approval has been obtained from the BLIO.

### Notice of Shipment Arrival

<table>
<thead>
<tr>
<th>Contents</th>
<th>Date Due</th>
<th>Submission</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Last name, first name, and middle initial of owner</td>
<td>Within one business day of shipment’s arrival</td>
<td>To the BLIO in writing or by electronic means (e.g., e-mail or facsimile.)</td>
</tr>
<tr>
<td>2. GBL number and date issued</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Date arrived at Destination Agent’s facility</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. First available delivery date</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Storage-In-Transit Location Report

<table>
<thead>
<tr>
<th>Contents</th>
<th>Date Due</th>
<th>Submission</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Last name, first name, and middle initial of owner</td>
<td>• Within five (5) calendar days of shipment being delivered to SIT</td>
<td>To the BLIO in writing or by electronic means (e.g., e-mail or facsimile.)</td>
</tr>
<tr>
<td>2. GBL number and date issued</td>
<td>• Within five (5) calendar days if shipment is moved to a different</td>
<td></td>
</tr>
<tr>
<td>3. Name, address, and telephone number of warehouse where shipment has</td>
<td>warehouse.</td>
<td></td>
</tr>
<tr>
<td>been placed</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: TSP shall maintain a record of this notification.
### Missed RDD Report

<table>
<thead>
<tr>
<th>Contents</th>
<th>Date Due</th>
<th>Submission</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Last name, first name, middle initial of owner</td>
<td>As soon as possible after discovering that it will be impossible for the</td>
<td>Electronic communication or facsimile will be utilized to notify the BLIO.</td>
</tr>
<tr>
<td>2. GBL number and date issued</td>
<td></td>
<td>The notification shall reach the BLIO before expiration of the RDD.</td>
</tr>
<tr>
<td>3. Origin</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. BLIO</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Destination</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Required delivery date</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Location of shipment(s), if applicable, including port and pier</td>
<td></td>
<td></td>
</tr>
<tr>
<td>or warehouse location</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. New ETA</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### TSP Error in Shipment

<table>
<thead>
<tr>
<th>Contents</th>
<th>Date Due</th>
<th>Submission</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Last name, first name, middle initial of owner</td>
<td>As soon as possible after discovery of error.</td>
<td>TSP shall report to the BLIO any instances in which the TSP ships all or</td>
</tr>
<tr>
<td>2. GBL number and date issued</td>
<td></td>
<td>a portion of the wrong property or in which all or a portion of a shipment</td>
</tr>
<tr>
<td>3. Origin</td>
<td></td>
<td>is sent to the wrong destination.</td>
</tr>
<tr>
<td>4. BLIO</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Current (Incorrect) Destination</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Location of property or shipment, as applicable, including port and</td>
<td></td>
<td></td>
</tr>
<tr>
<td>pier location and date vessel arrived or warehouse location</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Corrective actions taken</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. New destination and ETA of property or shipment</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 11.2.2 Reports Applicable to International Shipments Only

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

| 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                           | Prior to moving the shipment from the origin warehouse           | If required by the BLIO                                                   |
| 2. GBL number and date issued                                                    |                                                                  |                                                                           |
| 3. Actual weight of the international shipment                                 |                                                                  |                                                                           |
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.

<table>
<thead>
<tr>
<th>SIT Pick-up/Delivery Report</th>
<th>Date Due</th>
<th>Submission</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advise whether the pick-up or delivery of an international SIT shipment will be performed in the morning (0800 to 1200) or in the afternoon (1200 to 1700) of the following day.</td>
<td>On the afternoon preceding the scheduled pick-up or delivery.</td>
<td>Upon request of the BLIO using means requested by BLIO.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Shipment Pick-up Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contents</td>
</tr>
<tr>
<td>1. Owner’s name</td>
</tr>
<tr>
<td>2. GBL number</td>
</tr>
<tr>
<td>3. Pieces, net weight, gross weight, and cube of shipment</td>
</tr>
<tr>
<td>4. Estimated date shipment will be picked up by linehaul equipment for movement to the ocean port</td>
</tr>
<tr>
<td>5. Estimated date of sailing and identity of port and vessel</td>
</tr>
<tr>
<td>6. Routing of vessel and discharge port</td>
</tr>
<tr>
<td>7. Estimated date of arrival at destination.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Shipments on Hand Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contents</td>
</tr>
<tr>
<td>1. Owner’s name</td>
</tr>
<tr>
<td>2. GBL number</td>
</tr>
<tr>
<td>3. Pick-up date</td>
</tr>
<tr>
<td>4. TSP SCAC</td>
</tr>
<tr>
<td>5. RDD</td>
</tr>
</tbody>
</table>
## 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.
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.

<table>
<thead>
<tr>
<th>Symbol</th>
<th>When You Know</th>
<th>Multiply By</th>
<th>To Find</th>
<th>Symbol</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Length</td>
<td></td>
<td></td>
</tr>
<tr>
<td>in</td>
<td>Inches</td>
<td>2.54</td>
<td>centimeters</td>
<td>cm</td>
</tr>
<tr>
<td>ft</td>
<td>Feet</td>
<td>30.48</td>
<td>centimeters</td>
<td>cm</td>
</tr>
<tr>
<td>ft</td>
<td>Feet</td>
<td>0.3048</td>
<td>meters</td>
<td>m</td>
</tr>
<tr>
<td>yd</td>
<td>Yards</td>
<td>0.9144</td>
<td>meters</td>
<td>m</td>
</tr>
<tr>
<td>mi</td>
<td>Miles</td>
<td>1.6093</td>
<td>kilometers</td>
<td>km</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Mass</td>
<td></td>
<td></td>
</tr>
<tr>
<td>oz</td>
<td>Ounces</td>
<td>28.35</td>
<td>grams</td>
<td>g</td>
</tr>
<tr>
<td>lb</td>
<td>Pounds</td>
<td>0.4536</td>
<td>kilograms</td>
<td>kg</td>
</tr>
<tr>
<td>t</td>
<td>short ton (2,000 lb.)</td>
<td>0.9072</td>
<td>metric ton</td>
<td>t</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Volume</td>
<td></td>
<td></td>
</tr>
<tr>
<td>pt</td>
<td>Pints</td>
<td>0.473</td>
<td>liters</td>
<td>L</td>
</tr>
</tbody>
</table>
12.5 Abbreviations

Abbreviations used in this section are:

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Meaning</th>
<th>Abbreviation</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDL</td>
<td>Additional</td>
<td>P/D</td>
<td>Pick-up Or Delivery</td>
</tr>
<tr>
<td>CWT (45KG)</td>
<td>Hundredweight</td>
<td>REG</td>
<td>Regular</td>
</tr>
<tr>
<td>EA</td>
<td>Each</td>
<td>SA</td>
<td>Service Area</td>
</tr>
<tr>
<td>ELV</td>
<td>Elevator</td>
<td>S/C</td>
<td>Stair Carry</td>
</tr>
<tr>
<td>1ST</td>
<td>First</td>
<td>SCH</td>
<td>Schedule</td>
</tr>
<tr>
<td>L/C</td>
<td>Long Carry</td>
<td>SIT</td>
<td>Storage-In-Transit</td>
</tr>
<tr>
<td>O/T</td>
<td>Overtime</td>
<td>W/H</td>
<td>Warehouse Handling</td>
</tr>
</tbody>
</table>
Part II – Accessorial Services

12.6 Auxiliary Services

Auxiliary Services covers all services for which no charges are otherwise provided in the Household Goods Tender of Service (HTOS) or Request for Offers (RFO), when such services are authorized and confirmed in writing by the Bill of Lading Issuing Officer (BLIO) on a DD Form 619 (Statement of Accessorial Services Performed) or comparable commercial form.

Charges for auxiliary service:

1. Per additional vehicle: US$29.45 per hour
2. Labor: Apply labor rates contained in Section 12.7

12.7 Labor Charges

A. Labor Charges cover all services for which no charges are otherwise provided in the HTOS or RFO when such services are authorized and confirmed in writing by the (BLIO) on a DD Form 619 (Statement of Accessorial Services Performed) or comparable commercial form.

B. Charges based on time are computed by multiplying the hourly rate by the time involved. When fractions of an hour are used, charges will be as follows: 15 minutes or less, one-quarter of an hour; 16 to 30 minutes, one-half hour; 31 to 45 minutes, three-quarters of an hour; and in excess of 45 minutes, 1 hour.

C. See Part III, Geographical Application of Rates and Schedules, for Labor Rates to apply to HHG and UAB shipments when service is performed at points within CONUS, Canada, and Hawaii.

D. Applicable Labor Charge when service is performed at points other than those within CONUS, Canada and Hawaii is at the rates shown below:

<table>
<thead>
<tr>
<th>SERVICE AREAS</th>
<th>REGULAR HOUR PER PERSON</th>
<th>OVERTIME HOUR PER PERSON</th>
</tr>
</thead>
<tbody>
<tr>
<td>WHEN SERVICE IS PERFORMED AT ALL POINTS OUTSIDE CONUS, CANADA, AND HAWAII, EXCEPT AS PROVIDED BELOW</td>
<td>US$11.90</td>
<td>US$17.85</td>
</tr>
<tr>
<td>Germany, Belgium, and The Netherlands</td>
<td>US$17.90</td>
<td>US$26.85</td>
</tr>
<tr>
<td>Alaska</td>
<td>US$42.00</td>
<td>US$50.00</td>
</tr>
</tbody>
</table>
12.8 Waiting Time

A. This section will not apply when waiting time is the fault of the TSP.

B. Loading and unloading or pick-up and delivery will be performed during regular working hours. (See definition in Section 5.2.8). Waiting time charges will be applicable only between these hours at rate of US$29.45 per hour per vehicle, less free waiting time.

C. Free waiting time is allowed as follows:

- For direct deliveries, three (3) hours
- For deliveries from storage-in-transit, one (1) hour
- For attempted pick-up of HHG only, one (1) hour.

D. Additional waiting time, after expiration of the free waiting time, requires BLIO prior approval and is subject to the TSP’s convenience.

E. Charges based on time are computed by multiplying the hourly rate by the time involved. When fractions of an hour are used, the charges will be as follows:

- 15 minutes or less, one-quarter of an hour
- 16 to 30 minutes, one-half hour
- 31 to 45 minutes, three-quarters of an hour
- In excess of 45 minutes, one hour.

F. Labor charges for the vehicle driver and helper(s) will be at the hourly labor rate in Section 12.7, Labor Charges

12.9 Overtime Loading and Unloading

A. Except as otherwise provided for and subject to applicable notes below, an additional charge of US$2.35 per net hundredweight (45kg) will apply for each overtime loading or unloading when this service is performed outside of regular working hours and when authorized and confirmed, in writing, by the BLIO.

B. Overtime loading and unloading charges apply when:

- The service is performed outside of regular working hours
- The service is made necessary by landlord requirements or is required by prevailing laws or ordinances
- The service is rendered at the specific written request of BLIO or its agent.
The BLIO shall be notified of the additional charge specified in this section for this service before the loading or unloading begins. See following notes:

Note 1: Overtime loading and unloading charges will be based on the net hundredweight (45 kg) of the shipments subject to a minimum of 500 pounds (227 kg).

Note 2: Overtime loading and unloading charges will not apply when service is performed for the TSP's convenience or when shipments are delivered to a warehouse at destination.

Note 3: Overtime loading and unloading services will be rendered only at the option of the TSP. Service involving loading or unloading at a warehouse must be agreed to by the warehouseman.

Note 4: Outside of regular working hours is defined as follows:

- Between 5 p.m. and 8 a.m., except Saturdays, Sundays, and holidays
- During any hour on Saturday
- During any hour on Sunday
- During any hour on officially declared Foreign National, U.S. National or State holidays, except such charges shall apply on State holidays only when service is rendered within that State on that holiday.

### 12.10 Reweigh - Household Goods

A. The TSP shall reweigh the shipment prior to delivery when requested to do so by the BLIO. The lower of the two net scale weights will be used for determining transportation charges. The TSP may bill the Federal Government for the cost of the reweigh scale charge but an original copy of the scale charge invoice shall be included with the billing. No reweigh service charge will apply.

B. Reweigh provisions are not applicable when constructive weight is used in accordance with Section 5.4.5.

### 12.11 Crates/Special Containers

A. Compensation to the TSP is authorized for construction of crates/containers necessary for safe transit of motorcycles, mopeds, minibikes and items of unusual nature such as, but not limited to, hang gliders, sail boards, hot tubs, slate pool tables, marble/glass table tops and certain grandfather clocks (e.g., those with protruding glass faces), and other similar articles requiring special protection.
B. External shipping containers are authorized for items that will not fit into standard HHG shipping containers.

1. Compensation: US$7.00 per cubic foot, (US$233.85 per cubic meter) no minimum charge.
2. Container becomes property of the Federal Government.

C. Internal crates are authorized for items that will fit standard HHG shipping containers but require additional protection for safe transit.

1. Compensation: US$14.45 per crate or US$3.35 per cubic foot (US$112.00 per cubic meter) whichever is greater.
2. Crates remain the property of the owner.

D. TSPs are responsible for notifying the BLIO of any property requiring crates/containers prior to performing service. BLIO must provide written authorization prior to construction of crates/containers.

E. With the exception of vehicular equipment, such as motorcycles, mopeds, minibikes, the BLIO is responsible for determining the necessity of TSP’s, as well as owners, requests for crating. Vehicular items are not automatically approved for crating. See Section 5.2.2.1.4.

Note: Some countries require that motorcycles be crated separately. It is the responsibility of the TSP to determine which destinations have this requirement.

F. If a TSP utilizes crates retained by the owner from a previous move, compensation for service performed will be made under labor costs.

G. Flat Panel televisions include Plasma and Liquid Crystal Display (LCD) types, which are, by design, four (4) inches or less in depth and are incapable of standing alone without a form of support. Flat panel televisions must always be handled in an upright position. Flat panel televisions must be packed in the original manufacturer’s shipping container, if available and serviceable. If original packing materials are not available, flat panel televisions in excess of 60 inches (diagonal screen size) may be wrapped and crated for maximum protection. For televisions that are 60 inches or less (diagonal screen size), TSPs are authorized to use corrugated cartons which are specially designed to ship flat panel televisions. Crating charges apply only for televisions in excess of 60 inches (diagonal screen size) and are subject to the provisions of Sections 5.2.2.1.4 and 8.5.5 above. There will be no additional compensation for labor costs when using the original container or the corrugated cartons.
12.12 Unpacking Service - UAB Only

A. Additional charges apply when unpacking service for UAB is requested by the BLIO and verified by the owner.

1. When a TSP unpacks the external container/crate, and places each article in the residence or other building, a US$.60 per cubic foot (US$20.00 per cubic meter) charge will apply.

2. When a TSP unpacks the internal cartons and places each article in the residence or other building, the TSP has the option of billing a per cubic foot (cubic meters) charge as outlined in (1) above, or a per carton charge, whichever is greater. TSP shall not bill for both.

3. Charges shall be in accordance with the following table.

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>PER</th>
<th>UNPACKING RATE (In US dollars and cents)</th>
</tr>
</thead>
<tbody>
<tr>
<td>BARRELS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Barrel, dish-pack, drum or specially designed containers for use in lieu of barrel, dish-pack or drum of not less than 5 cubic feet (0.15 cubic meters) capacity</td>
<td>Each</td>
<td>US$3.40</td>
</tr>
<tr>
<td>BOXES</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not over 5 cubic feet (0.15 cubic meters)</td>
<td>Each</td>
<td>US$1.90</td>
</tr>
<tr>
<td>Over 5 but not over 8 cubic feet (over 0.15 but not over 0.24 cubic meters)</td>
<td>Each</td>
<td>US$3.25</td>
</tr>
<tr>
<td>Over 8 cubic feet (0.24 cubic meters)</td>
<td>CFFT</td>
<td>US$0.60 (US$20.00 per cubic meter)</td>
</tr>
<tr>
<td>CARTONS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not over 4 cubic feet (0.12 cubic meters)</td>
<td>Each</td>
<td>US$3.50</td>
</tr>
<tr>
<td>Over 4 but not over 6 cubic feet (0.12 cubic meters)</td>
<td>Each</td>
<td>US$3.85</td>
</tr>
<tr>
<td>Over 6 but not over 8 cubic feet (over 0.18 but not over 0.24 cubic meters)</td>
<td>Each</td>
<td>US$4.35</td>
</tr>
<tr>
<td>Over 8 cubic feet (0.24 cubic meters)</td>
<td>CFFT</td>
<td>US$0.60 (US$20.00 per cubic meter)</td>
</tr>
</tbody>
</table>

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 |
### 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$0.60 (US$20.00 per cubic meter) |
| Minimum charge per specially designed container or crate | Each | US$2.15 |

### Extra Pick-up or Delivery

**A.** Portions of a shipment may be picked up or delivered at one or more place of origin, destination or en route, provided all portions of the shipment are made available to the TSP at the same time. Service under this section will be authorized by proper entry on the BL or by ordering of the service and certification on DD Form 619 or a comparable commercial form by the BLIO.

**B.** Charges for extra pick-up or delivery of HHG will be computed as follows:

<table>
<thead>
<tr>
<th>Distance from Origin/Destination Point</th>
<th>Continental United States, Hawaii and Canada</th>
<th>Overseas, Excluding Alaska</th>
<th>Alaska</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Within A 50 Mile Radius Of The Extra Origin/Destination</strong></td>
<td>US$57.10 per extra pick-up/delivery</td>
<td>US$57.10 per extra pick-up/delivery</td>
<td>US$38.60 per extra pick-up/delivery</td>
</tr>
<tr>
<td><strong>51-150 Miles Of The Origin/Destination Point</strong></td>
<td>US$57.10 per shipment plus US$0.05 net per CWT (45kg) per highway mile from 51 miles to 150 miles inclusive (subject to a 50 mile minimum).</td>
<td>US$57.10 per shipment plus US$0.03 net per CWT (45kg) per highway mile from 51 miles to 150 miles inclusive (subject to a 50 mile minimum).</td>
<td>US$77.20 per shipment plus US$0.85 for each 20 miles or fraction thereof.</td>
</tr>
<tr>
<td><strong>151 Miles And Over Of The Origin/Destination Point</strong></td>
<td>US$57.10 per shipment plus US$0.05 net CWT (US$0.05) (45kg) per highway mile from 51 miles to 150 miles inclusive plus US$0.01 net CWT (45kg) per highway mile from 151 miles and over.</td>
<td>US$57.10 per shipment plus US$0.03 net CWT (45kg) per highway mile from 51 miles to 150 miles inclusive plus US$0.01 net CWT (45kg) per highway mile from 151 miles and over.</td>
<td>US$77.20 per shipment plus US$0.85 net CWT (45kg) for each 20 miles or fraction thereof from 51 miles and over.</td>
</tr>
</tbody>
</table>

**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.

<table>
<thead>
<tr>
<th>Location</th>
<th>Overseas Storage for each Thirty (30) Calendar Days or Fraction Thereof per cwt (45kg)</th>
<th>Warehouse Handling Charge per cwt. (45kg)</th>
</tr>
</thead>
<tbody>
<tr>
<td>AT ANY POINT OTHER THAN THOSE LISTED BELOW</td>
<td>US$2.45</td>
<td>US$2.80</td>
</tr>
<tr>
<td>ALASKA</td>
<td>US$4.90</td>
<td>US$3.85</td>
</tr>
<tr>
<td>AUSTRALIA (both East and West)</td>
<td>US$2.95</td>
<td>US$3.70</td>
</tr>
<tr>
<td>BELGIUM</td>
<td>US$2.60</td>
<td>US$3.30</td>
</tr>
<tr>
<td>GERMANY, UNITED KINGDOM AND SCOTLAND, SWITZERLAND</td>
<td>US$1.95</td>
<td>US$1.95</td>
</tr>
</tbody>
</table>
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:

<table>
<thead>
<tr>
<th>When Warehouse Is Located At</th>
<th>SIT For Each Fifteen (15) Calendar Days Or Fraction Thereof</th>
<th>Warehouse Handling Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Per Gross Cwt (45kg)</td>
<td>Minimum Charge Per Each Fifteen (15) Calendar Days Or Fraction Thereof</td>
</tr>
<tr>
<td>Any point within CONUS and CANADA</td>
<td>US$1.45</td>
<td>US$7.55</td>
</tr>
<tr>
<td>Any overseas point not listed below</td>
<td>US$1.15</td>
<td>US$5.95</td>
</tr>
<tr>
<td>Hawaii</td>
<td>US$2.10</td>
<td>US$10.70</td>
</tr>
<tr>
<td>Puerto Rico</td>
<td>US$2.00</td>
<td>US$10.10</td>
</tr>
</tbody>
</table>

Note 1: Delivery to residence will be made on the date specified by the BLIO, provided the BLIO has given the TSP three (3) business days’ notice. The TSP shall deliver the shipment no later than three (3) business days after BLIO notification. If notification is given before noon of a business day, that day will be considered day one. If notification is given after noon of a business day, the following day will be considered day one. Storage charges will cease:

a. After Day 3, when the shipment is delivered beyond the third working day at the convenience of the TSP.

b. The day after the shipment is removed from storage when the shipment is delivered beyond the third working day at the BLIO's request.
Note 2: This section applies when SIT is ordered by the BLIO and performed by a TSP or its agent. Storage days will include the day goods are placed in storage and the day goods are removed from storage. If the goods are removed from storage on the same day they are placed in storage, one (1) fifteen (15) calendar day storage period will apply.

Note 3: Warehouse Handling Charges apply once each time shipment is placed in SIT.

12.19 Pick-up or Delivery Transportation Rates to Apply on SIT Shipment HHG, Surface

A. Rates in this section apply to the drayage of SIT shipments as follows:
   1. From residence to a SIT facility at origin.
   2. From destination SIT facility to final residence.

Note: This charge applies to shipments stored at either a commercial or Federal Government facility.

B. Shipments stored within CONUS, Canada or Hawaii:
   1. Pick-up or delivery within fifty (50) miles (80 km) of SIT facility, apply the rates in the applicable schedule in this item.
   2. Pick-up or delivery beyond fifty (50) miles (80 km) of SIT facility, apply the schedules in this item, plus the rate for additional mileage beyond fifty (50) miles. Refer to the linehaul tables in Sections 12.28 to 12.35 in Part IV.

C. For Shipments stored overseas, refer to the linehaul tables in Sections 12.28 to 12.35 in Part IV.

D. The BLIO may order, subject to TSP’s concurrence, the services provided by this section outside of regular working hours. The rates specified below plus overtime loading or unloading charges will apply. These additional charges will not apply when service is performed outside of regular working hours for the convenience of the TSP. When such service is ordered, it must be confirmed in writing. Rates in effect on date of initial pick-up at origin will apply.

E. See Part III, for the Pick-up or Delivery Transportation Schedules to apply when service is performed at points within CONUS and Canada.

Note 1: Rates are expressed in terms of dollars per shipment and in terms of dollars per hundredweight (45kg) for each 100 pounds (45 kg) or fraction thereof, in excess of 22,999
pounds (10,432 kg). The “Add’l CWT. (45kg)” rate applies for each additional 100 pounds (45 kg), or fraction thereof, in excess of 22,999 pounds (10,432 kg), plus the base rate per shipment.

Note 2: For rates applicable for Hawaii, apply Schedule D; for Alaska apply Schedule H.

<table>
<thead>
<tr>
<th>Weight</th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
</tr>
</thead>
<tbody>
<tr>
<td>1000</td>
<td>125</td>
<td>139</td>
<td>154</td>
<td>171</td>
<td>190</td>
<td>211</td>
<td>234</td>
<td>260</td>
</tr>
<tr>
<td>1100</td>
<td>135</td>
<td>150</td>
<td>166</td>
<td>185</td>
<td>205</td>
<td>227</td>
<td>252</td>
<td>280</td>
</tr>
<tr>
<td>1200</td>
<td>145</td>
<td>161</td>
<td>178</td>
<td>198</td>
<td>220</td>
<td>244</td>
<td>271</td>
<td>301</td>
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<td>1300</td>
<td>155</td>
<td>172</td>
<td>191</td>
<td>212</td>
<td>235</td>
<td>261</td>
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<td>321</td>
</tr>
<tr>
<td>1400</td>
<td>165</td>
<td>183</td>
<td>203</td>
<td>225</td>
<td>250</td>
<td>277</td>
<td>308</td>
<td>342</td>
</tr>
<tr>
<td>1500</td>
<td>175</td>
<td>194</td>
<td>215</td>
<td>239</td>
<td>265</td>
<td>294</td>
<td>326</td>
<td>362</td>
</tr>
<tr>
<td>1600</td>
<td>184</td>
<td>205</td>
<td>227</td>
<td>252</td>
<td>280</td>
<td>311</td>
<td>345</td>
<td>383</td>
</tr>
<tr>
<td>1700</td>
<td>194</td>
<td>216</td>
<td>239</td>
<td>266</td>
<td>295</td>
<td>327</td>
<td>363</td>
<td>403</td>
</tr>
<tr>
<td>1800</td>
<td>204</td>
<td>227</td>
<td>252</td>
<td>279</td>
<td>310</td>
<td>344</td>
<td>382</td>
<td>424</td>
</tr>
<tr>
<td>1900</td>
<td>214</td>
<td>238</td>
<td>264</td>
<td>293</td>
<td>325</td>
<td>361</td>
<td>400</td>
<td>445</td>
</tr>
<tr>
<td>2000</td>
<td>226</td>
<td>251</td>
<td>279</td>
<td>310</td>
<td>344</td>
<td>382</td>
<td>424</td>
<td>470</td>
</tr>
<tr>
<td>2200</td>
<td>241</td>
<td>268</td>
<td>297</td>
<td>330</td>
<td>366</td>
<td>407</td>
<td>451</td>
<td>501</td>
</tr>
<tr>
<td>2400</td>
<td>256</td>
<td>284</td>
<td>316</td>
<td>350</td>
<td>389</td>
<td>432</td>
<td>479</td>
<td>532</td>
</tr>
<tr>
<td>2600</td>
<td>271</td>
<td>301</td>
<td>334</td>
<td>371</td>
<td>411</td>
<td>457</td>
<td>507</td>
<td>563</td>
</tr>
<tr>
<td>2800</td>
<td>286</td>
<td>317</td>
<td>352</td>
<td>391</td>
<td>434</td>
<td>482</td>
<td>535</td>
<td>593</td>
</tr>
<tr>
<td>3000</td>
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<td>334</td>
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<td>411</td>
<td>456</td>
<td>507</td>
<td>562</td>
<td>624</td>
</tr>
<tr>
<td>3200</td>
<td>316</td>
<td>350</td>
<td>389</td>
<td>432</td>
<td>479</td>
<td>532</td>
<td>590</td>
<td>655</td>
</tr>
<tr>
<td>3400</td>
<td>330</td>
<td>367</td>
<td>407</td>
<td>452</td>
<td>502</td>
<td>557</td>
<td>618</td>
<td>686</td>
</tr>
<tr>
<td>3600</td>
<td>345</td>
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<td>425</td>
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### Pick-up Or Delivery Transportation Rates On Storage-In-Transit (SIT) Shipments

<table>
<thead>
<tr>
<th>Weight</th>
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### Pick-up Or Delivery Transportation Rates On Storage-In-Transit (SIT) Shipments

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<td>22999</td>
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</tbody>
</table>

| 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:

<table>
<thead>
<tr>
<th>Applicable Rates When Warehouse Is Located At</th>
<th>Rates Per Gross Cwt (45kg)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Any point within CONUS and CANADA</td>
<td>US$8.85</td>
</tr>
<tr>
<td>Any overseas point not listed below</td>
<td>US$4.40</td>
</tr>
<tr>
<td>Alaska</td>
<td>US$12.55</td>
</tr>
<tr>
<td>Germany</td>
<td>US$7.80</td>
</tr>
<tr>
<td>Hawaii</td>
<td>US$11.15</td>
</tr>
</tbody>
</table>

D. For distances over fifty (50) miles (80 km):

1. Within CONUS, Canada and the Island of Oahu, Hawaii, apply the rates in the applicable linehaul rate tables or the rates above, whichever is greater, subject to a US$37.00 minimum charge per shipment.

2. Overseas (except Germany, Alaska, and the Island of Oahu, Hawaii), apply the rates in the applicable linehaul rate tables or the rates above, whichever is greater, subject to a US$30.65 minimum charge per shipment.

3. Within Alaska, apply the rates in the applicable linehaul rate tables or the rates above, whichever is greater, subject to a US$37.00 minimum charge per shipment.

4. Germany (either origin and/or destination) apply rates in the applicable linehaul rate tables or the rate above, whichever is greater, subject to a US$30.65 minimum charge per shipment.

5. An administrative fee of US$15.00 per shipment will apply.
E. For delivery or pick-up of shipments from or to SIT in the Hawaiian Islands other than Oahu, the rate of US$8.20 per gross hundredweight (45kg) in addition to the rate above will apply.

F. Pick-ups and/or deliveries may be made after regular hours on non-business days at the written request of the BLIO, subject to the TSP’s concurrence and additional charges. If this service is provided for the convenience of the TSP with the owner’s concurrence, additional charges will not apply.

G. Charges noted above are in addition to the SFR.

**12.21 Termination of Shipment – HHG**

A. A shipment will be terminated when appropriate and ordered by the BLIO or other authorized Federal Government representative.

B. When an order for termination is received, the TSP shall locate the shipment, advise BLIO of shipment’s location and take necessary action to secure the shipment and stop onward movement. BLIO will issue a Government Bill of Lading (GBL) Correction Notice to reflect the termination point.

C. The following will apply to shipments terminated for the convenience of the Federal Government:

1. For shipments terminated prior to departure from the origin area (CONUS, Canada and overseas), applicable payments are authorized as follows:
   
   a. A charge of US$54.00 per net hundredweight (45kg) including the use of packing materials and stuffing into HHG containers.

   b. SIT Charges, warehouse handling charges and delivery to SIT when required and authorized.

   c. When SIT is not ordered, apply appropriate linehaul rate table to cover local drayage charges.

2. For shipments terminated after movement from origin but before commencement of ocean or air transportation, applicable payments are authorized as follows:

   a. A charge of US$54.00 per net hundredweight (45kg) including the use of packing materials and stuffing into HHG containers.

   b. See the linehaul tables in Part IV for rates to cover local drayage from residence to warehouse.
c. See the linehaul tables in Part IV for rates from origin warehouse to point of termination.

d. SIT and warehouse handling charges apply when required and authorized by the BLIO.

3. For shipments terminated during or after completion of over-water transportation, the applicable payments are authorized as follows:

   a. TSP’s SFR to rate area of the termination point or TSP’s SFR to the rate area of the original destination point whichever is less, minus US$3.00 per hundredweight (45kg) for non-performance of the unpacking services. The GBL Correction Notice will reflect this reduction.

   b. If the shipment is to be delivered to a residence or warehouse also within the rate area of the termination point, the TSP’s SFR as specified above plus appropriate charges for additional services as ordered by the BLIO on a DD Form 619 or comparable commercial form will apply.

4. A termination charge of US$40.00 per shipment will apply in addition to other charges authorized in this section. The termination charge will be supported by the GBL Correction Notice.

D. When shipments are terminated through the fault of the TSP, the provisions for termination of performance in Section 3.2 apply.

Note: Any charges for services performed after the termination of the shipment will be in accordance with applicable rules and rates specified in this section.

12.22 Termination of Shipment – UAB

A. A UAB shipment will be terminated when appropriate and ordered by a BLIO or other authorized Federal Government representative.

B. When an order for termination is received, the TSP shall locate the shipment, advise the BLIO of shipment’s location and take necessary action to secure the shipment and stop onward movement. The BLIO will issue a GBL Correction Notice to reflect the termination point.

C. The following will apply to UAB shipments terminated for the convenience of the Federal Government:

   1. For shipments terminated prior to departure from the origin area (CONUS, Canada and overseas), applicable payments are authorized as follows:
a. A charge of US$5.00 per gross hundredweight (45kg) for packing, including the use of packing materials and stuffing into containers, if used.

b. SIT charges, warehouse handling charges, and delivery to or from SIT, when required and authorized.

c. Unpacking charges, if applicable.

d. When SIT is not ordered, apply the appropriate linehaul rate table from Part IV to cover local drayage charges.

2. For shipments terminated after movement from origin but before commencement of ocean or air transportation, applicable payments are authorized as follows:

a. A charge of US$5.00 per gross hundredweight (45kg) for packing, including the use of packing materials and stuffing into containers.

b. Applicable linehaul rates from Part IV for mileage from origin to point of termination.

c. SIT and warehouse handling charges, when required and authorized.

d. Unpacking charges, if applicable.

3. For shipments terminated during or after completion of over-water transportation, applicable payments are authorized as follows:

a. TSP's SFR to rate area of the termination point or TSP's SFR to the rate area of the original destination point, whichever is less.

b. If the shipment is to be delivered to a residence also within the rate area of the termination point, the TSP's SFR rate as specified above, plus appropriate charges for additional services as ordered by the BLIO on a DD Form 619 or comparable commercial form, will apply.

4. A termination charge of US$10.00 per shipment will apply in addition to other charges authorized in this section. The termination charge will be supported by the GBL Correction Notice.

D. When shipments are terminated through the fault of the TSP, the provisions for Termination of Performance in Section 3.2 and Section 2.17, apply. The termination charge of US$10.00 will not apply.
12.23 Reshipments – Household Goods

A. This section applies to shipments which are terminated for the convenience of the Federal Government and which require over-ocean transportation either by air or water. A reshipment normally will be handled by the TSP who originally tendered the shipment, if that TSP has a cost effective GSA-approved rate on file.

B. The point of termination will be considered the final destination of the original shipment and the GBL will be adjusted accordingly.

C. Onward movement of property will be treated as a new shipment under a new GBL. The following procedures will be followed in determining applicable rates for the new GBL.

   1. If the TSP originally handling the shipment has a cost effective GSA-approved rate on file to the new destination, that SFR, less US$54.00 per net hundredweight (45kg) will apply. The reduction will be supported by BLIO annotation on the original GBL.

   2. If the TSP originally handling the shipment does not have a cost effective rate on file to the new destination, an acceptable rate will be negotiated with BLIO or the shipment will be tendered to another TSP.

   3. If the shipment is tendered to another TSP with a cost effective GSA-approved rate on file, the SFR will be reduced by US$49.00 per net hundredweight (45kg) for non-performance of packing services. The shipment will be taken out of the containers and stuffed into other containers and original containers returned to owner.

D. The above procedures are not applicable to those shipments terminated and retendered due to the fault of the TSP, such as TSP bankruptcy or failure to complete movement as defined in Section 3.2 and Section 2.17, Termination of Performance Procedures. In these instances, due to the need to expedite onward movement, shipments will remain in the original TSP’s containers. These containers will be made available to the original TSP by the new TSP at destination.

E. Old and new GBLs will be cross-referenced.

12.24 Reshipments-Unaccompanied Air Baggage

A. This section applies to UAB shipments which are terminated for convenience of the Federal Government and which require over-ocean transportation either by air or water. A reshipment normally will be handled by the TSP originally tendered the shipment if that TSP has a cost effective, GSA-approved rate on file or negotiates an acceptable one-time-only (OTO) rate with GSA.
B. The point of termination will be considered the final destination and the original GBL will be terminated at that point.

C. Onward movement of property will be treated as a new shipment under a new GBL. The following procedures will be followed in determining applicable rates for the new GBL:

1. If the TSP originally handling the shipment has a cost effective, GSA-approved rate on file to the new destination, that SFR, less US$5.00 per gross hundredweight (45kg) for nonperformance of packing will apply. The reduction will be supported by a BLIO annotation on the original GBL.

2. If the TSP originally handling the shipment does not have a cost effective, GSA-approved rate on file to the new destination, an acceptable OTO SFR will be negotiated or the shipment will be tendered to another TSP.

3. If the shipment is tendered to another TSP, this SFR will be reduced by US$5.00 per gross hundredweight (45kg) for nonperformance of packing services.

D. Old and new GBLs will be cross-referenced.

**12.25 Shipments Diverted After Commencement of Transportation Service**

A. Upon instructions made and confirmed in writing by BLIO, shipments will be diverted subject to the provisions and charges shown below. However, when charges are assessed in accordance with the provisions of this item, the charges associated with delivery from SIT in this section will not apply.

B. The term “diverted” or “diversion” as used here means a change to a new destination point more than fifty (50) miles (80 km) from the original destination point. A diversion will be made only at an ocean port of embarkation, an ocean port of debarkation, or at destination point. If the BLIO directs the movement of the shipment to a place which is less than fifty (50) (80 km) miles from the original destination point of the shipment, the shipment will be terminated at the point designated by the BLIO and no diversion will occur. In such instances, the SFR will be that applicable to the original destination point. If the BLIO directs the movement of the shipment to a place which is more than fifty (50) (80 km) miles from the original destination point, the transportation charges as stated below in this section will apply.

EXCEPTION: The provisions of this section will not apply if instructions are received to change the destination of a shipment that is in SIT at destination. In such instances, transportation
charges to the new destination point from the SIT warehouse will be computed under the provisions of Pick-up/Delivery Transportation Rate to apply on SIT shipments (Section 12.20).

C. When an order for diversion is received by the TSP, diligent effort shall be made by the TSP to locate the shipment at the ocean port of embarkation or debarkation or destination and complete the diversion ordered. The TSP will not be responsible for failure to complete the diversion ordered, unless such failure is due to error or negligence of the TSP or its employees.

D. Upon receipt of a diversion certificate from the BLIO, and when properly affixed to TSP’s invoice to support billing for diversion charges, a US$40.00 per shipment charge will apply and, when applicable, the following additional provisions, and associated rates and charges will apply:

<table>
<thead>
<tr>
<th>Shipments Originating In CONUS and CANADA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shipment diverted at CONUS AND CANADA ocean port of embarkation (POE)</td>
</tr>
<tr>
<td>Shipment diverted at CONUS AND CANADA ocean port of embarkation (POE)</td>
</tr>
<tr>
<td>Shipment diverted at CONUS AND CANADA ocean port of embarkation (POE)</td>
</tr>
<tr>
<td>Shipment diverted at overseas ocean port of debarkation (POD).</td>
</tr>
</tbody>
</table>
### Shipments Originating In CONUS and CANADA

<table>
<thead>
<tr>
<th>Scenario</th>
<th>Diversion Details</th>
<th>Rate Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shipment diverted at overseas ocean port of debarkation (POD).</td>
<td>Diverted to an overseas destination point in the same overseas rate area as the original destination point</td>
<td>Use the TSP’s SFR from origin to destination rate area (no change in SFR).</td>
</tr>
<tr>
<td>Shipment diverted at overseas ocean port of debarkation (POD).</td>
<td>Diverted to an overseas destination point in another overseas rate area which uses the same (original) POD.</td>
<td>Use the TSP’s SFR from origin to new overseas rate area (See Note below).</td>
</tr>
<tr>
<td>Shipment diverted at overseas ocean port of debarkation (POD).</td>
<td>Diverted to an overseas destination point in another overseas rate area which uses a different POD but no further over-water transportation is required.</td>
<td>Use TSP’s SFR to the original POD where diversion takes place. Rate will be negotiated with GSA or the BLIO.</td>
</tr>
<tr>
<td>Shipment diverted at overseas ocean port of debarkation (POD).</td>
<td>Diverted to an overseas destination point in another overseas rate area which uses a different (new) POD and where further over-water transportation is required.</td>
<td>There will be no diversion to a new overseas rate area requiring further over-water transportation. Shipment will be terminated at the POD in accordance with Termination of Shipment procedures. Rate will be negotiated with GSA or BLIO.</td>
</tr>
<tr>
<td>Shipment diverted at overseas destination.</td>
<td>There will be no diversion from overseas destination. Shipment will terminate at destination and reshipment will be made as a new shipment.</td>
<td>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.</td>
</tr>
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</table>

### Shipments Originating Overseas.

<table>
<thead>
<tr>
<th>Scenario</th>
<th>Diversion Details</th>
<th>Rate Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shipment diverted at overseas ocean port of embarkation (POE)</td>
<td>Diverted at the overseas POE en route to a CONUS OR CANADA destination.</td>
<td>There will be no diversion. The shipment will be terminated at the overseas POE Reshipment to new destination will be made as a new shipment.</td>
</tr>
</tbody>
</table>
### Shipments Originating Overseas.

<table>
<thead>
<tr>
<th>Description</th>
<th>Details</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shipment diverted at overseas ocean port of embarkation (POE)</td>
<td>Diverted at overseas POE to an overseas destination point in the same overseas rate area as the POE where diversion takes place.</td>
<td>There will be no diversion. Shipment will be terminated at the overseas POE. Reshipment to new destination will be made as a new shipment.</td>
</tr>
<tr>
<td>Shipment diverted at overseas ocean port of embarkation (POE)</td>
<td>Diverted at the overseas POE to another overseas destination point in another overseas rate area.</td>
<td>There will be no diversion. Shipment will be terminated at the overseas POE. Reshipment to new destination will be made as a new shipment.</td>
</tr>
<tr>
<td>Shipment diverted at CONUS OR CANADA/overseas port of debarkation (POD).</td>
<td>Diverted at CONUS OR CANADA POD to a new destination point in CONUS OR CANADA.</td>
<td>There will be no diversion. Shipment will be terminated at the CONUS OR CANADA POD. Reshipment to new destination will be made as a new shipment.</td>
</tr>
<tr>
<td>Shipment diverted at CONUS OR CANADA/overseas port of debarkation (POD).</td>
<td>Diverted at CONUS OR CANADA POD to a destination point overseas.</td>
<td>There will be no diversion. Shipment will be terminated at the POD. Reshipment to new destination will be made as a new shipment.</td>
</tr>
<tr>
<td>Shipment diverted at CONUS OR CANADA/overseas port of debarkation (POD).</td>
<td>Diverted at an overseas POD to a destination point in CONUS OR CANADA.</td>
<td>There will be no diversion. Shipment will be terminated at the overseas POD. Reshipment to new destination will be made as a new shipment.</td>
</tr>
<tr>
<td>Shipment diverted at CONUS OR CANADA/overseas port of debarkation (POD).</td>
<td>Diverted at overseas POD to a new destination point overseas.</td>
<td>There will be no diversion. Shipment will be terminated at the overseas POD. Reshipment to new destination will be made as a new shipment.</td>
</tr>
<tr>
<td>Shipment diverted at CONUS OR CANADA/overseas port of debarkation (POD).</td>
<td>Diverted at CONUS OR CANADA POD to a new destination point in CONUS OR CANADA.</td>
<td>There will be no diversion of shipment at CONUS OR CANADA destination. Shipment will be terminated at CONUS OR CANADA destination. Reshipment to new destination will be made under domestic procedures as a new shipment.</td>
</tr>
</tbody>
</table>
12.26  **Excessive Distance Carry Charges To and From Mini-Warehouse Storage (Long Carries)**

On a shipment picked up at or delivered to a mini-warehouse which involves a carry in excess of seventy-five (75) feet (23 meters) between the TSP’s vehicle and the outside entrance door of the actual storage area, an additional long carry charge will apply as follows:

<table>
<thead>
<tr>
<th>Schedules</th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
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<tbody>
<tr>
<td>Rates</td>
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<td>US$0.70</td>
<td>US$0.85</td>
<td>US$0.90</td>
<td>US$1.00</td>
<td>US$1.05</td>
<td>US$1.10</td>
<td>US$1.20</td>
</tr>
</tbody>
</table>

Note 1: Refer to Part III for CONUS geographic application of rate schedules in this item.

Note 2: Apply Schedule H at all overseas points.

12.27  **Excess Valuation Charges**

The relocating owner has the right to increase the value in excess of the base valuation.

For applicable charges and value amount, refer to the RFO.
Part III – Geographic Application of Rates for Accessorial Services

<table>
<thead>
<tr>
<th>SA No</th>
<th>Service Area</th>
<th>HTOS Section 12.7 Labor</th>
<th>HTOS Section 12.26</th>
<th>HTOS Section 12.17 Storage-In-Transit (SIT)</th>
<th>HTOS Section 12.19</th>
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<td>42.00</td>
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<td>Dothan AL</td>
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<td>12</td>
<td>Huntsville AL</td>
<td>23.25</td>
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</tr>
<tr>
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<td>Mobile AL</td>
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<td>20</td>
<td>Montgomery AL</td>
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</tr>
<tr>
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<td>C</td>
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<td>42.00</td>
<td>D</td>
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</tr>
<tr>
<td>768</td>
<td>Laredo TX</td>
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<td>HTOS Section 12.26</td>
<td>HTOS Section 12.17 Storage-In-Transit (SIT)</td>
<td>HTOS Section 12.19 P/D From SIT</td>
</tr>
<tr>
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<td>--------------------</td>
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<td>1.25</td>
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<td>48.75</td>
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<td>0.16</td>
</tr>
<tr>
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<td>1.05</td>
<td>0.16</td>
</tr>
<tr>
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<td>48.75</td>
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</tr>
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<tr>
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<tr>
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<td>41.25</td>
<td>62.00</td>
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</tr>
<tr>
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<td>0.17</td>
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</tr>
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<td>860</td>
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<tr>
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<td>Wausau/Green Bay</td>
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<td>55.75</td>
<td>1.40</td>
<td>0.17</td>
</tr>
<tr>
<td>SA No</td>
<td>Service Area</td>
<td>HTOS Section 12.7 Labor</td>
<td>HTOS Section 12.26</td>
<td>HTOS Section 12.17 Storage-In-Transit (SIT)</td>
<td>HTOS Section 12.19</td>
</tr>
<tr>
<td>-------</td>
<td>---------------</td>
<td>-------------------------</td>
<td>---------------------</td>
<td>---------------------------------------------</td>
<td>---------------------</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Reg</td>
<td>OT</td>
<td>L/C</td>
<td>1ST Day</td>
</tr>
<tr>
<td>WI</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>880</td>
<td>Casper WY</td>
<td>32.50</td>
<td>48.75</td>
<td>E</td>
<td>1.25</td>
</tr>
<tr>
<td>884</td>
<td>Cody WY</td>
<td>27.75</td>
<td>42.00</td>
<td>D</td>
<td>1.25</td>
</tr>
<tr>
<td>888</td>
<td>Rock Springs WY</td>
<td>45.75</td>
<td>68.50</td>
<td>H</td>
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</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>MILES</th>
<th>LESS THAN 2,000 LBS. INCL.</th>
<th>BREAK POINT</th>
<th>2,000 TO 3,999 LBS. INCL.</th>
<th>BREAK POINT</th>
<th>4,000 LBS. AND OVER</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - 50</td>
<td>3.80</td>
<td>1,737</td>
<td>3.30</td>
<td>3,637</td>
<td>3.00</td>
</tr>
<tr>
<td>51 - 75</td>
<td>5.40</td>
<td>1,723</td>
<td>4.65</td>
<td>3,613</td>
<td>4.20</td>
</tr>
<tr>
<td>76 - 100</td>
<td>6.15</td>
<td>1,724</td>
<td>5.30</td>
<td>3,623</td>
<td>4.80</td>
</tr>
<tr>
<td>101 - 150</td>
<td>6.90</td>
<td>1,740</td>
<td>6.00</td>
<td>3,567</td>
<td>5.35</td>
</tr>
<tr>
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<td>7.65</td>
<td>1,752</td>
<td>6.70</td>
<td>3,583</td>
<td>6.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>201 - 250</td>
<td>8.45</td>
<td>1,740</td>
<td>7.35</td>
</tr>
<tr>
<td></td>
<td></td>
<td>251 - 300</td>
<td>9.20</td>
<td>1,740</td>
<td>8.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>301 - 350</td>
<td>10.00</td>
<td>1,741</td>
<td>8.70</td>
</tr>
<tr>
<td></td>
<td></td>
<td>351 - 400</td>
<td>10.75</td>
<td>1,740</td>
<td>9.35</td>
</tr>
<tr>
<td></td>
<td></td>
<td>401 - 450</td>
<td>11.50</td>
<td>1,740</td>
<td>10.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>451 - 500</td>
<td>12.30</td>
<td>1,740</td>
<td>10.70</td>
</tr>
<tr>
<td></td>
<td></td>
<td>501 - 550</td>
<td>13.05</td>
<td>1,740</td>
<td>11.35</td>
</tr>
<tr>
<td></td>
<td></td>
<td>551 - 600</td>
<td>13.80</td>
<td>1,740</td>
<td>12.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>601 - 650</td>
<td>14.55</td>
<td>1,739</td>
<td>12.65</td>
</tr>
<tr>
<td></td>
<td></td>
<td>651 - 700</td>
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<td>1,740</td>
<td>13.35</td>
</tr>
<tr>
<td></td>
<td></td>
<td>701 - 750</td>
<td>16.10</td>
<td>1,740</td>
<td>14.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>751 - 800</td>
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<td>1,734</td>
<td>14.65</td>
</tr>
<tr>
<td></td>
<td></td>
<td>801 - 850</td>
<td>17.65</td>
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<td>15.35</td>
</tr>
<tr>
<td></td>
<td></td>
<td>851 - 900</td>
<td>18.40</td>
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<td>16.00</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>MILES</th>
<th>LESS THAN 2,000 LBS. INCL.</th>
<th>BREAK POINT</th>
<th>2,000 TO 3,999 LBS. INCL.</th>
<th>BREAK POINT</th>
<th>4,000 LBS. AND OVER</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - 50</td>
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<td>1,747</td>
<td>3.45</td>
<td>3,595</td>
<td>3.10</td>
</tr>
<tr>
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<td>1,733</td>
<td>5.50</td>
<td>3,637</td>
<td>5.00</td>
</tr>
<tr>
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<td>7.95</td>
<td>1,736</td>
<td>6.90</td>
<td>3,595</td>
<td>6.20</td>
</tr>
<tr>
<td>101 - 150</td>
<td>9.50</td>
<td>1,748</td>
<td>8.30</td>
<td>3,591</td>
<td>7.45</td>
</tr>
<tr>
<td>151 - 200</td>
<td>11.10</td>
<td>1,739</td>
<td>9.65</td>
<td>3,607</td>
<td>8.70</td>
</tr>
<tr>
<td>201 - 250</td>
<td>12.20</td>
<td>1,746</td>
<td>10.65</td>
<td>3,587</td>
<td>9.55</td>
</tr>
<tr>
<td>251 - 300</td>
<td>13.35</td>
<td>1,738</td>
<td>11.60</td>
<td>3,587</td>
<td>10.40</td>
</tr>
<tr>
<td>301 - 350</td>
<td>14.45</td>
<td>1,738</td>
<td>12.55</td>
<td>3,602</td>
<td>11.30</td>
</tr>
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<td>351 - 400</td>
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<td>1,737</td>
<td>13.50</td>
<td>3,601</td>
<td>12.15</td>
</tr>
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<td>13.05</td>
</tr>
<tr>
<td>451 - 500</td>
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<td>1,736</td>
<td>15.45</td>
<td>3,599</td>
<td>13.90</td>
</tr>
<tr>
<td>501 - 550</td>
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<td>16.40</td>
<td>3,610</td>
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<tr>
<td>551 - 600</td>
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<td>1,736</td>
<td>17.35</td>
<td>3,609</td>
<td>15.65</td>
</tr>
<tr>
<td>601 - 650</td>
<td>21.10</td>
<td>1,740</td>
<td>18.35</td>
<td>3,597</td>
<td>16.50</td>
</tr>
<tr>
<td>651 - 700</td>
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<td>1,739</td>
<td>19.30</td>
<td>3,596</td>
<td>17.35</td>
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<tr>
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<td>1,743</td>
<td>20.30</td>
<td>3,597</td>
<td>18.25</td>
</tr>
<tr>
<td>751 - 800</td>
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<td>19.10</td>
</tr>
<tr>
<td>801 - 850</td>
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<td>22.20</td>
<td>3,604</td>
<td>20.00</td>
</tr>
<tr>
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<td>23.15</td>
<td>3,603</td>
<td>20.85</td>
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</table>
### Surface Linehaul Rate Table for Belgium, Italy, and The Netherlands

<table>
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<th>MILES</th>
<th>LESS THAN 2,000 LBS. INCL.</th>
<th>BREAK POINT</th>
<th>2,000 TO 3,999 LBS. INCL.</th>
<th>BREAK POINT</th>
<th>4,000 LBS. AND OVER</th>
</tr>
</thead>
<tbody>
<tr>
<td>951 - 1000</td>
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<td>1,741</td>
<td>25.10</td>
<td>3,602</td>
<td>22.60</td>
</tr>
<tr>
<td>1001 - 1100</td>
<td>29.95</td>
<td>1,740</td>
<td>26.05</td>
<td>3,601</td>
<td>23.45</td>
</tr>
<tr>
<td>1101 - 1200</td>
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<td>1,737</td>
<td>28.95</td>
<td>3,600</td>
<td>26.05</td>
</tr>
<tr>
<td>1201 - 1300</td>
<td>35.50</td>
<td>1,741</td>
<td>30.90</td>
<td>3,599</td>
<td>27.80</td>
</tr>
<tr>
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<td>1,738</td>
<td>32.80</td>
<td>3,604</td>
<td>29.55</td>
</tr>
<tr>
<td>1401 - 1500</td>
<td>40.00</td>
<td>1,738</td>
<td>34.75</td>
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</tr>
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<td>36.70</td>
<td>3,603</td>
<td>33.05</td>
</tr>
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</table>

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.
<table>
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<th>BRK PT.</th>
<th>1,000 TO 1,999 LBS. INCL.</th>
<th>BRK PT.</th>
<th>2,000 TO 3,999 LBS. INCL.</th>
<th>BRK PT.</th>
<th>4,000 TO 7,999 LBS. INCL.</th>
<th>BRK PT.</th>
<th>8,000 TO 11,999 LBS. INCL.</th>
<th>BRK PT.</th>
<th>12,000 LBS. AND OVER</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - 10</td>
<td>14.95</td>
<td>653</td>
<td>9.75</td>
<td>1,683</td>
<td>8.20</td>
<td>3,464</td>
<td>7.10</td>
<td>6,536</td>
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<td>11,690</td>
<td>5.65</td>
</tr>
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<td>11 - 20</td>
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<td>668</td>
<td>10.35</td>
<td>1,653</td>
<td>8.55</td>
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<td>6,667</td>
<td>6.00</td>
<td>11,501</td>
<td>5.75</td>
</tr>
<tr>
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<td>672</td>
<td>10.95</td>
<td>1,644</td>
<td>9.00</td>
<td>3,356</td>
<td>7.55</td>
<td>6,464</td>
<td>6.10</td>
<td>11,410</td>
<td>5.80</td>
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<td>3,348</td>
<td>7.70</td>
<td>6,598</td>
<td>6.35</td>
<td>11,528</td>
<td>6.10</td>
</tr>
<tr>
<td>41 - 50</td>
<td>18.05</td>
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<td>11.70</td>
<td>1,659</td>
<td>9.70</td>
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<td>8.20</td>
<td>6,244</td>
<td>6.40</td>
<td>11,532</td>
<td>6.15</td>
</tr>
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<td>1,657</td>
<td>9.90</td>
<td>3,374</td>
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<td>6,611</td>
<td>6.90</td>
<td>11,131</td>
<td>6.40</td>
</tr>
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<td>3,647</td>
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<td>47.50</td>
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</tr>
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<td>BRK PT.</td>
<td>2,000 TO 3,999 LBS. INCL.</td>
<td>BRK PT.</td>
</tr>
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<td>---------------------------</td>
<td>---------</td>
<td>---------------------------</td>
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<td>3,677</td>
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<td>50.65</td>
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</tr>
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<td>51.35</td>
<td>3,701</td>
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<td>756</td>
<td>56.65</td>
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<td>51.75</td>
<td>3,691</td>
</tr>
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<td>756</td>
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<td>53.25</td>
<td>3,689</td>
</tr>
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</tr>
<tr>
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<td>54.80</td>
<td>3,698</td>
</tr>
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<td>3,713</td>
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<td>3,715</td>
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<td>55.45</td>
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<td>770</td>
<td>60.15</td>
<td>1,846</td>
<td>55.50</td>
<td>3,734</td>
</tr>
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<td>770</td>
<td>60.30</td>
<td>1,858</td>
<td>56.00</td>
<td>3,715</td>
</tr>
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<td>78.60</td>
<td>772</td>
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<td>773</td>
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<td>1,858</td>
<td>56.60</td>
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</tr>
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<td>56.70</td>
<td>3,732</td>
</tr>
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<td>1,849</td>
<td>56.85</td>
<td>3,747</td>
</tr>
<tr>
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<td>775</td>
<td>61.75</td>
<td>1,858</td>
<td>57.35</td>
<td>3,732</td>
</tr>
</tbody>
</table>
12.31 Surface Linehaul Rate Table for Greece, Spain, and Other European Countries Not Otherwise Specified

The following table will be used for Greece, Spain, and other European Countries not otherwise specified for delivery in/out of SIT, diversions, terminations, alternate ports, etc., involving surface HHG shipments. “Break points” indicate weight at which lower charge develops by use of lowest weight and applicable rate in next higher weight bracket.

<table>
<thead>
<tr>
<th>MILES</th>
<th>LESS THAN 2,000 LBS. INCL.</th>
<th>BREAK POINT</th>
<th>2,000 TO 3,999 LBS. INCL.</th>
<th>BREAK POINT</th>
<th>4,000 LBS. AND OVER</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - 50</td>
<td>4.80</td>
<td>1,751</td>
<td>4.20</td>
<td>3,572</td>
<td>3.75</td>
</tr>
<tr>
<td>51 - 75</td>
<td>6.75</td>
<td>1,734</td>
<td>5.85</td>
<td>3,624</td>
<td>5.30</td>
</tr>
<tr>
<td>76 - 100</td>
<td>7.70</td>
<td>1,728</td>
<td>6.65</td>
<td>3,640</td>
<td>6.05</td>
</tr>
<tr>
<td>101 - 150</td>
<td>8.65</td>
<td>1,735</td>
<td>7.50</td>
<td>3,627</td>
<td>6.80</td>
</tr>
<tr>
<td>151 - 200</td>
<td>9.60</td>
<td>1,740</td>
<td>8.35</td>
<td>3,593</td>
<td>7.50</td>
</tr>
<tr>
<td>201 - 250</td>
<td>10.55</td>
<td>1,745</td>
<td>9.20</td>
<td>3,587</td>
<td>8.25</td>
</tr>
<tr>
<td>251 - 300</td>
<td>11.55</td>
<td>1,741</td>
<td>10.05</td>
<td>3,602</td>
<td>9.05</td>
</tr>
<tr>
<td>301 - 350</td>
<td>12.50</td>
<td>1,737</td>
<td>10.85</td>
<td>3,613</td>
<td>9.80</td>
</tr>
<tr>
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<td>13.45</td>
<td>1,740</td>
<td>11.70</td>
<td>3,590</td>
<td>10.50</td>
</tr>
<tr>
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<td>14.40</td>
<td>1,744</td>
<td>12.55</td>
<td>3,602</td>
<td>11.30</td>
</tr>
<tr>
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<td>1,734</td>
<td>13.35</td>
<td>3,611</td>
<td>12.05</td>
</tr>
<tr>
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<td>1,743</td>
<td>14.20</td>
<td>3,606</td>
<td>12.80</td>
</tr>
<tr>
<td>551 - 600</td>
<td>17.30</td>
<td>1,740</td>
<td>15.05</td>
<td>3,589</td>
<td>13.50</td>
</tr>
<tr>
<td>601 - 650</td>
<td>18.25</td>
<td>1,737</td>
<td>15.85</td>
<td>3,609</td>
<td>14.30</td>
</tr>
<tr>
<td>651 - 700</td>
<td>19.20</td>
<td>1,740</td>
<td>16.70</td>
<td>3,605</td>
<td>15.05</td>
</tr>
<tr>
<td>701 - 750</td>
<td>20.15</td>
<td>1,742</td>
<td>17.55</td>
<td>3,602</td>
<td>15.80</td>
</tr>
<tr>
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<td>1,740</td>
<td>18.40</td>
<td>3,598</td>
<td>16.55</td>
</tr>
<tr>
<td>801 - 850</td>
<td>22.10</td>
<td>1,738</td>
<td>19.20</td>
<td>3,605</td>
<td>17.30</td>
</tr>
<tr>
<td>851 - 900</td>
<td>23.05</td>
<td>1,740</td>
<td>20.05</td>
<td>3,601</td>
<td>18.05</td>
</tr>
</tbody>
</table>

Note: Over 900 miles, add US$1.70 for each additional 100 miles or fraction thereof, to 900-mile rate shown above.
12.32 **Surface Linehaul Rate Table for Japan**

The following table will be used for Japan for delivery in/out of SIT, diversions, terminations, alternate ports, etc., involving surface HHG shipments. “Break points” indicate weight at which lower charge develops by use of lowest weight and applicable rate in next higher weight bracket.

<table>
<thead>
<tr>
<th>MILES</th>
<th>LESS THAN 2,000 LBS. INCL.</th>
<th>BREAK POINT</th>
<th>2,000 TO 3,999 LBS. INCL.</th>
<th>BREAK POINT</th>
<th>4,000 LBS. AND OVER</th>
</tr>
</thead>
<tbody>
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<td>2.55</td>
<td>1,765</td>
<td>2.25</td>
<td>3,556</td>
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</tr>
<tr>
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<td>3,601</td>
<td>4.05</td>
</tr>
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<td>6.30</td>
<td>3,620</td>
<td>5.70</td>
</tr>
<tr>
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<td>8.15</td>
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<td>7.30</td>
</tr>
<tr>
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<td>1,741</td>
<td>9.05</td>
<td>3,603</td>
<td>8.15</td>
</tr>
<tr>
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<td>9.90</td>
<td>3,617</td>
<td>8.95</td>
</tr>
<tr>
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<td>1,743</td>
<td>10.85</td>
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<td>9.50</td>
</tr>
<tr>
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<td>11.75</td>
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<td>10.55</td>
</tr>
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<td>12.65</td>
<td>3,589</td>
<td>11.35</td>
</tr>
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<td>13.55</td>
<td>3,602</td>
<td>12.20</td>
</tr>
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<td>13.00</td>
</tr>
<tr>
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<td>15.35</td>
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<td>13.80</td>
</tr>
<tr>
<td>551 - 600</td>
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<td>16.25</td>
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<td>18.05</td>
<td>3,602</td>
<td>16.25</td>
</tr>
<tr>
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<td>18.95</td>
<td>3,599</td>
<td>17.05</td>
</tr>
<tr>
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<td>19.85</td>
<td>3,597</td>
<td>17.85</td>
</tr>
<tr>
<td>801 - 850</td>
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<td>20.75</td>
<td>3,605</td>
<td>18.70</td>
</tr>
<tr>
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<td>3,603</td>
<td>19.50</td>
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</table>

Note: Over 900 miles, add US$1.80 for each additional 100 miles or fraction thereof, to 900-mile rate shown above.
12.33 Surface Linehaul Rate Table for Korea, Philippines, and Other Pacific Areas

The following table will be used for Korea, Philippines, and other Pacific areas for delivery in/out of SIT, diversions, terminations, alternate ports, etc., involving surface HHG shipments. “Break points” indicate weight at which lower charge develops by use of lowest weight and applicable rate in next higher weight bracket.

<table>
<thead>
<tr>
<th>MILES</th>
<th>LESS THAN 2,000 LBS. INCL.</th>
<th>BREAK POINT</th>
<th>2,000 TO 3,999 LBS. INCL.</th>
<th>BREAK POINT</th>
<th>4,000 LBS. AND OVER</th>
</tr>
</thead>
<tbody>
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<td>3,572</td>
<td>2.50</td>
</tr>
<tr>
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<td>1,737</td>
<td>5.60</td>
<td>3,608</td>
<td>5.05</td>
</tr>
<tr>
<td>76 - 100</td>
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<td>7.85</td>
<td>3,593</td>
<td>7.05</td>
</tr>
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<td>11.10</td>
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<td>13.10</td>
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<td>351 - 400</td>
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<td>3,593</td>
<td>14.10</td>
</tr>
</tbody>
</table>

Note: Over 400 miles, add US$2.25 for each additional 100 miles or fraction thereof, to 400-mile rate shown above
12.34 **Surface Linehaul Rate Table for the United Kingdom**

The following table will be used for the United Kingdom for delivery in/out of SIT, diversions, terminations, alternate ports, etc., involving surface HHG shipments. “Break points” indicate weight at which lower charge develops by use of lowest weight and applicable rate in next higher weight bracket.

<table>
<thead>
<tr>
<th>MILES</th>
<th>LESS THAN 2,000 LBS. INCL.</th>
<th>BREAK POINT</th>
<th>2,000 TO 3,999 LBS. INCL.</th>
<th>BREAK POINT</th>
<th>4,000 LBS. AND OVER</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - 50</td>
<td>4.60</td>
<td>1,740</td>
<td>4.00</td>
<td>3,651</td>
<td>3.65</td>
</tr>
<tr>
<td>51 - 75</td>
<td>6.55</td>
<td>1,726</td>
<td>5.65</td>
<td>3,611</td>
<td>5.10</td>
</tr>
<tr>
<td>76 - 100</td>
<td>7.45</td>
<td>1,732</td>
<td>6.45</td>
<td>3,597</td>
<td>5.80</td>
</tr>
<tr>
<td>101 - 150</td>
<td>8.40</td>
<td>1,727</td>
<td>7.25</td>
<td>3,587</td>
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</tr>
<tr>
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<td>1,742</td>
<td>8.10</td>
<td>3,605</td>
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</tr>
<tr>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>201 - 250</td>
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<td>1,737</td>
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<td>3,596</td>
<td>8.00</td>
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<td>251 - 300</td>
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<td>3,609</td>
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</tr>
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Note: Over 900 miles, add US$1.60 for each additional 100 miles or fraction thereof, to 900-mile rate shown above.
12.35 UAB Linehaul Rate Table for the United Kingdom

The following table will be used for the United Kingdom for delivery in/out of SIT, diversions, terminations, alternate ports, etc., involving UAB shipments. “Break points” indicate weight at which lower charge develops by use of lowest weight and applicable rate in next higher weight bracket.

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<th>2,000 TO 3,999 LBS. INCL.</th>
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<th>4,000 LBS. AND OVER</th>
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UAB Linehaul Rate Table for the United Kingdom

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<th>2,000 TO 3,999 LBS. INCL.</th>
<th>BREAK POINT</th>
<th>4,000 LBS. AND OVER</th>
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Note: Over 1,600 miles, add US$2.10 for each additional 100 miles or fraction thereof, to 1,600 - mile rate shown above.
Part V – Service Area Designations

The following tables define the service area (SA) numbers, corresponding to the states, counties, countries, and provinces, used in Part III to determine the applicable rates and charges for services performed at CONUS, Canada, and Hawaii locations for services described in Part II.

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<tr>
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## ARIZONA SERVICE AREAS

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## ARKANSAS SERVICE AREAS

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### ARKANSAS SERVICE AREAS

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203
# U.S. General Services Administration
## Household Goods Tender of Service (HTOS)
### Effective January 1, 2020

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# Household Goods Tender of Service (HTOS)

**Effective January 1, 2020**

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### WYOMING SERVICE AREAS

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APPENDIX A—Definitions and Explanations of Terms

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

Accessorial charges – Services such as packing, appliance servicing, unpacking, or piano stair carries that you request to be performed (or that are necessary because of landlord requirements or other special circumstances). Charges for these services may be in addition to the line haul charges.

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

Agency – A department, agency, and independent establishment in the executive branch of the Government as defined in 5 USC 101 et seq., and a wholly-owned Government corporation as defined in 31 USC 9101(3). Includes organizations authorized by GSA pursuant to statute or regulation to use GSA as a source of supply. See GSA Order 4800.2I. The party responsible for the payment of the Bill of Lading or Government Bill of Lading, usually the employer of the owner. Any reference in this HTOS made to “agency” will be understood to mean Federal shipping agency, Federal ordering agency, Federal civilian agency or Federal agency.

Agency Move Coordinator (AMC) – An individual within each Government agency designated as the primary liaison between that ordering agency and the Contractor. The Coordinator shall act within the scope of the contract and may not amend or modify the contract. The Coordinator shall be the contact point in settling disputes between the employee and the Contractor.

Agent – A business firm, corporation, or individual acting for or on behalf of a TSP. A bona fide agent of a personal property TSP, as distinguished from a broker, is a person who, or business enterprise which, represents and acts for a TSP and performs its duties under the direction of the TSP pursuant to a pre-existing agreement with the TSP providing for a continuing relationship between the two.

All-Inclusive – All transportation related services are included as part of the rate. Exceptions are pass-through charges which must be approved by the agency.

Alternate TSP – Alternate TSP as used in this HTOS for purposes of domestic shipments means a person acting individually or as an established business furnishing origin, linehaul, or destination services for a specific shipment other than the principal TSP. It includes TSPs operating in conjunction with the principal TSP on the basis of interline or trip lease arrangements.
Article – See Item.

Attempted Pick-up – When a TSP fails to perform pick-up services, through no fault of its own, at an owner’s residence. The TSP is authorized compensation for labor services and/or vehicle use in accordance with the GSA tariff and/or tender for the origin address or municipality shown on the BL.

Attempted Delivery – When a TSP fails to perform delivery services, through no fault of its own, at an owner’s residence. The TSP is authorized compensation on direct delivery and from SIT shipments for labor services and/or vehicle use in accordance with the GSA tariff and/or tender for the destination address or municipality shown on the BL.

Auxiliary Services – BLIO approved labor services and/or non-standard linehaul or delivery vehicles used by the TSP to pick up or deliver shipments when the origin or destination is inaccessible by virtue of building design or roadway nonexistence, design, condition, construction, or obstacles.

Bill of Lading (BL) – An accountable shipping document used for the acquisition of authorized transportation and related services from commercial TSPs for the movement of 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 accessoriusal 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

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AMC</td>
<td>Agency Move Coordinator</td>
</tr>
<tr>
<td>BL</td>
<td>Bill of Lading</td>
</tr>
<tr>
<td>BLIO</td>
<td>Bill of Lading Issuing Officer</td>
</tr>
<tr>
<td>CBL</td>
<td>Commercial Bill of Lading</td>
</tr>
<tr>
<td>CFAC</td>
<td>Common Financial &amp; Administration Control</td>
</tr>
<tr>
<td>CFR</td>
<td>Code of Federal Regulations</td>
</tr>
<tr>
<td>CHAMP</td>
<td>Centralized Household Goods Traffic Management Program</td>
</tr>
<tr>
<td>CONUS</td>
<td>Continental United States</td>
</tr>
<tr>
<td>CSI</td>
<td>Customer Satisfaction Index</td>
</tr>
<tr>
<td>DA</td>
<td>Dispatch (Despatch) Agent</td>
</tr>
<tr>
<td>DoD</td>
<td>Department of Defense</td>
</tr>
<tr>
<td>DOS</td>
<td>Department of State</td>
</tr>
<tr>
<td>DOT</td>
<td>Department of Transportation</td>
</tr>
<tr>
<td>DP3</td>
<td>Defense Personal Property Program</td>
</tr>
<tr>
<td>DPM</td>
<td>Direct Procurement Method</td>
</tr>
<tr>
<td>EC</td>
<td>Electronic Commerce</td>
</tr>
<tr>
<td>FAR</td>
<td>Federal Acquisition Regulation</td>
</tr>
<tr>
<td>FMC</td>
<td>Federal Maritime Commission</td>
</tr>
<tr>
<td>FMR</td>
<td>Federal Management Regulation</td>
</tr>
<tr>
<td>FTR</td>
<td>Federal Travel Regulation</td>
</tr>
<tr>
<td>GBL</td>
<td>Government Bill of Lading</td>
</tr>
<tr>
<td>GSA</td>
<td>General Services Administration</td>
</tr>
<tr>
<td>HHG</td>
<td>Household Goods</td>
</tr>
<tr>
<td>Abbreviation</td>
<td>Description</td>
</tr>
<tr>
<td>--------------</td>
<td>-------------</td>
</tr>
<tr>
<td>HTOS</td>
<td>Household Goods Tender of Service</td>
</tr>
<tr>
<td>IFF</td>
<td>Industrial Funding Fee</td>
</tr>
<tr>
<td>MMS</td>
<td>Move Management Services</td>
</tr>
<tr>
<td>MOA</td>
<td>Memorandum of Agreement</td>
</tr>
<tr>
<td>NADA</td>
<td>National Automobile Dealers Association</td>
</tr>
<tr>
<td>NTS</td>
<td>Non-Temporary Storage</td>
</tr>
<tr>
<td>OCONUS</td>
<td>Outside the Continental United States</td>
</tr>
<tr>
<td>O/T</td>
<td>Overtime</td>
</tr>
<tr>
<td>OTO</td>
<td>One-Time-Only</td>
</tr>
<tr>
<td>P/D</td>
<td>Pick-up/Delivery</td>
</tr>
<tr>
<td>PBO</td>
<td>Packed By Owner</td>
</tr>
<tr>
<td>PBP&amp;E</td>
<td>Professional Books, Papers &amp; Equipment</td>
</tr>
<tr>
<td>PMO</td>
<td>Program Management Office</td>
</tr>
<tr>
<td>POC</td>
<td>Principal Operating Company Or Point Of Contact</td>
</tr>
<tr>
<td>POD</td>
<td>Point Of Debarkation</td>
</tr>
<tr>
<td>POE</td>
<td>Point Of Embarkation</td>
</tr>
<tr>
<td>POF</td>
<td>Privately Owned Firearms</td>
</tr>
<tr>
<td>POV</td>
<td>Privately Owned Vehicles</td>
</tr>
<tr>
<td>RDD</td>
<td>Required Delivery Date</td>
</tr>
<tr>
<td>RFO</td>
<td>Request for Offers</td>
</tr>
<tr>
<td>RFSP</td>
<td>Rate Filing Service Provider</td>
</tr>
<tr>
<td>SA</td>
<td>Service Area</td>
</tr>
<tr>
<td>SAM</td>
<td>System for Award Management</td>
</tr>
<tr>
<td>SAP</td>
<td>Service Area Pairs</td>
</tr>
<tr>
<td>Abbreviation</td>
<td>Description</td>
</tr>
<tr>
<td>--------------</td>
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</tr>
<tr>
<td>SCAC</td>
<td>Standard Carrier Alpha Code</td>
</tr>
<tr>
<td>SDDC</td>
<td>Surface Deployment and Distribution Command</td>
</tr>
<tr>
<td>SFR</td>
<td>Single Factor Rate</td>
</tr>
<tr>
<td>SIN</td>
<td>Special Item Number</td>
</tr>
<tr>
<td>SIT</td>
<td>Storage-in-Transit</td>
</tr>
<tr>
<td>TIN</td>
<td>Taxpayer Identification Number</td>
</tr>
<tr>
<td>TMSS</td>
<td>Transportation Management Services Solution</td>
</tr>
<tr>
<td>TPA</td>
<td>Trading Partner Agreement</td>
</tr>
<tr>
<td>TSP</td>
<td>Transportation Service Provider</td>
</tr>
<tr>
<td>UAB</td>
<td>Unaccompanied Air Baggage</td>
</tr>
<tr>
<td>USC</td>
<td>United States Code</td>
</tr>
<tr>
<td>W/H</td>
<td>Warehouse Handling</td>
</tr>
</tbody>
</table>
APPENDIX C—Forms

This Appendix contains the forms prescribed for use by CHAMP TSPs and the suggested forms used for operating under the terms and conditions of CHAMP. GSA Forms Library

Electronic Forms

<table>
<thead>
<tr>
<th>Description</th>
<th>Form Name</th>
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</thead>
<tbody>
<tr>
<td>Household Goods Carrier Evaluation Report</td>
<td>GSA Form 3080 (electronic in TMSS)</td>
</tr>
<tr>
<td>Statement of Accessorial Services Performed - SIT Delivery and Reweigh</td>
<td>DD Form 619-1 (DoD site)</td>
</tr>
<tr>
<td>Government Bill of Lading SF 1103</td>
<td>GSA Forms Library</td>
</tr>
<tr>
<td>Government Bill of Lading Correction Notice SF 1200</td>
<td>GSA Forms Library</td>
</tr>
<tr>
<td>Public Voucher for Transportation Charges, SF 1113</td>
<td>GSA Forms Library</td>
</tr>
<tr>
<td>Memorandum Copy Public Voucher for Transportation Charges, SF 1113A</td>
<td>GSA Forms Library</td>
</tr>
<tr>
<td>Performance Bond, SF 25</td>
<td>GSA Forms Library</td>
</tr>
</tbody>
</table>

Hard Copy Forms (see below)

- Transportation Service Provider Request to Participate and Agreement
- Transportation Service Provider Commercial Port Level Report
- TSP Certification Statement of Eligibility
- General Services Administration Basic Transportation Trading Partner Agreement
Transportation Service Provider Request to Participate and Agreement

The following form entitled “Transportation Service Provider Request to Participate and Agreement to Abide by the Terms and Conditions of the General Services Administration’s Centralized Household Goods Traffic Management Program (CHAMP)” shall be submitted with the application process.
Transportation Service Provider Request to Participate and Agreement to Abide by the Terms and Conditions of the General Services Administration's Centralized Household Goods Traffic Management Program (CHAMP)

This requests approval to participate in the General Services Administration's (GSA) Centralized Household Goods Traffic Management Program (CHAMP). I agree to abide by the terms and conditions set forth in the GSA Household Goods Tender of Service (HTOS), dated [insert date], revisions and supplements thereto or reissues thereof.

I understand that participation in GSA's CHAMP is contingent upon our performance or service as stated in the GSA HTOS. I certify that the information presented herein is completed and correct to the best of my knowledge, understanding that willful submission of false information in my application or on any document furnished pursuant to this HTOS is punishable by fines, imprisonment, or both (US Code, Title 18, Section 1001). I further understand that GSA may terminate my participation in the program upon notice to me of such intent, based upon evidence of my non-compliance with the terms and conditions of the GSA HTOS and/or any performance failures.

I certify and acknowledge receipt of the HTOS, dated [INSERT DATE] consisting of Sections 1 through 12 and Appendices A through E.

Company Name: __________________________________________________________

Signature of Authorized Official: ____________________________________________

Title of Authorized Official: ______________________________________________

Transportation Service Provider Contact Information

Name: ___________________________________________________________________

Title: ___________________________________________________________________

Address City/State: _______________________________________________________

Telephone Number: _____________________________________________________

Fax Number: ____________________________________________________________

E-Mail Address: __________________________________________________________
Transportation Service Provider Commercial Port Level Report

If the BLIO requires, TSPs shall submit this report in accordance with the requirements of Section 11 HTOS.
COMMERCIAL PORT LEVEL REPORT

Port of: ______________________  Port Agent: ______________________

Period Ending: ______________________  Date of Report: ______________________

PART 1. - SHIPMENTS ON HAND

A. Number of import shipments that have not been picked up for linehaul movement

B. Number of import shipments that are past the RDD.

C. Number of export shipments on hand.

D. Number of export shipments on hand that are past the RDD.

PART 2. - NARRATIVE COMMENTS

Provide comments regarding the following:

Processing Problems

____________________________________________________________________________

____________________________________________________________________________

Availability and Responsiveness of Truckers

____________________________________________________________________________

____________________________________________________________________________

Customs Problems

____________________________________________________________________________

____________________________________________________________________________

Responsiveness of Vessel Operators

____________________________________________________________________________

____________________________________________________________________________

Other Issues

____________________________________________________________________________

____________________________________________________________________________

PART 3. - MISSED REQUIRED DELIVERY DATE

Provide the following information for all on-hand shipments that have missed the RDD:
<table>
<thead>
<tr>
<th>Relocation Employee’s Name</th>
<th>Bill of Lading Number</th>
<th>Final Destination</th>
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</thead>
<tbody>
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</tbody>
</table>

**PART 4. - MISCELLANEOUS**

Report any specific problems anticipated or encountered in moving personal property to the applicable port.

_____________________________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________
_____________________________________________________________________________

I certify this to be a true and accurate report

_________________________ ________________________ ________________________

Company Name: ______________________________________________________________

____________________________________________________________________________

Signature and Title of Authorized Official                                                                 Date

**Transportation Service Provider Contact Information**

Name: ________________________________

Title: ________________________________

Address: ______________________________

City/State: ______________________________

Telephone No.: ______________________________

Fax Number: ______________________________  E-Mail Address: ______________________________
TSP Certification Statement of Eligibility
TRANSPORTATION SERVICE PROVIDER CERTIFICATION STATEMENT OF ELIGIBILITY FOR
THE AWARD OF CONTRACTS FOR TRANSPORTATION

A. By submitting this rate tender, the Transportation Service Provider (TSP) certifies that:

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

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

B. The following definitions are applicable to this certification:

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

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

   (3) A principal employee is a person(s) acting in a managerial or supervisory capacity (including
       consultants and business advisors) who is able to direct, or substantially influence, the TSP’s performance of its
       obligations under its contracts for transportation with the Federal Government.

C. Knowledge required.

   The knowledge of the person who executes this certification is not required to exceed the knowledge which that
   person can reasonably be expected to possess, following inquiry, regarding the suspended or debarred status of
   the parties defined in (B), above.

D. Obligation to inform.

   The TSP has a continuing obligation to inform the GSA office to which this rate tender is submitted of any change
   in circumstances which results in its ineligibility for the receipt of contracts for transportation.

E. Erroneous certification.

   An erroneous certification of eligibility or failure to notify the GSA transportation zone office receiving this tender
   of a change in eligibility, may result in a recommendation for administrative action against the TSP. Additionally,
   false statements to an agency of the Federal Government are subject to criminal prosecution pursuant to 18 USC
   1001, as well as possible civil penalties.

________________________________________________________________________

COMPANY NAME

________________________________________________________________________

SIGNATURE AND TITLE OF AUTHORIZED OFFICIAL          DATE

________________________________________________________________________
TSP CONTACT

NAME: __________________________________________________

TITLE: ___________________________________________________

ADDRESS: _______________________________________________

CITY/STATE: ______________________________________________

TELEPHONE NO : (____) _______________________

E-MAIL ADDRESS: ________________________________________
General Services Administration Basic Transportation Trading Partner Agreement

TSPs applying for approval in CHAMP shall complete this form as directed by the Program Management Office and Section 2 of the HTOS.

Note: The term “participant” as used in this document shall refer to the Transportation Service Provider (TSP).
General Services Administration

Basic Transportation Trading Partner Agreement

Applicability: Check the box below which represents the activity of your firm under this Trading Partner Agreement:

☐ Household Goods Common Carrier (All paragraphs, except Paragraphs 3 and 5G, of this agreement will apply and are binding.)
☐ Household Goods Freight Forwarder (All paragraphs, except Paragraphs 3 and 5G, of this agreement will apply and are binding.)
☐ Rate Filing Service Provider (All paragraphs, except Paragraph 5G, of this agreement will apply and are binding.)

1. Introduction.
This agreement prescribes the general procedures and policies to be followed when Electronic Commerce (EC) is used for transmitting and receiving requests for offers, rate tenders, or other business information in lieu of creating one or more paper documents normally associated with conducting business with the General Services Administration.

*The General Services Administration (GSA or the agency) will transmit and receive via the Transportation Management Services Solution (TMSS) system using the HHG Rate Filing Upload module such transaction sets (documents) as it chooses and as established by the governing tender of service or the request for offers.* These transaction sets will be transmitted to those firms, organizations, agencies, or other entities (trading partners) recognized by GSA that agree to accept such documents and to be bound by the terms and conditions contained in those documents, this agreement, and any applicable tender of service.

2. Purpose.
This agreement is to ensure that all EC obligations are legally binding on all trading partners. Further, the use of any electronic equivalent of a standard business document referenced in Paragraphs 3 and 4 will be deemed an acceptable business practice and that no trading partner will challenge the admissibility of the electronic information in evidence, except in circumstances in which an analogous paper document could be challenged. Where participant is used in this agreement it will mean carrier/forwarder as applicable.

This agreement, in addition to the terms and conditions stated in Paragraph 5, is subject to the terms and conditions of the following documents:
• 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.
<table>
<thead>
<tr>
<th>Representing the Carrier</th>
<th>Representing the General Services Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Name and Signature</td>
<td>Name and Signature</td>
</tr>
<tr>
<td>Title</td>
<td>Title</td>
</tr>
<tr>
<td></td>
<td>Manager, Centralized Household Goods Traffic</td>
</tr>
<tr>
<td></td>
<td>Management Program (CHAMP)</td>
</tr>
<tr>
<td>Firm</td>
<td>Firm</td>
</tr>
<tr>
<td></td>
<td>Federal Acquisition Service</td>
</tr>
<tr>
<td>Street Address</td>
<td>Street Address</td>
</tr>
<tr>
<td></td>
<td>2300 Main Street, 7th Floor NE</td>
</tr>
<tr>
<td>City, State, Zip</td>
<td>City, State, Zip</td>
</tr>
<tr>
<td></td>
<td>Kansas City, MO 64108</td>
</tr>
<tr>
<td>Telephone</td>
<td>Telephone</td>
</tr>
<tr>
<td></td>
<td>816-823-3644/3650</td>
</tr>
<tr>
<td>Fax</td>
<td>Fax</td>
</tr>
<tr>
<td>Internet E-mail</td>
<td>Internet E-mail</td>
</tr>
<tr>
<td>Electronic Commerce Contact</td>
<td>Electronic Commerce Contact 816-823-3644/3650</td>
</tr>
<tr>
<td>Telephone</td>
<td>Telephone</td>
</tr>
<tr>
<td>Fax</td>
<td>Fax</td>
</tr>
<tr>
<td>Internet E-mail</td>
<td>Internet E-mail</td>
</tr>
<tr>
<td>Date</td>
<td>Date</td>
</tr>
</tbody>
</table>

**TRADING PARTNER AGREEMENT NUMBER**

(To Be Completed by GSA)
APPENDIX D—Report Formats

Report Format Requirements

The Shipment 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:

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Months</th>
<th>Submission Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st</td>
<td>Jan - March</td>
<td>April 1 thru May 31</td>
</tr>
<tr>
<td>2nd</td>
<td>April - June</td>
<td>July 1 thru August 31</td>
</tr>
<tr>
<td>3rd</td>
<td>July - Sept</td>
<td>Oct 1 thru Nov 30</td>
</tr>
<tr>
<td>4th</td>
<td>Oct - Dec</td>
<td>Jan 1 thru Feb 28 (29)</td>
</tr>
</tbody>
</table>
Shipments Report Format Requirements

Shipments 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 Shipments Report

The Shipments Report consists of a Shipments Report Header record and a Shipments Detail Record for each reportable shipment.

Shipments Report Header Record

This line is the Header Record providing information about the TSP Shipments Report. The Header Record is position sensitive. The Header Record should be posted on line 1 of the report.

<table>
<thead>
<tr>
<th>Field</th>
<th>Required Positions</th>
<th>Record Positions</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Header ID</td>
<td>1</td>
<td>1</td>
<td>Should always be H for Shipments files.</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>2</td>
<td>Comma</td>
</tr>
<tr>
<td>SCAC</td>
<td>4</td>
<td>3-6</td>
<td>Four (4) character Standard Carrier Alpha Code. Identify the SCAC for the TSP the GBL/BL was issued to.</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>7</td>
<td>Comma</td>
</tr>
<tr>
<td>Type of Transportation</td>
<td>2</td>
<td>8-9</td>
<td>Enter GD for General Domestic, GI for General International, DM for Domestic Move Management, IM for International Move Management. **Please note that if you provide multiple services within CHAMP, you shall create separate reports (files) for each type of service provided.</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>10</td>
<td>Comma</td>
</tr>
<tr>
<td>Identifying Year and Quarter</td>
<td>5</td>
<td>11-15</td>
<td>Four digit year and one digit quarter. NOTE: If report is being submitted by the TSP, the remaining fields are not necessary.</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>16</td>
<td>Comma</td>
</tr>
</tbody>
</table>
## Shipment Report Header

<table>
<thead>
<tr>
<th>Field</th>
<th>Required Positions</th>
<th>Record Positions</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFSP ID</td>
<td>4</td>
<td>17-20</td>
<td>Four (4) character ID assigned to the RFSP submitting the report on behalf of the TSP.</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>21</td>
<td>Comma</td>
</tr>
<tr>
<td>RFSP E-Mail</td>
<td></td>
<td>22-66</td>
<td>Enter the e-mail of the RFSP</td>
</tr>
</tbody>
</table>

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,HHG,HGGG@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.

<table>
<thead>
<tr>
<th>Field</th>
<th>Required Positions</th>
<th>Record Positions</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Record ID</td>
<td>1</td>
<td>1</td>
<td>Should always be D for detail.</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>2</td>
<td>Comma</td>
</tr>
<tr>
<td>SCAC</td>
<td>4</td>
<td>3-6</td>
<td>Four (4) character Standard TSP Alpha Code (SCAC) identifying the TSP the GBL/BL was issued to.</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>7</td>
<td>Comma</td>
</tr>
<tr>
<td>Type of Transportation</td>
<td>2</td>
<td>8-9</td>
<td>Enter GD for General Domestic, GI for General International, DM for Domestic Move Management, IM for International Move Management.</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>10</td>
<td>Comma</td>
</tr>
</tbody>
</table>
| 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.
U.S. General Services Administration
Household Goods Tender of Service (HTOS)
Effective January 1, 2020

<table>
<thead>
<tr>
<th>Field Delimiter</th>
<th>Required Positions</th>
<th>Record Positions</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>14</td>
<td>Comma</td>
</tr>
<tr>
<td>Federal Agency Identification Code</td>
<td>10</td>
<td>15-24</td>
<td>The Federal Agency Identification Code (FAIC) is a 10 digit code assigned by the Transportation Management Services Solution (TMSS) system. The FAIC can be obtained directly from TMSS. If unable to obtain the proper FAIC, please contact the PMO. Records with this field blank will not be accepted.</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>25</td>
<td>Comma</td>
</tr>
<tr>
<td>TSP Reference Number</td>
<td>15</td>
<td>26-40</td>
<td>TSP reference number used when the shipment was booked by the TSP. Start the reference number with position 25. If reference number does not consist of 15 numbers, fill with trailing spaces. Records with this field blank, X, or zero filled will not be accepted.</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>41</td>
<td>Comma</td>
</tr>
<tr>
<td>Billing Date</td>
<td>8</td>
<td>42-49</td>
<td>Date of Agency Billing (YYYYMMDD) (Example: 20190215 = February 15, 2019).</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>50</td>
<td>Comma</td>
</tr>
<tr>
<td>BL Number</td>
<td>18</td>
<td>51-68</td>
<td>Bill of Lading Number. Use GBL/BL number associated with shipment. If GBL/BL number is less than 18 characters, fill with trailing spaces. If GBL/BL number is more than 18 characters, report the LAST 18 characters. Records with this field blank or zero filled will not be accepted.</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>69</td>
<td>Comma</td>
</tr>
<tr>
<td>Type of GBL/BL</td>
<td>1</td>
<td>70</td>
<td>Input V if Virtual GBL/BL was used. Input G if standard GBL/BL was used.</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>71</td>
<td>Comma</td>
</tr>
<tr>
<td>Pick-up Date</td>
<td>8</td>
<td>72-79</td>
<td>YYYYMMDD (see Billing Date).</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>80</td>
<td>Comma</td>
</tr>
<tr>
<td>Delivery Date</td>
<td>8</td>
<td>81-88</td>
<td>YYYYMMDD (see Billing date).</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>89</td>
<td>Comma</td>
</tr>
<tr>
<td>Transit Time</td>
<td>3</td>
<td>90-92</td>
<td>Actual Transit Times in days Example: 007 = 7 days.</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>93</td>
<td>Comma</td>
</tr>
<tr>
<td>Origin State or Country Code</td>
<td>4</td>
<td>94-97</td>
<td>Four digit state or country identifier. State is the two digit state identifier, all CAPS, plus two (2) zeros (0). Example: FL00. Country code is the four-digit country code as listed in the most current Request for Offers. Example: Germany = 3940. If shipment contained an area not approved in CHAMP, input OTOO. Records with this field blank, X, or zero filled will not be accepted.</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>98</td>
<td>Comma</td>
</tr>
<tr>
<td>Origin Zip Code</td>
<td>5</td>
<td>99-103</td>
<td>5-digit zip (for international origins fill with blanks).</td>
</tr>
<tr>
<td>Field</td>
<td>Required Positions</td>
<td>Record Positions</td>
<td>Contents</td>
</tr>
<tr>
<td>------------------------------------</td>
<td>--------------------</td>
<td>-----------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Field Delimiter 1 104</td>
<td>Comma</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Destination State or Country Code 4</td>
<td>105-108</td>
<td></td>
<td>See Origin State above. If shipment contained an area not approved in CHAMP, input OTOO. Records with this field blank X, or zero filled will not be accepted.</td>
</tr>
<tr>
<td>Field Delimiter 1 109</td>
<td>Comma</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Destination Zip Code 5</td>
<td>110-114</td>
<td></td>
<td>5-digit zip (for international destinations fill with blanks).</td>
</tr>
<tr>
<td>Field Delimiter 1 115</td>
<td>Comma</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Actual Weight Shipped 6</td>
<td>116-121</td>
<td></td>
<td>In pounds for HHG or UAB. Example: 009800 = 9800 pounds. If the record is for POV, place six (6) zeros, 000000. **If field is zero filled for POV, positions 11-13 shall state POV.</td>
</tr>
<tr>
<td>Field Delimiter 1 122</td>
<td>Comma</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mileage 4</td>
<td>123-126</td>
<td></td>
<td>Whole miles only. Example: 0750 = 750 miles. This field should be zero filled for International moves.</td>
</tr>
<tr>
<td>Field Delimiter 1 127</td>
<td>Comma</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Discount Offered 3</td>
<td>128-130</td>
<td></td>
<td>Domestic: Discount off the current GSA tariff; International: Percentage of the base line rate tables contained in the Request for Offers. If applicable discount/percentage is more than 3 positions, enter 999. Example: 045 = 45%</td>
</tr>
<tr>
<td>Field Delimiter 1 131</td>
<td>Comma</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Pass-Through Charges 8</td>
<td>132-139</td>
<td></td>
<td>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.</td>
</tr>
<tr>
<td>Field Delimiter 1 140</td>
<td>Comma</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gross Charges 8</td>
<td>141-148</td>
<td></td>
<td>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</td>
</tr>
<tr>
<td>Field Delimiter 1 149</td>
<td>Comma</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Net Charges 8</td>
<td>150-157</td>
<td></td>
<td>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</td>
</tr>
<tr>
<td>Field Delimiter 1 158</td>
<td>Comma</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Owner’s Last Name 15</td>
<td>159-173</td>
<td></td>
<td>Last name of the owner listed on the GBL/BL in all CAPS. If the owner’s name does not consist of 15 letters, fill with trailing spaces.</td>
</tr>
</tbody>
</table>
Examples:

D,GSAA,GD,HHG,0250000011,G9S000075,20190730,01931939911,G,20190630,20190715,016,MT00,59405,MD00,20748,004920,2080,054,00125000,01025100,04715000,SMITH

D,GSAA,GI,HHG,0190000011,443609,20190903,N07996784326015,G,20190811,20190818,008,OH00,45208,3940,004320,0000,157,00885000,00888700,00400300,DUNN

D,GSAA,GD,OTO,0730000023,N4S011032,20190930,01560869221,G,20191030,20191130,032,OTO0,99721,WA00,98371,014540,2685,055,00023500,00885000,SMITH

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.

<table>
<thead>
<tr>
<th>Field</th>
<th>Required Positions</th>
<th>Record Positions</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trailer ID</td>
<td>1</td>
<td>1</td>
<td>Should always be T for Shipment files.</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>2</td>
<td>Comma</td>
</tr>
<tr>
<td>SCAC</td>
<td>4</td>
<td>3-6</td>
<td>Four (4) character Standard TSP Alpha Code. Identify the SCAC for the TSP the GBL/BL was issued to.</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>7</td>
<td>Comma</td>
</tr>
<tr>
<td>Type of Transportation</td>
<td>2</td>
<td>8-9</td>
<td>Enter GD for General Domestic, GI for General International, DM for Domestic Move Management, IM for International Move Management. **Please note that if you provide multiple services within CHAMP, you shall create separate reports (files) for each type of service provided.</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>10</td>
<td>Comma</td>
</tr>
<tr>
<td>Identifying Year and Quarter</td>
<td>5</td>
<td>11-15</td>
<td>Four digit year and one digit quarter.</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>16</td>
<td>Comma</td>
</tr>
<tr>
<td>Number of Detail Records</td>
<td>4</td>
<td>17-20</td>
<td>Number of detail records contained in file.</td>
</tr>
</tbody>
</table>
## Shipment Report Trailer Record Format

<table>
<thead>
<tr>
<th>Field</th>
<th>Required Positions</th>
<th>Record Positions</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>21</td>
<td>Comma</td>
</tr>
<tr>
<td>Sum of Pass-Through Charges</td>
<td>10</td>
<td>22-31</td>
<td>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 charges, enter 0.00.</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>32</td>
<td>Comma</td>
</tr>
<tr>
<td>Sum of Gross Charges</td>
<td>10</td>
<td>33-42</td>
<td>Sum of individual detail record gross amounts (including pass-through), including dollars and cents with an implied decimal point. Example: 0015200750 = $152,007.50</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>43</td>
<td>Comma</td>
</tr>
<tr>
<td>Sum of Net Charges</td>
<td>10</td>
<td>44-53</td>
<td>Sum of individual detail record net amounts (including pass-through), including dollars and cents with an implied decimal point. Example: 0013500550 = $135,005.50</td>
</tr>
</tbody>
</table>

Example:

- 50 General Domestic Shipments for January-March, 2019:
  
  T,GSA,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).

<table>
<thead>
<tr>
<th>Field</th>
<th>Required Positions</th>
<th>Record Positions</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>File Name ID</td>
<td>3</td>
<td>1-3</td>
<td>Shall be HHG for Shipment files</td>
</tr>
<tr>
<td>SCAC</td>
<td>4</td>
<td>4-7</td>
<td>Four (4) characters Standard TSP Alpha Code. Identify the SCAC for the TSP the GBL/BL was issued to.</td>
</tr>
</tbody>
</table>
## Shipment Report FileNaming Convention

<table>
<thead>
<tr>
<th>Field</th>
<th>Required Positions</th>
<th>Record Positions</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of Transportation</td>
<td>2</td>
<td>8-9</td>
<td>Enter GD for General Domestic, GI for General International, DM for Domestic Move Management, IM for International Move Management. <strong>Please note that if you provide multiple services within CHAMP, you shall create separate reports (files) for each type of service provided</strong></td>
</tr>
<tr>
<td>Calendar Year</td>
<td>4</td>
<td>10-13</td>
<td>YYYY - Calendar Year of Report.</td>
</tr>
<tr>
<td>Identifying Quarter</td>
<td>1</td>
<td>14</td>
<td>1 – 4 Identifies the calendar quarter the report represents.</td>
</tr>
<tr>
<td>Report Submission Number</td>
<td>2</td>
<td>15-16</td>
<td>Starts at 01, increments by 1.</td>
</tr>
<tr>
<td>Error Indicator</td>
<td>1</td>
<td>17</td>
<td>Blank from TSP, “E” for error file from TMSS.</td>
</tr>
</tbody>
</table>

**Examples:**
- General Domestic Shipments for January-March, 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.

<table>
<thead>
<tr>
<th>Field</th>
<th>Required Positions</th>
<th>Record Positions</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Header ID</td>
<td>1</td>
<td>1</td>
<td>Should always be H for SIT files.</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>2</td>
<td>Comma</td>
</tr>
<tr>
<td>SCAC</td>
<td>4</td>
<td>3-6</td>
<td>Four (4) character Standard Carrier Alpha Code. Identify the SCAC for the TSP the GBL/BL was issued to.</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>7</td>
<td>Comma</td>
</tr>
<tr>
<td>Type of Transportation</td>
<td>2</td>
<td>8-9</td>
<td>Enter GD for General Domestic, GI for General International, DM for Domestic Move Management, IM for International Move Management. **Please note that if you provide multiple services within CHAMP, you shall create separate reports (files) for each type of service provided.</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>10</td>
<td>Comma</td>
</tr>
<tr>
<td>Identifying Year and Quarter</td>
<td>5</td>
<td>11-15</td>
<td>Four digit year and one digit quarter. NOTE: If report is being submitted by the TSP, the remaining fields are not necessary.</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>16</td>
<td>Comma</td>
</tr>
<tr>
<td>RFSP ID</td>
<td>4</td>
<td>17-20</td>
<td>Four (4) character ID assigned to the RFSP submitting the report on behalf of the TSP.</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>21</td>
<td>Comma</td>
</tr>
<tr>
<td>RFSP E-Mail</td>
<td></td>
<td>22-66</td>
<td>Enter the e-mail of the RFSP</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Field</th>
<th>Required Positions</th>
<th>Record Positions</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Record ID</td>
<td>1</td>
<td>1</td>
<td>Should always be D for detail.</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>2</td>
<td>Comma</td>
</tr>
<tr>
<td>SCAC</td>
<td>4</td>
<td>3-6</td>
<td>Four (4) character Standard TSP Alpha Code (SCAC) identifying the TSP the GBL/BL was issued to.</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>7</td>
<td>Comma</td>
</tr>
<tr>
<td>Type of Transportation</td>
<td>2</td>
<td>8-9</td>
<td>Enter GD for General Domestic, GI for General International, DM for Domestic Move Management, IM for International Move Management.</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>10</td>
<td>Comma</td>
</tr>
<tr>
<td>Type of Move</td>
<td>3</td>
<td>11-13</td>
<td>Enter SIT for Storage-in-Transit.</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>14</td>
<td>Comma</td>
</tr>
<tr>
<td>Federal Agency Identification Code</td>
<td>10</td>
<td>15-24</td>
<td>The Federal Agency Identification Code (FAIC) is a 10 digit code assigned by the Transportation Management Services Solution (TMSS) system. The FAIC can be obtained directly from TMSS. If unable to obtain the proper FAIC, please contact the PMO. Records with this field blank will not be accepted.</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>25</td>
<td>Comma</td>
</tr>
<tr>
<td>TSP Reference Number</td>
<td>15</td>
<td>26-40</td>
<td>TSP reference number used when the shipment was booked by the TSP. Start the reference number with position 25. If reference number does not consist of 15 numbers, fill with trailing spaces. Records with this field blank, X, or zero filled will not be accepted.</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>41</td>
<td>Comma</td>
</tr>
<tr>
<td>Billing Date</td>
<td>8</td>
<td>42-49</td>
<td>Date of Agency Billing (YYYYMMDD) (Example: 20190215 = February 15, 2019).</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>50</td>
<td>Comma</td>
</tr>
<tr>
<td>Field</td>
<td>Required Positions</td>
<td>Record Positions</td>
<td>Contents</td>
</tr>
<tr>
<td>------------------------------</td>
<td>--------------------</td>
<td>------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>BL Number</td>
<td>18</td>
<td>51-68</td>
<td>Bill of Lading Number. Use GBL/BL number associated with shipment. If GBL/BL number is less than 18 characters, fill with trailing spaces. If GBL/BL number is more than 18 characters, report the LAST 18 characters. Records with this field blank or zero filled will not be accepted.</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>69</td>
<td>Comma</td>
</tr>
<tr>
<td>SIT Location within 50 miles</td>
<td>1</td>
<td>70</td>
<td>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.</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>71</td>
<td>Comma</td>
</tr>
<tr>
<td>Pick-up Date</td>
<td>8</td>
<td>72-79</td>
<td>YYYYMMDD (see Billing Date). Enter the date the shipment was placed in to SIT.</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>80</td>
<td>Comma</td>
</tr>
<tr>
<td>Delivery Date</td>
<td>8</td>
<td>81-88</td>
<td>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.</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>89</td>
<td>Comma</td>
</tr>
<tr>
<td>Days in SIT</td>
<td>3</td>
<td>90-92</td>
<td>Number of days in SIT. Example: 037 = 37 days.</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>93</td>
<td>Comma</td>
</tr>
<tr>
<td>Origin State or Country Code</td>
<td>4</td>
<td>94-97</td>
<td>Four digit state or country identifier. State is the two digit state identifier, all CAPS, plus two (2) zeros (0). Example: FL00. Country code is the four-digit country code as listed in the most current Request for Offers. Example: Germany = 3940. If shipment contained an area not approved in CHAMP, input OTOO. Records with this field blank, X, or zero filled will not be accepted.</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>98</td>
<td>Comma</td>
</tr>
<tr>
<td>Origin Zip Code</td>
<td>5</td>
<td>99-103</td>
<td>5-digit zip (for international origins fill with blanks).</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>104</td>
<td>Comma</td>
</tr>
<tr>
<td>Destination State or Country Code</td>
<td>4</td>
<td>105-108</td>
<td>See Origin State above. If shipment contained an area not approved in CHAMP, input OTOD. Records with this field blank X, or zero filled will not be accepted.</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>109</td>
<td>Comma</td>
</tr>
<tr>
<td>Destination Zip Code</td>
<td>5</td>
<td>110-114</td>
<td>5-digit zip (for international destinations fill with blanks).</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>115</td>
<td>Comma</td>
</tr>
<tr>
<td>Actual Weight Stored</td>
<td>6</td>
<td>116-121</td>
<td>In pounds. Example: 009800 = 9800 pounds.</td>
</tr>
<tr>
<td>Field</td>
<td>Required Positions</td>
<td>Record Positions</td>
<td>Contents</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>--------------------</td>
<td>-----------------</td>
<td>--------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>122</td>
<td>Comma</td>
</tr>
<tr>
<td>Mileage to/from SIT Location</td>
<td>4</td>
<td>123-126</td>
<td>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.</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>127</td>
<td>Comma</td>
</tr>
<tr>
<td>SIT Discount Offered</td>
<td>3</td>
<td>128-130</td>
<td>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%</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>131</td>
<td>Comma</td>
</tr>
<tr>
<td>Total Pass-Through Charges</td>
<td>8</td>
<td>132-139</td>
<td>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.</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>140</td>
<td>Comma</td>
</tr>
<tr>
<td>Gross Charges</td>
<td>8</td>
<td>141-148</td>
<td>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</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>149</td>
<td>Comma</td>
</tr>
<tr>
<td>Net Charges</td>
<td>8</td>
<td>150-157</td>
<td>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</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>158</td>
<td>Comma</td>
</tr>
<tr>
<td>Owner’s Last Name</td>
<td>15</td>
<td>159-173</td>
<td>Last name of the owner listed on the GBL/BL in all CAPS. If the owner’s name does not consist of 15 letters, fill with trailing spaces.</td>
</tr>
</tbody>
</table>

**Examples:**

D,GSAA,GD,SIT,0250000011,G9S000075,20190130,01931939911
D,20190105,20190115,011,MT00,59405,MD00,20748,004920,0040,065,00000000,00325100,02715000,SMITH

D,GSAA,GI,SIT,0250000011,G9S002324,20190313,01931939911
O,20190220,20190305,014,VA00,20103,210H,004550,0015,110,00000000,00175100,00125000,ROGERS
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.

<table>
<thead>
<tr>
<th>Field</th>
<th>Required Positions</th>
<th>Record Positions</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trailer ID</td>
<td>1</td>
<td>1</td>
<td>Should always be T for SIT files.</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>2</td>
<td>Comma</td>
</tr>
<tr>
<td>SCAC</td>
<td>4</td>
<td>3-6</td>
<td>Four (4) character Standard TSP Alpha Code. Identify the SCAC for the TSP the GBL/BL was issued to.</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>7</td>
<td>Comma</td>
</tr>
<tr>
<td>Type of Transportation</td>
<td>2</td>
<td>8-9</td>
<td>Enter GD for General Domestic, GI for General International, DM for Domestic Move Management, IM for International Move Management. **Please note that if you provide multiple services within CHAMP, you shall create separate reports (files) for each type of service provided.</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>10</td>
<td>Comma</td>
</tr>
<tr>
<td>Identifying Year and Quarter</td>
<td>5</td>
<td>11-15</td>
<td>Four digit year and one digit quarter.</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>16</td>
<td>Comma</td>
</tr>
<tr>
<td>Number of Detail Records</td>
<td>4</td>
<td>17-20</td>
<td>Number of detail records contained in file.</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>21</td>
<td>Comma</td>
</tr>
<tr>
<td>Sum of Pass-Through Charges</td>
<td>10</td>
<td>22-31</td>
<td>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.</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>32</td>
<td>Comma</td>
</tr>
<tr>
<td>Sum of Gross Charges</td>
<td>10</td>
<td>33-42</td>
<td>Sum of individual detail record gross amounts (including pass-through), including dollars and cents with an implied decimal point. Example: 0015200750 = $152,007.50</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>43</td>
<td>Comma</td>
</tr>
</tbody>
</table>
### SIT Report Trailer Record Format

<table>
<thead>
<tr>
<th>Field</th>
<th>Required Positions</th>
<th>Record Positions</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sum of Net Charges</td>
<td>10</td>
<td>44-53</td>
<td>Sum of individual detail record net amounts (including pass-through), including dollars and cents with an implied decimal point. Example: 0013500550 = $135,005.50</td>
</tr>
</tbody>
</table>

**Example:**
- 50 General Domestic Shipments for January-March, 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).

<table>
<thead>
<tr>
<th>Field</th>
<th>Required Positions</th>
<th>Record Position(s)</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>File Name ID</td>
<td>3</td>
<td>1-3</td>
<td>Shall be SIT for SIT files.</td>
</tr>
<tr>
<td>SCAC</td>
<td>4</td>
<td>4-7</td>
<td>Four (4) characters Standard TSP Alpha Code. Identify the SCAC for the TSP the GBL/BL was issued to.</td>
</tr>
<tr>
<td>Type of Transportation</td>
<td>2</td>
<td>8-9</td>
<td>Enter GD for General Domestic, GI for General International, DM for Domestic Move Management, IM for International Move Management. <strong>Please note that if you provide multiple services within CHAMP, you shall create separate reports (files) for each type of service provided</strong></td>
</tr>
<tr>
<td>Calendar Year</td>
<td>4</td>
<td>10-13</td>
<td>YYYY - Calendar Year of Report.</td>
</tr>
<tr>
<td>Identifying Quarter</td>
<td>1</td>
<td>14</td>
<td>1 – 4 Identifies the calendar quarter the report represents.</td>
</tr>
<tr>
<td>Report Submission Number</td>
<td>2</td>
<td>15-16</td>
<td>Starts at 01, increments by 1.</td>
</tr>
<tr>
<td>Error Indicator</td>
<td>1</td>
<td>17</td>
<td>Blank from TSP, “E” for error file from TMSS.</td>
</tr>
</tbody>
</table>
Examples:

- General Domestic Shipments for January-March, 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**

<table>
<thead>
<tr>
<th>State</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alabama</td>
<td>AL00</td>
</tr>
<tr>
<td>Alaska</td>
<td>See below</td>
</tr>
<tr>
<td>Arizona</td>
<td>AZ00</td>
</tr>
<tr>
<td>Arkansas</td>
<td>AR00</td>
</tr>
<tr>
<td>California</td>
<td>CA00</td>
</tr>
<tr>
<td>Colorado</td>
<td>CO00</td>
</tr>
<tr>
<td>Connecticut</td>
<td>CT00</td>
</tr>
<tr>
<td>Delaware</td>
<td>DE00</td>
</tr>
<tr>
<td>District Of Columbia</td>
<td>DC00</td>
</tr>
<tr>
<td>Florida</td>
<td>FL00</td>
</tr>
<tr>
<td>Georgia</td>
<td>GA00</td>
</tr>
<tr>
<td>Idaho</td>
<td>ID00</td>
</tr>
<tr>
<td>Illinois</td>
<td>IL00</td>
</tr>
<tr>
<td>Indiana</td>
<td>IN00</td>
</tr>
<tr>
<td>Iowa</td>
<td>IA00</td>
</tr>
<tr>
<td>Kansas</td>
<td>KS00</td>
</tr>
<tr>
<td>State</td>
<td>Code</td>
</tr>
<tr>
<td>---------------</td>
<td>------</td>
</tr>
<tr>
<td>Kentucky</td>
<td>KY00</td>
</tr>
<tr>
<td>Louisiana</td>
<td>LA00</td>
</tr>
<tr>
<td>Maine</td>
<td>ME00</td>
</tr>
<tr>
<td>Maryland</td>
<td>MD00</td>
</tr>
<tr>
<td>Massachusetts</td>
<td>MA00</td>
</tr>
<tr>
<td>Michigan</td>
<td>MI00</td>
</tr>
<tr>
<td>Minnesota</td>
<td>MN00</td>
</tr>
<tr>
<td>Mississippi</td>
<td>MS00</td>
</tr>
<tr>
<td>Missouri</td>
<td>MO00</td>
</tr>
<tr>
<td>Montana</td>
<td>MT00</td>
</tr>
<tr>
<td>Nebraska</td>
<td>NE00</td>
</tr>
<tr>
<td>Nevada</td>
<td>NV00</td>
</tr>
<tr>
<td>New Hampshire</td>
<td>NH00</td>
</tr>
<tr>
<td>New Jersey</td>
<td>NJ00</td>
</tr>
<tr>
<td>New Mexico</td>
<td>NM00</td>
</tr>
<tr>
<td>New York</td>
<td>NY00</td>
</tr>
<tr>
<td>North Carolina</td>
<td>NC00</td>
</tr>
<tr>
<td>North Dakota</td>
<td>ND00</td>
</tr>
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<tr>
<td>Country/Designated Point</td>
<td>Code</td>
</tr>
<tr>
<td>-----------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>Tahiti</td>
<td>350T</td>
</tr>
<tr>
<td>Taiwan</td>
<td>2810</td>
</tr>
<tr>
<td>Tajikistan</td>
<td>136T</td>
</tr>
<tr>
<td>Tanzania</td>
<td>8650</td>
</tr>
<tr>
<td>Thailand</td>
<td>8750</td>
</tr>
<tr>
<td>Togo</td>
<td>115T</td>
</tr>
<tr>
<td>Trinidad</td>
<td>205T</td>
</tr>
<tr>
<td>Tunisia</td>
<td>8900</td>
</tr>
<tr>
<td>Turkey</td>
<td>9050</td>
</tr>
<tr>
<td>Turkmenistan</td>
<td>116T</td>
</tr>
<tr>
<td>Uganda</td>
<td>9100</td>
</tr>
<tr>
<td>Ukraine</td>
<td>9280</td>
</tr>
<tr>
<td>United Arab Emirates</td>
<td>8880</td>
</tr>
<tr>
<td>United Kingdom – All Other Points</td>
<td>925U</td>
</tr>
<tr>
<td>London</td>
<td>925L</td>
</tr>
<tr>
<td>Edinburgh</td>
<td>925D</td>
</tr>
<tr>
<td>Northern Ireland</td>
<td>925I</td>
</tr>
<tr>
<td>Uruguay</td>
<td>9300</td>
</tr>
<tr>
<td>Uzbekistan</td>
<td>117U</td>
</tr>
<tr>
<td>Venezuela</td>
<td>9400</td>
</tr>
<tr>
<td>Viet Nam</td>
<td>9450</td>
</tr>
<tr>
<td>Virgin Islands St. John</td>
<td>200V</td>
</tr>
<tr>
<td>Virgin Islands St. Thomas/St. Croix</td>
<td>190V</td>
</tr>
<tr>
<td>Western Samoa</td>
<td>9630</td>
</tr>
<tr>
<td>Yemen</td>
<td>9650</td>
</tr>
<tr>
<td>Zambia</td>
<td>9900</td>
</tr>
<tr>
<td>Zimbabwe</td>
<td>8180</td>
</tr>
</tbody>
</table>

Claims Report Format Requirements

If a Claims Report is furnished, format requirements, as set out below, shall be adhered to.
Submissions received from TSPs or Rate Filing Service Provider (RFSP) not conforming to the
record and report formatting requirements will be unacceptable and will be rejected and the information not accepted by the database.

**Claims Report Header Record**

The first line of the Claims Report is the Header Record providing information about the TSP’s report. The Header Record is position sensitive. Positions marked with an asterisk (*) are numeric and shall, if necessary, be zero filled from the left (i.e., 00250).

<table>
<thead>
<tr>
<th>Field</th>
<th>Required Positions</th>
<th>Record Position(s)</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Header ID</td>
<td>1</td>
<td>1</td>
<td>Shall be C for Claim files</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>2</td>
<td>Comma</td>
</tr>
<tr>
<td>SCAC</td>
<td>4</td>
<td>3-6</td>
<td>Four (4) character Standard TSP Alpha Code. Identify the SCAC for the TSP the GBL/BL was issued to</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>7</td>
<td>Comma</td>
</tr>
<tr>
<td>Type of Transportation</td>
<td>2</td>
<td>8-9</td>
<td>Enter GD for General Domestic, GI for General International, DD for Direct Domestic Move Management, DI for Direct International, BD for Broker Domestic Move Management, or BI for Broker International. <strong>Please note that if you provide multiple services within CHAMP, you shall create separate reports (files) for each type of service provided</strong></td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>10</td>
<td>Comma</td>
</tr>
<tr>
<td>Number of Records</td>
<td>4</td>
<td>11-14</td>
<td>Number of records transmitted. This identifies the number of lines submitted in the shipment report. Example: 0321 = 321 records. <strong>If this is a Negative report, use all zeros</strong></td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>15</td>
<td>Comma</td>
</tr>
<tr>
<td>Identifying Quarter</td>
<td>5</td>
<td>16-20</td>
<td>YYYYQ - Complete year with the calendar quarter number, where Q = calendar quarter as referenced in file naming above. Example: 19993 = third quarter of 1999</td>
</tr>
</tbody>
</table>

Examples:

- 20 General International Claims for April-June, 2019:
  
  C,GSAA,GI,0020,20192

- 87 MMS Domestic Claims for October-December, 2019
Claim Settlement Detail Records

Entry format is text entry (i.e. left aligned). Fields marked with an asterisk (*) are numeric and shall, if necessary, be zero filled from the left (i.e., 00250 for 250) depending on the field size. Line 2 and each line thereafter will identify individual claim records.

<table>
<thead>
<tr>
<th>Field</th>
<th>Required Positions</th>
<th>Record Position(s)</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Record ID</td>
<td>1</td>
<td>1</td>
<td>Shall be C</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>2</td>
<td>Comma</td>
</tr>
<tr>
<td>SCAC</td>
<td>4</td>
<td>3-6</td>
<td>Four (4) character Standard TSP Alpha Code. Identify the SCAC for the TSP the GBL/CBL was issued to</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>7</td>
<td>Comma</td>
</tr>
<tr>
<td>Type of Transportation</td>
<td>2</td>
<td>8-9</td>
<td>Enter GD for General Domestic, GI for General International, DD for Direct Domestic Move Management, DI for Direct International, BD for Broker Domestic Move Management, or BI for Broker International</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>10</td>
<td>Comma</td>
</tr>
<tr>
<td>Type of Move</td>
<td>3</td>
<td>11-13</td>
<td>If multiple elements were moved using one GBL/BL, each element shall have an individual shipment record; if the GBL/BL was used for household goods, put in HHG; for Automobile, enter POV; and for Unaccompanied Air Baggage, enter UAB. **If multiple elements were moved using one GBL/BL, each element shall have an individual shipment record</td>
</tr>
<tr>
<td>Federal Agency Identification Code</td>
<td>10</td>
<td>15-23</td>
<td>Agency’s 10 digit User ID code used to access TMSS. This User ID can be obtained directly from the using agency or from the TMSS system itself. If unable to obtain the proper User ID, please contact the PMO. Records with this field blank, X or zero-filled will not be accepted</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>24</td>
<td>Comma</td>
</tr>
<tr>
<td>Field</td>
<td>Required Positions</td>
<td>Record Position(s)</td>
<td>Contents</td>
</tr>
<tr>
<td>----------------------------</td>
<td>--------------------</td>
<td>--------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>TSP Reference Number</td>
<td>15</td>
<td>25-39</td>
<td>TSP reference number used when the shipment was booked by the TSP. Start the reference number with position 25. If reference number does not consist of 15 numbers, place X's after number to fill out the 15 positions. Example: Reference number 135895 would appear as 135895XXXXXXXXXX. Records with this field blank, X or zero filled will not be accepted</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>40</td>
<td>Comma</td>
</tr>
<tr>
<td>BL Number</td>
<td>8</td>
<td>41-48</td>
<td>Bill of Lading Number. Use GBL/BL number that was used to handle the shipment. If BL number is less than 8 characters, place X's after the number to fill in field. Records with this field blank or zero filled will not be accepted</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>49</td>
<td>Comma</td>
</tr>
<tr>
<td>Type of GBL/CBL</td>
<td>1</td>
<td>50</td>
<td>Input V if Virtual GBL/BL was used. Input G if standard GBL/BL was used</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>51</td>
<td>Comma</td>
</tr>
<tr>
<td>Date Claim Received</td>
<td>8</td>
<td>52-59</td>
<td>YYYYMMDD (20190315 = March 15, 2019)</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>60</td>
<td>Comma</td>
</tr>
<tr>
<td>Date Claim Settled</td>
<td>8</td>
<td>61-68</td>
<td>YYYYMMDD (see claim received date)</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>69</td>
<td>Comma</td>
</tr>
<tr>
<td>Days to settle</td>
<td>3</td>
<td>70-72</td>
<td>Number of days, excluding day of receipt, but including the settlement date. Example: 010 = 10 Days</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>73</td>
<td>Comma</td>
</tr>
<tr>
<td>Amount Claimed</td>
<td>6</td>
<td>74-79</td>
<td>Whole dollars only Example: 000500 = $500.00</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>80</td>
<td>Comma</td>
</tr>
<tr>
<td>Amount Settled</td>
<td>6</td>
<td>81-86</td>
<td>Whole dollars only. Example: 000250 = $250.00</td>
</tr>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>87</td>
<td>Comma</td>
</tr>
<tr>
<td>Settlement Delay Codes</td>
<td>30</td>
<td>88-117</td>
<td>If days to settle exceeds 60, use the codes specified below in the Delay Code Specification. If codes are used, place them starting in position 81. Once all codes are loaded, place X's to fill out the 30 positions. Example: C99C11C12XXXXXXXXXXXXXXXXXXX If no codes are used X fill the 30 positions</td>
</tr>
</tbody>
</table>
Claim Settlement Detail Records

<table>
<thead>
<tr>
<th>Field</th>
<th>Required Positions</th>
<th>Record Position(s)</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Field Delimiter</td>
<td>1</td>
<td>118</td>
<td>Comma</td>
</tr>
<tr>
<td>Owner’s Last Name</td>
<td>15</td>
<td>119-133</td>
<td>Last name of the owner listed on the GBL/BL in all CAPS. If the owner’s name does not consist of 15 letters, place X's after the name to fill out the 15 positions. Example: The name of Jones would appear as JONESXXXXXXXXXX. Records with this field blank, X or zero filled will not be accepted</td>
</tr>
<tr>
<td>TSPs Tax ID Number</td>
<td>9</td>
<td>135-143</td>
<td>TSP TIN</td>
</tr>
</tbody>
</table>

Example: Columns

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
<th>I</th>
<th>J</th>
<th>K</th>
<th>L</th>
</tr>
</thead>
<tbody>
<tr>
<td>C</td>
<td>GSAA</td>
<td>GI</td>
<td>POV</td>
<td>RXPG8TY43</td>
<td>Q794-P912666XXX</td>
<td>PP123456</td>
<td>G</td>
<td>20190601</td>
<td>20190622</td>
<td>021</td>
<td></td>
</tr>
<tr>
<td>M</td>
<td>N</td>
<td>O</td>
<td>P</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>001600</td>
<td>Z99C12P13XXXXXXXXXXXXXXXXXXXXXXXXXXXX</td>
<td>O’TOOLEXXXXXXXXX</td>
<td>123456722</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Claim Settlement Delay Code Specifications

Codes beginning with a “C” apply specifically to reasons for a late settlement because of a TSP’s act or omission; codes beginning with a “P” apply specifically to reasons for a late settlement because of an owner’s act or omission. Codes “C99,” “P99,” and “Z99” are used to indicate a group of reasons for a late settlement; see below for additional information. Except as otherwise specified, the Delay Codes shall begin in position 81.

<table>
<thead>
<tr>
<th>Delay Code</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>C99</td>
<td>Indicates that because of a combination of TSP failures, as indicated by the following TSP codes, settlement was delayed past sixty (60) calendar days. If this code is used, it shall begin in position 81 with the specific codes following it, e.g., C99C12C13. Do not use for an 'other' or 'unknown' indication. Do not use by itself or with only one other code (Example: C99 or C99C12)</td>
</tr>
<tr>
<td>Delay Code</td>
<td>Meaning</td>
</tr>
<tr>
<td>------------</td>
<td>---------</td>
</tr>
<tr>
<td>C11</td>
<td>TSP Failure: Indicates that the TSP through administrative error failed to make a settlement offer within sixty (60) calendar days</td>
</tr>
<tr>
<td>C12</td>
<td>Adjuster Failure: Indicates that the adjuster hired by the TSP failed to complete review and settlement action within sixty (60) calendar days or to provide the TSP with its report so that the TSP could complete settlement within sixty (60) calendar days. If the adjuster’s failure was based on inability to meet with the owner, use Delay Code P12</td>
</tr>
<tr>
<td>C13</td>
<td>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</td>
</tr>
<tr>
<td>C14</td>
<td>RESERVED</td>
</tr>
<tr>
<td>C15</td>
<td>RESERVED</td>
</tr>
<tr>
<td>P 99</td>
<td>Indicates that 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)</td>
</tr>
<tr>
<td>P11</td>
<td>Insufficient information: Indicates that the information on or submitted with the claim was insufficient for the TSP to make a settlement and that despite the TSP’s timely request for such information, the information was not returned to the TSP in sufficient time for allow for settlement within sixty (60) calendar days. Such information includes additional descriptions of the property or copies of purchase receipts; it does not include estimates of repair (see Delay Codes C13 and P13), high value article appraisals (see Delay Code P14)</td>
</tr>
<tr>
<td>P12</td>
<td>Adjuster Failure: Indicates that the owner was unable to meet with the TSP’s adjuster in sufficient time for the adjuster to complete review and settlement action within sixty (60) calendar days or to provide the TSP with its report so that the TSP could complete settlement within sixty (60) calendar days</td>
</tr>
<tr>
<td>P13</td>
<td>Repair Estimates: Indicates that the owner was unable to meet with the TSP’s repair TSP in sufficient time for the TSP to complete review and settlement action within sixty (60) calendar days or to provide the TSP with its report so that the TSP could complete settlement within sixty (60) calendar days. This code may also be used to indicate that the owner declined use of the TSP’s repair TSP, but failed to provide the TSP with repair estimates in sufficient time for the TSP to complete settlement within sixty (60) calendar days</td>
</tr>
<tr>
<td>P14</td>
<td>Appraisals: Indicates that despite a timely request from the TSP, the owner failed to provide the TSP high value article appraisals when such appraisals are warranted by the nature of the property (such as antiques or art objects) in sufficient time for the TSP to complete settlement within sixty (60) calendar days</td>
</tr>
<tr>
<td>P15</td>
<td>RESERVED</td>
</tr>
</tbody>
</table>
### Claim Settlement Delay Code Specifications

<table>
<thead>
<tr>
<th>Delay Code</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>P 99</td>
<td>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).</td>
</tr>
<tr>
<td>P11</td>
<td>Insufficient information: Indicates that the information on or submitted with the claim was insufficient for the TSP to make a settlement and that despite the TSP’s timely request for such information, the information was not returned to the TSP in sufficient time for settlement within sixty (60) calendar days. Such information includes additional descriptions of the property or copies of purchase receipts; it does not include estimates of repair (see Delay Codes C13 and P13), high value article appraisals (see Delay Code P14).</td>
</tr>
<tr>
<td>P12</td>
<td>Adjuster Failure: Indicates that the owner was unable to meet with the TSP’s adjuster in sufficient time for the adjuster to complete review and settlement action within sixty (60) calendar days or to provide the TSP with its report so that the TSP could complete settlement within sixty (60) calendar days.</td>
</tr>
<tr>
<td>P13</td>
<td>Repair Estimates: Indicates that the owner was unable to meet with the TSP’s repair TSP in sufficient time for the TSP to complete review and settlement action within sixty (60) calendar days or to provide the TSP with its report so that the TSP could complete settlement within sixty (60) calendar days. This code may also be used to indicate that the owner declined use of the TSP’s repair TSP, but failed to provide the TSP with repair estimates in sufficient time for the TSP to complete settlement within sixty (60) calendar days.</td>
</tr>
<tr>
<td>P14</td>
<td>Appraisals: Indicates that despite a timely request from the TSP, the owner failed to provide the TSP high value article appraisals when such appraisals are warranted by the nature of the property (such as antiques or art objects) in sufficient time for the TSP to complete settlement within sixty (60) calendar days.</td>
</tr>
<tr>
<td>P15</td>
<td>RESERVED</td>
</tr>
</tbody>
</table>

### Claim Report File Naming Convention

This line is the File Naming convention for the Claim Report. The File Name Record is position sensitive. Positions marked with an asterisk (*) are numeric and shall, if necessary, be zero filled from the left (i.e., 00250). Save the file as a comma-separated file (.CSV) then rename as necessary (.CLM). The File Naming Convention identified below shall be adhered to. File names shall be eight (8) characters, and the file extension will reflect the record type.
<table>
<thead>
<tr>
<th>Field</th>
<th>Required Positions</th>
<th>Record Position(s)</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>TSP Code</td>
<td>4</td>
<td>1-4</td>
<td>Four (4) digit Standard TSP Alpha Code</td>
</tr>
<tr>
<td>Year</td>
<td>1</td>
<td>5</td>
<td>Last digit of calendar year (2011 would be 1)</td>
</tr>
<tr>
<td>Quarter</td>
<td>1</td>
<td>6</td>
<td>Calendar quarter, e.g., 1=Jan-Mar, 2=Apr-Jun, 3=Jul-Sep, 4=Oct-Dec</td>
</tr>
<tr>
<td>File Type</td>
<td>1</td>
<td>7</td>
<td>Designates the type of transportation the file contains. General Domestic = A, General International = B, Move Management Domestic = C, Move Management International = D</td>
</tr>
<tr>
<td>Report Type</td>
<td>1</td>
<td>8</td>
<td>Report Submission Number (i.e. first submission of original quarterly report =1; corrected error report submission=2)</td>
</tr>
<tr>
<td>File Extension</td>
<td>3</td>
<td>9-11</td>
<td>Original submission shall be .CLM; the correction report submitted requires an .ERC extension</td>
</tr>
</tbody>
</table>

Example: Original Claim Report Submission

<table>
<thead>
<tr>
<th>GSAA13A1.clm</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>GSAA</td>
<td>TSP Code</td>
</tr>
<tr>
<td>1</td>
<td>Last Digit of Calendar Year</td>
</tr>
<tr>
<td>3</td>
<td>Calendar Quarter</td>
</tr>
<tr>
<td>A</td>
<td>File Type</td>
</tr>
<tr>
<td>1</td>
<td>Report Type</td>
</tr>
<tr>
<td>.CLM</td>
<td>File Extension</td>
</tr>
</tbody>
</table>

Example: Corrected Claim Report Submission

<table>
<thead>
<tr>
<th>GSAA13A2.clm</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>GSAA</td>
<td>TSP Code</td>
</tr>
<tr>
<td>1</td>
<td>Last Digit of Calendar Year</td>
</tr>
<tr>
<td>3</td>
<td>Calendar Quarter</td>
</tr>
<tr>
<td>A</td>
<td>File Type</td>
</tr>
<tr>
<td>2</td>
<td>Report Type</td>
</tr>
<tr>
<td>.ERC</td>
<td>File Extension</td>
</tr>
</tbody>
</table>

If you have several files to transmit at one time, each file name shall be unique (i.e., GSAA13A1.CLM, GSAA13A2.ERC, etc.).
Shipments, SIT Reports, and Claim Reports 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 RFSPs 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.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Position</th>
<th>Max Length</th>
<th>Example</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Header Id</td>
<td>1</td>
<td>2</td>
<td>HI</td>
<td>To initiate a GSA Form 3080 Survey the header ID should be 'HI'</td>
</tr>
<tr>
<td>Field Separator</td>
<td>3</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SCAC</td>
<td>4</td>
<td>4</td>
<td>ABCD</td>
<td>Must be registered in TMSS</td>
</tr>
<tr>
<td>Field Separator</td>
<td>8</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transaction Type</td>
<td>9</td>
<td>2</td>
<td>CE</td>
<td>The value should be always CE; stands for Carrier Evaluation</td>
</tr>
<tr>
<td>Field Separator</td>
<td>11</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Creation Date</td>
<td>12</td>
<td>8</td>
<td>20190425</td>
<td>The date should be in 'yyyymmdd' format</td>
</tr>
<tr>
<td>Field Separator</td>
<td>20</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Detail Record Count</td>
<td>21</td>
<td>6</td>
<td>000015</td>
<td>Total number of detail records has to be entered with leading zeroes if the length is less than 6.</td>
</tr>
<tr>
<td>Field Separator</td>
<td>27</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TSP First Name</td>
<td>28</td>
<td>25</td>
<td>Steve</td>
<td>TSP contact’s first name; Must have at least 1 letter</td>
</tr>
<tr>
<td>Field Separator</td>
<td>n/a</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TSP Last Name</td>
<td>n/a</td>
<td>25</td>
<td>Smith</td>
<td>TSP contact’s last name; Must have at least 1 letter</td>
</tr>
<tr>
<td>Field Separator</td>
<td>n/a</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TSP Phone</td>
<td>n/a</td>
<td>10</td>
<td>1234567890</td>
<td>TSP contact’s phone no.; Must be numeric and min/max 10 nos.</td>
</tr>
<tr>
<td>Field Separator</td>
<td>n/a</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TSP Email Id</td>
<td>n/a</td>
<td>45</td>
<td><a href="mailto:abc@abc.com">abc@abc.com</a></td>
<td>TSP contact’s email ID</td>
</tr>
</tbody>
</table>
### Detail Record Layout: Total Length = 423 chars

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Type</th>
<th>Max Length</th>
<th>Min Length</th>
<th>Example</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shipment Type</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td>I or D</td>
<td>I - International</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SCAC</td>
<td>Alpha</td>
<td>4</td>
<td>4</td>
<td>ABCD</td>
<td>Must be registered in TMSS</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BOL Number</td>
<td>Alpha</td>
<td>18</td>
<td>1</td>
<td>R123456789</td>
<td>Enter the BOL number</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BOL Type</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td>H or U or P</td>
<td>H - HHG</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Federal Agency ID</td>
<td>Alpha</td>
<td>10</td>
<td>10</td>
<td>0470912345</td>
<td>Federal agency ID - &lt;agy&gt;&lt;bur&gt;&lt;account code&gt;</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pick Up Date</td>
<td>Numeric</td>
<td>8</td>
<td>8</td>
<td>20190101</td>
<td>In 'yyyyMMdd' format</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delivery Date</td>
<td>Number</td>
<td>8</td>
<td>8</td>
<td>20190202</td>
<td>In 'yyyyMMdd' format</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Old Duty Zip</td>
<td>Numeric</td>
<td>5</td>
<td></td>
<td>22222</td>
<td>Enter the 5 digit numeric zip code if the Old Duty Country is 'United States'; is not required if the Old Duty Country is other than 'United States'</td>
</tr>
<tr>
<td>Field Name</td>
<td>Type</td>
<td>Max Length</td>
<td>Min Length</td>
<td>Example</td>
<td>Comments</td>
</tr>
<tr>
<td>--------------------</td>
<td>---------</td>
<td>------------</td>
<td>------------</td>
<td>---------</td>
<td>--------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Old Duty City</td>
<td>Alpha</td>
<td>28</td>
<td>0</td>
<td>Chicago</td>
<td>Enter the City Name if the Old Duty Country is ‘United States’; is not</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>1</td>
<td></td>
<td>required if the Old Duty Country is other than ‘United States’</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Old Duty Country</td>
<td>Alpha</td>
<td>30</td>
<td>1</td>
<td>United States</td>
<td>Enter the Old Duty Country</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>New Duty Zip</td>
<td>Numeric</td>
<td>5</td>
<td>0</td>
<td>22222</td>
<td>Enter the 5 digit numeric zip code if the New Duty Country is ‘United</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>1</td>
<td></td>
<td>States’; is not required if the New Duty Country is other than ‘United</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>New Duty City</td>
<td>Alpha</td>
<td>28</td>
<td>0</td>
<td>Chicago</td>
<td>Enter the City Name if the New Duty Country is ‘United States’; is not</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>1</td>
<td></td>
<td>required if the New Duty Country is other than ‘United States’</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>New Duty Country</td>
<td>Alpha</td>
<td>30</td>
<td>1</td>
<td>United States</td>
<td>Enter the New Duty Country</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Field Name</td>
<td>Type</td>
<td>Max Length</td>
<td>Min Length</td>
<td>Example</td>
<td>Comments</td>
</tr>
<tr>
<td>---------------------</td>
<td>--------</td>
<td>------------</td>
<td>------------</td>
<td>--------------</td>
<td>------------------------------------</td>
</tr>
<tr>
<td>Owner’s First Name</td>
<td>Alpha</td>
<td>25</td>
<td>1</td>
<td>Steve</td>
<td>Enter Owner’s first name</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Owner’s Middle Initial</td>
<td>Alpha</td>
<td>1</td>
<td>0</td>
<td>K</td>
<td>Middle initial if available</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Owner’s Last Name</td>
<td>Alpha</td>
<td>25</td>
<td>1</td>
<td>Smith</td>
<td>Owner’s last name</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Owner’s Phone</td>
<td>Numeric</td>
<td>10</td>
<td>10</td>
<td>1234567890</td>
<td>Owner’s phone number</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Owner’s Phone Ext</td>
<td>Alpha</td>
<td>6</td>
<td>0</td>
<td>123456</td>
<td>Telephone extension if available</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Owner’s Email Id</td>
<td>Alpha</td>
<td>45</td>
<td>1</td>
<td><a href="mailto:abcd@abc.com">abcd@abc.com</a></td>
<td>Owner’s email ID</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AMC. First Name</td>
<td>Alpha</td>
<td>25</td>
<td>1</td>
<td>John</td>
<td>Move Coordinator’s first name</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AMC. Middle Initial</td>
<td>Alpha</td>
<td>1</td>
<td>0</td>
<td>M</td>
<td>Middle initial if available</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AMC. Last Name</td>
<td>Alpha</td>
<td>25</td>
<td>1</td>
<td>Doe</td>
<td>Move Coordinator’s last name</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AMC. Phone</td>
<td>Numeric</td>
<td>10</td>
<td>10</td>
<td>1234567890</td>
<td>Move Coordinator’s phone number</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Field Name</td>
<td>Type</td>
<td>Min Length</td>
<td>Max Length</td>
<td>Example</td>
<td>Comments</td>
</tr>
<tr>
<td>--------------------</td>
<td>------</td>
<td>------------</td>
<td>------------</td>
<td>---------------</td>
<td>--------------------------------------------------------------------------</td>
</tr>
<tr>
<td>AMC. Phone Ext</td>
<td>Alpha</td>
<td>0</td>
<td>6</td>
<td>123456</td>
<td>Phone ext. if available</td>
</tr>
<tr>
<td>Field Separator</td>
<td>Alpha</td>
<td>1</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AMC. Email Id</td>
<td>Alpha</td>
<td>1</td>
<td>45</td>
<td><a href="mailto:abcd.abcd@gsa.gov">abcd.abcd@gsa.gov</a></td>
<td>Personal emails will not be accepted; only emails from .FED</td>
</tr>
</tbody>
</table>
APPENDIX E—Sample Move Management Agreement for Household Goods Move Management Services

MOVE MANAGEMENT AGREEMENT FOR HOUSEHOLD GOODS
MOVE MANAGEMENT SERVICES

Between

[Agency]
[City/State]

And

[Move Management Services Provider/SCAC]
[City/State]
1. General

The [agency name] located at [agency address], herein identified as [Agency] and [Move Management Services Provider], herein identified as [Provider], located at [MMS Provider address], herein agree that the Provider will provide Move Management Services (MMS) according to the specifications and requirements as set forth in the GSA Household Goods Tender of Service (HTOS), the Extended Storage Tender of Service (XTOS), all applicable Request for Offers (RFO), the terms and conditions of the non-alternating standing route order (SRO), [Agency Specific Code] (if applicable), all other relevant regulations and policies and this Memorandum of Agreement (MOA). All shipments moved in accordance with this MOA must be conducted under the General Services Administration’s (GSA’s) Centralized Household Goods Traffic Management Program (CHAMP) with CHAMP approved Transportation Service Providers (TSPs). Services to be provided in accordance with this MOA are for the coordination and transportation of household goods shipments for federal employees/owners when paid for by the Agency.

2. Scope

This MOA applies to the shipment and storage of all domestic and international household goods moves as defined by the HTOS and the XTOS and authorized for the benefit of the Government and funded by the Agency.

3. Definitions

**Transportation Service Provider (TSP)** – TSP is used when referring to federally approved carriers and forwarders accepted by GSA to participate in CHAMP.

**Move Management Services (MMS)** – All services necessary for coordinating the packing, loading, movement, storage, unpacking, placement, assembly, disassembly, counseling, advising, estimating, performing cost comparisons, cost projections and site surveys, data collection and retention, reporting, billing the Government, receiving Government payments and disbursing payments to subcontractors (if applicable), and all other related services for employee/owner household goods shipments.

**Bill of Lading Issuing Officer (BLIO)** – After a Travel Authorization has been issued, the BLIO has the authority to further obligate the Agency to expend funds to support a course of action necessary to continue the progress of a household goods shipment to its completion. The BLIO is the primary contact for initiating a MMS request under this MOA on behalf of the Agency. The BLIO may appoint other personnel from the Agency as his/her designee. This designee(s) will also be responsible for initiating and managing shipments.
Household Goods Shipments – All services related to the packing, loading, transportation, storage and delivery of household goods are included as defined in CHAMP, the HTOS, the XTOS, all applicable RFOs, the terms and conditions of [Agency Specific Code] (if applicable), and all other relevant regulations and policies and this MOA.

Move Management Services include, but are not limited to:

- receiving service requests;
- conducting owner counseling;
- making TSP selections;
- preparing bills of lading;
- preparing shipment invoices;
- conducting TSP performance evaluations;
- conducting service performance audits;
- preparing and assisting with claims documentation;
- assigning selected shipments to storage-in-transit (SIT), both temporary and extended, if authorized;
- preparing and submitting service requests to TSPs;
- initiating the GSA Form 3080 electronically via the Transportation Management Services Solution (TMSS) system via either Option 1 and/or Option 2 as identified in Section 7.5.1. of the HTOS;
- maintaining MMS Provider’s web application with the most current programming and shipment information; and
- preparing and submitting management reports.

- prepayment and postpayment audit [Note: this is optional and only listed if it is included in the agency SRO where the TSP’s factor the cost into the filed rates]:
  - arranging for the prepayment audit of all invoices in accordance with 41 CFR 102-118 and the U.S. Government Freight Transportation Handbook by an independent, non-affiliated auditor that is either approved under GSA’s Financial and Business Solutions (FABS) Schedule 520, Special Item Number (SIN) 520-10 or has been certified by GSA’s Transportation Audit Division (QMCA) to perform prepayment audit services;
  - preparing and submitting to GSA’s Transportation Audit Division all required documentation to satisfy the postpayment audit requirements identified in 41 CFR 102-118, the Government Freight Transportation Handbook and GSADI (SRO code).
**Bills of Lading** – CHAMP uses Commercial Bills of Lading (CBLs) and/or Bills of Lading (BLs) for domestic shipments and international shipments are moved on Government Bills of Lading (GBLs). The GBL is a controlled document that conveys specific terms and conditions to protect the Government’s interest and serves as the contract of carriage. A CBL/BL is the document used as a receipt of goods and documentary evidence of title during transportation. When the Agency uses a CBL/BL, the specific terms and conditions of a GBL are included in the rate tenders/offers under CHAMP and the CBL/BL must make reference to the rate tender/offer number.

By accepting this MOA, the Provider agrees that the specific terms and conditions of a GBL are included in their rate tenders/offers. Specific terms and conditions that apply to GBLs and CBLs/BLs are included in 41 CFR 102-117, the “U.S. Government Freight Transportation Handbook”, and 41 CFR 102-118.

To comply with CHAMP provisions, the name and SCAC shown on any GBL and/or CBL/BL for a shipment moved under this MOA will be name and SCAC of the Provider, regardless of the underlying TSP that may actually be performing the transportation related services. In addition, for all shipments moved under this MOA, the Provider must utilize the current [SCAC] MMS rate offers (M rate offers) accepted in TMSS.

Where the Provider does not have GSA approved scope of operation and/or an accepted rate offer on file for a given traffic lane, a one-time-only (OTO) rate quote will be used based upon the requirements defined in the HTOS Section 4.4.

**Self-Pack and Load** – TSPs selected and managed by the Provider to perform services under this MOA must contain a move in its entirety within their own transport systems or networks of drivers and equipment and facilities to the maximum extent possible. Transferring a shipment to another agent or TSP is prohibited when the originating TSP has equipment, facilities, and personnel to handle the move in its entirety.

4. **Services to be Provided**

At a minimum, the services identified herein are required to be provided in accordance with this MOA.

**Initiation of Service and Authorizations – Household Goods**

The BLIO or his/her designee will notify the Provider of employee/owner moves in writing, by telephone, by fax or by entering the request into the Provider web-based system. The minimum information necessary for the Provider to initiate a move is:

- Owner’s name;
- Owner’s email;
- Owner’s phone numbers at work and home;
- Travel Authorization number and obligation amount;
- Accounting information; and
- Any excess valuation requested above the standard valuation

The BLIO or his/her designee will provide the Provider with a telephone number to contact the employee for counseling purposes. The Provider will attempt to contact the owner within 24 hours after receiving the initial request for MMS. If the Provider is unsuccessful in contacting the owner within 48 hours, the Provider will advise the BLIO or his/her designee and ask for assistance.

**Prior Authorization of Accessorial Services**
Under normal conditions, prior authorizations are required before the performance of any accessorial services. All charges must be supported with an approved BLIO or his/her designee written authorization prior to payment.

If, however, accessorial services have been identified on the Travel Authorization and/or the BLIO or his/her designee has provided the Provider with a listing of accessorial services that have been preapproved by the Agency, then the Provider is authorized to order those accessorial services without further approval.

For any accessorial service request not identified on the Travel Authorization and/or identified on a list of pre-approved accessorial services by the Agency, the Provider must obtain approval for those accessorial services in writing from the BLIO or his/her designee. In the event the Provider fails to obtain a written authorization for these accessorial services from the BLIO or his/her designee, the Provider will be held financially responsible for payment of any charges to the TSP or other third party provider.

**Owner Counseling**
The Provider will contact the owner and provide information, guidance and/or instructions regarding all aspects of the move. Counseling topics include, but are not limited to, the following list:

- Allowances under the FTR and other policies applicable to the Agency;
- On-site or virtual pre-move survey responsibilities;
- Level of service (released shipment valuation) and excess shipment valuation;
- Disassembly and reassembly of household furniture;
- Disconnecting and reconnecting items, such as ice makers;
- Shipment and storage services that are paid by the Government;
- Authorized SIT and extra pick-ups and drop-offs;
- Name and address of the SIT warehouse and SIT delivery out procedures;
- Appliance servicing;
- Professional Books, Materials (papers) and Equipment (PBP&E) documentation and the Agency’s applicable approval requirements;
• Packed by owner (PBO) packaging and inspection of contents and repacking;
• Transportation of privately owned vehicles (POVs) and Unaccompanied Air Baggage (UAB) and alternative methods of transporting them; and
• Claims filing procedures and general assistance and guidance.

On-Site Inspections
The BLIO or his/her designee may request on-site service inspections at either the shipment origin or destination point for an additional agreed upon charge determined at time of service and approved by the Agency. Optional origin or destination inspection services must be requested in writing and by calling the Provider at least 24 hours in advance to allow scheduling.

TSP Selection Criteria
The BLIO or his/her designee may provide a list of TSPs to the Provider that will be used for shipments under this MOA. The BLIO or his/her designee may also delegate responsibility of selecting TSPs to the Provider. TSP rotation requirements may also be provided by the BLIO or his/her designee. Any selected TSP must be currently approved to participate in CHAMP.

TSP Performance Criteria
The BLIO or his/her designee and the Provider will establish TSP performance. Performance criteria may include:

• Professionalism and courtesy of TSP personnel;
• Accuracy and performance of the pre-move survey;
• Containment of the pack, load, delivery and storage by the TSP;
• Overall quality of TSP service and responsiveness to requests;
• Frequency, processing, handling, and settlement of claims and other problems; and
• Move coordination and documentation.

Valuation Charges
The valuation coverage shall be consistent with the terms and conditions defined in CHAMP and any applicable SRO. The GBL or CBL/BL will reflect Full Value Replacement. Invoices must not list standard shipment valuation charges.

Requests for excess shipment valuation must be from the owner and be in writing. Excess shipment valuations must be charged based upon the terms and conditions defined in CHAMP and any applicable SRO. The Provider will inform the owner that he/she will be responsible for the excess valuation cost and advise the BLIO or his/her designee of the excess valuation. Any excess valuation must also be shown on the GBL or CBL/BL.
In the event the Provider fails to obtain a written excess valuation request prior to the shipment pick-up from the owner, the Provider will be held financially responsible for payment of any excess valuation charges to the TSP and storage facility.

**Preparation of GBLs and CBLs/BLs**
The Provider will order the preparation and distribution of GBLs and CBLs/BLs for shipments of HHG, POVs and UAB.

The BLIO or his/her designee may provide the Provider with a GBL number at the initial creation of request. The Provider will maintain accountability of records and physical security of the GBL numbers supplied, and will comply with the terms of the GSA HTOS/XTOS and this agreement. All GBLs and CBLs/BLs must be accounted for.

The Provider will prepare the GBL or CBLs/BLs prior to shipment pick-up and forward the GBL or CBL/BL to the TSP in a timely manner.

**Storage-in-Transit (SIT)**
Authorized SIT will be identified on the Travel Authorization. The Provider will make arrangements for SIT as cited on the Travel Authorization. When SIT is requested and is not identified on the Travel Authorization, the Provider will request approval in writing from the BLIO or his/her designee.

For domestic shipments, normally the initial SIT period does not exceed 60 calendar days. The initial period may be extended in 30 calendar day increments or in one 90 calendar day increment with the total length of SIT not to exceed 150 calendar days. For international shipments, normally the initial SIT period does not exceed 90 calendar days. The initial period may be extended in 30 calendar day increments or in one 90 calendar day increment with the total length of SIT not to exceed 180 calendar days. All requests for the extension of SIT beyond that identified on the Travel Authorization must be authorized in writing by the BLIO or his/her designee. The owner will be counseled by the Provider as to the period of authorized SIT and the owner’s liability if SIT exceeds what has been authorized by the BLIO or his/her designee.

The Provider will be required to obtain written authorization from the BLIO or his/her designee prior to the placement of a shipment into SIT at origin.

The Provider will notify the owner of the actual location (physical address) for the SIT within 5 calendar days after delivery into SIT. This notification will be provided in writing and will clearly state the date of the expiration of the authorized SIT. The Provider will counsel the owner of their liability for additional charges, changes of liability coverage from the Provider’s to warehouseman’s care and the risks to the owner if the authorized SIT expires and the shipment remains in SIT.

The Provider must instruct all owners to submit a written request to their Agency’s BLIO or his/her designee for any extension of SIT beyond the initial authorized period. The BLIO or his/her designee...
will notify the Provider of additional authorized SIT. If additional SIT is desired by the owner but not approved, the owner will be advised by the Provider of his/her responsibility for storage charges. The Provider will also determine and provide in writing to the owner (with a copy to the BLIO or his/her designee) the condition of the owner’s property in SIT at the end of authorized SIT days to protect the Government’s and the owner’s right to recover for the Provider/TSP-caused losses or damages. The Provider must also provide in writing the new contact (if the contact changes) for the owner to make storage payments and to release the shipment and explain any shipment valuation changes due to the shipment changing from Government storage responsibility to owner storage responsibility.

**Extended Storage**

If extended storage is authorized on the Travel Authorization, the Provider will coordinate for the extended storage. If the Provider has an acceptable rate offer on file under GSA’s XTOS RFO in TMSS, then the coordination will be provided under the terms of the GSA XTOS and the RFO and the accepted rate offers in TMSS will apply. If the Provider does not have an accepted rate offer for the extended storage requirement under the XTOS RFO, then the Provider will work with the BLIO or his/her designee and the employee to convert the shipment to non-extended storage to protect the interest of the Government and owner. Authorized non-temporary/extended storage will be paid for by the Government in accordance and as identified on the Travel Authorization.

**Service Performance Auditing**

The Provider must conduct an independent service performance line item audit of all transportation billings. The Provider must document and certify, by line item, whether billed services (including any services specifically requested by the owner) were necessary, were properly authorized and were actually performed. The Provider may develop a form for this purpose and, if requested, have it preapproved by the BLIO or his/her designee.

This service performance audit is unrelated to a prepayment audit of the actual billing charges. MMS Provider must furnish the service performance audit certification along with the transportation billing to the prepayment auditor for audit of the actual billing charges.

**Prepayment Auditing** – [Note: this is optional and only listed if it is included in the agency SRO where the TSP’s factor the cost into the filed rates]:

The Provider must have all transportation billings and supplemental billings for services performed under this MOA prepayment audited by [Name of Prepayment Auditor] under their 520-10 GSA contract and in accordance with the prepayment audit requirements as identified in 41 CFR 102-118 and the U.S. Government Freight Transportation Handbook. If the Provider intends to utilize any prepayment auditor other than [Name of Prepayment Auditor] under its 520-10 GSA contract, the Provider must notify the Agency Program Manager as identified in the MOA. Provider must receive prior approval before a new prepayment auditor is used under this MOA.
Billing Information
After completion of the service performance audit and prepayment audit, the Provider will submit an invoice to the Agency based on applicable [SCAC]-M accepted rate offers or accepted One-Time-Only (OTO) rate offer and receive reimbursement from the Agency. The Provider must retain all shipment billing documentation for a minimum of 6 years from the payment date.

Postpayment Auditing - [Note: this is optional and only listed if it is included in the agency SRO where the TSP’s factor the cost into the filed rates]:

For all shipments moved under this MOA, MMS Provider must prepare and submit to the GSA Audits Division all required documentation to satisfy the postpayment audit requirements identified in 41 CFR 102-118 and the U. S. Government Freight Transportation Handbook. Documentation must be submitted either electronically or via Compact Disk (CD). MMS Provider may contact GSA Audits Division with any questions regarding the postpayment audit submission requirements.

Management Reporting
The Provider will, at a minimum, maintain the following HHG reports continuously on the Provider’s website:

- Order Summary and Contact Report
- Shipment Summary Report for HHG, POV, UAB, & PBP&E Claims Summary Report
- TSP Utilization Report
- Raw Shipment Data in a downloadable format
- Shipment Billing Report with Charge-backs to Owners
- Shipment Distance and Weight Summary Report
- Business Summary and Socio-Economic Spend.

The Provider will prepare and submit a report to the Agency BLIO or designee on all authorized additional MMS, such as on-site inspections and household goods program cost avoidances revealed during auditing.

At the request of BLIO or his/her designee, the Provider will conduct semi-annual performance reviews with the BLIO or his/her designee.

MMS Provider will initiate electronic GSA Form 3080s for all shipments moved under this MOA using their SCAC. Electronic 3080s must be initiated via TMSS. After electronic initiation, the Provider will ensure all GSA Form 3080s are completed.

5. Further Agreements

Pre-Authorizations
The Provider will obtain pre-authorizations in writing from the BLIO or his/her designee to conduct a telephone or virtual pre-move shipment survey or to perform a shipment pick-up or delivery on a Saturday, Sunday or Holiday. The Provider will notify owners that the Agency normally will not authorize Saturday, Sunday or Holiday pick-ups or deliveries if the Agency will incur additional costs.

**Weight Variation**
The Provider will ensure that TSPs notify the Provider in the event the actual shipment weight is greater than 115% of the pre-move survey weight. If it is, prior to billing the Agency, the Provider must notify the BLIO or his/her designee in writing of the actual weight and the pre-move survey weight. This notification must also provide the justification of the difference. In the event the Provider fails to notify the BLIO or his/her designee prior to billing or fails to adequately justify the difference between the actual weight and the pre-move survey weight, the provisions of HTOS 5.4.3 will apply.

**Accessibility**
The Provider will maintain a web-based system and toll-free telephone number, both available 24 hours a day/7 days a week, for the Agency and the owners to monitor shipment(s) and request assistance.

**Cost Estimates**
The Provider will provide to the BLIO or his/her designee cost estimates upon a request via the Provider’s electronic mailbox at [email address].

**Information**
The Provider will ensure the owner is fully informed of the Provider’s web-based system to include access to information, points of contact, and toll-free number.

**Amendments**
All amendments and/or changes to this MOA must be in writing and signed by the Provider and the Agency.

**Effective Dates**
This MOA is effective from [Month Date, Year] or the date the last party signs this MOA, whichever occurs later, through [Month Date, Year]. This MOA has two (2), one (1) year option periods. The Agency may or may not exercise these options.

**Cancellation**
Either the Agency or the Provider may cancel this MOA by providing at least a thirty (30) calendar day written notice of the intent to terminate the MOA.
6. Agency and Provider Contact Information

Agency
[BLIO] [Name] [Email] [Phone #]
[Primary Designee] [Name] [Email] [Phone #]
[Program Manager/Secondary Designee] [Name] [Email] [Phone #]

Provider
[POC] [Name] [Email] [Phone #]
[POC] [Name] [Email] [Phone #]

Shipment Booking Information
Phone: [phone number]
Fax: [fax number]
Email: [email address]

7. Signatures

[Agency] [MMS Provider]
[Name] [Name]
[Title] [Title]

_____________________________  ______________________________
Signature           Signature
_____________________________  ______________________________
Date           Date
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 Government-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 Government-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

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<td>Changed effective date from November 1, 2019 to January 1, 2020</td>
<td>10/30/19</td>
<td>01/01/20</td>
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<td>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 &quot;formula bar&quot; at the top of the Excel spreadsheet were deleted</td>
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<td>Appendix B – Additional Rates tab – Under “Notes” for Item No. 28 removed “Per CWT” and replaced with “Per Occurrence”</td>
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# Revisions Made in New Issuances of the GSA500A

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<th>Version No.</th>
<th>Item No.</th>
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<td>GSA500A-2018</td>
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<td>Clarification and HTOS reference added</td>
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<td>Updated examples based on increased baseline rates and charges in Appendix B</td>
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<td>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)</td>
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**Appendix A – How to Use this Tariff**

**Appendix B – Baseline Rate Tariff Files (Refer to the Microsoft Excel Workbook at)** http://www.gsa.gov/portal/content/103864

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## Acronyms and Abbreviations

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<th>BL</th>
<th>Bill of Lading</th>
<th>SDF</th>
<th>Storage-in-Transit Discount Factor</th>
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</thead>
<tbody>
<tr>
<td>BLH</td>
<td>Base Linehaul Charge</td>
<td>SIT</td>
<td>Storage-in-Transit</td>
</tr>
<tr>
<td>BLIO</td>
<td>Bill of Lading Issuing Officer</td>
<td>Tariff</td>
<td>GSA500A Tariff</td>
</tr>
<tr>
<td>CHAMP</td>
<td>Centralized Household Goods Traffic Management Program</td>
<td>TSP</td>
<td>Transportation Service Provider</td>
</tr>
<tr>
<td>Cu. Ft.</td>
<td>Cubic Feet</td>
<td>UAB</td>
<td>Unaccompanied Air Baggage</td>
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<tr>
<td>CWT</td>
<td>Hundredweight</td>
<td>U.S.</td>
<td>United States</td>
</tr>
<tr>
<td>DLF</td>
<td>Destination Linehaul Factor</td>
<td>USPS</td>
<td>United States Postal Service</td>
</tr>
<tr>
<td>DOE</td>
<td>U.S. Department of Energy</td>
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<tr>
<td>DSC</td>
<td>Destination Service Charge</td>
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<tr>
<td>ERRC</td>
<td>Employee Relocation Resource Center</td>
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<tr>
<td>FTR</td>
<td>Federal Travel Regulation</td>
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<tr>
<td>GBL</td>
<td>Government Bill of Lading</td>
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<td>GPA</td>
<td>General Price Adjustment</td>
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<tr>
<td>GSA</td>
<td>General Services Administration</td>
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<tr>
<td>GSA500A</td>
<td>General Services Administration Domestic 500A Tariff</td>
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<tr>
<td>HHG</td>
<td>Household Goods</td>
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<tr>
<td>HTOS</td>
<td>Household Goods Tender of Service</td>
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<tr>
<td>LDF</td>
<td>Linehaul Discount Factor</td>
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<tr>
<td>LH</td>
<td>Linehaul Charges</td>
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<td>MMS</td>
<td>Move Management Services</td>
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<tr>
<td>MOA</td>
<td>Memorandum of Agreement</td>
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<tr>
<td>NADA</td>
<td>National Automobile Dealers Association</td>
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<tr>
<td>OLF</td>
<td>Origin Linehaul Factor</td>
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<td></td>
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<tr>
<td>OSC</td>
<td>Origin Service Charge</td>
<td></td>
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<tr>
<td>PBP&amp;E</td>
<td>Professional Books, Papers &amp; Equipment</td>
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<tr>
<td>POD</td>
<td>Point Of Debarkation</td>
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<tr>
<td>POE</td>
<td>Point Of Embarkation</td>
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<tr>
<td>POV</td>
<td>Privately Owned Vehicles</td>
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<tr>
<td>RFO</td>
<td>Request For Offers</td>
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Definitions

A

Advanced Charges (Third Party Charges) – A charge advanced by the TSP for services of others (companies not owned by the TSP or its Agent or their personnel, drivers or crew) engaged at the request of the Bill of Lading Issuing Officer, or required by Federal, State or local law.

Agency – The party responsible for the payment of the Bill of Lading, usually the employer of the Owner. Any reference in this Tariff made to “Agency” will be understood to mean Federal shipping agency, Federal ordering agency, Federal civilian agency or Federal agency.

Agent – A business firm, corporation, or individual acting for or on behalf of a TSP. A bona fide agent of a personal property TSP, as distinguished from a broker, is a person who, or business enterprise which, represents and acts for a TSP and performs its duties under the direction of the TSP pursuant to a pre-existing agreement with the TSP providing for a continuing relationship between the two.

Article – See Item.

B

Base Linehaul Charge (BLH) – The charge element for the transportation of a shipment is based on the total weight of the shipment from origin address as identified on the Bill of Lading to the destination address as identified on the Bill of Lading, through any stops along the way (refer to Item 28).

Bill of Lading (BL) – An accountable shipping document used for the acquisition of authorized transportation and related services from commercial TSPs for the movement of HHG shipments under this Tariff. (Refer to Federal Management Regulation (FMR) Part 117 (41 CFR Part 102-117) for GBL terms and conditions for all Government shipments moving under this Tariff.)

Bill of Lading Issuing Officer (BLIO) – The individual or his/her designated representative within the shipping or receiving Agency responsible for household goods traffic management functions.

Bonded Warehouse – A storage facility authorized by the Customs authority where imported goods are stored prior to customs duties and taxes being paid.

C

Calendar Days – Consecutive days of the week, Sunday through Saturday, without regard to Federal, state, and overseas, locally observed holidays.
Certified Scale – Means any scale inspected and certified by an authorized scale inspection and licensing authority, and designed for weighing motor vehicles, including trailers or semi-trailers not attached to a tractor, or designed as a platform or warehouse type scale.

Code C: Domestic Household Goods – Movement of Household Goods in a Container from origin residence to destination residence. When specifically requested by the Agency, the movement of a domestic household goods shipment in a Container (supplied by the TSP) from origin to destination. Use of commercial best practice containers is authorized. Shipments must always be containerized, will never be Owner packed and cannot be left unsecured or outdoors. Containerization must be completed at the Owner's residence unless the BLIO authorizes, in writing, containerization at TSP/Agent warehouse. As with all shipments moved under CHAMP and this Tariff, responsibility for the shipment remains with the TSP to whom the Bill of Lading was issued.

Code D: Domestic Household Goods – Movement of Household Goods in a Motor Van or Container from origin residence to destination residence. The actual mode of service is at the discretion of the TSP. TSPs must advise the BLIO of their intent to containerize a shipment. When the TSP elects to containerize the shipment at their discretion, it will be at no additional cost to the Agency. As with all shipments moved under CHAMP and this Tariff, responsibility for the shipment remains with the TSP to whom the Bill of Lading was issued.

Cube – A measure of the volume of an item.

D

Designated Representative – A person(s) authorized by the Owner to act on his/her behalf or a person(s) authorized by the BLIO to act on his/her behalf.

Destination Linehaul Factor (DLF) – An additional linehaul component that accounts for varying transportation costs associated with each destination Service Area as based on the destination address as identified on the Bill of Lading.

Destination Service Charge (DSC) – Includes elevator service, stair and excess distance carries, and the additional transportation charge (ATC). Applies on a hundredweight basis for each destination Service Area based on the destination address as identified on the Bill of Lading to compensate the TSP for handling and servicing the shipment at each location.

Domestic Transportation – The movement of a relocated Government employee's HHG between points in the United States (U.S.) (including the District of Columbia and Alaska but excluding Hawaii) and between points in the U.S. (including the District of Columbia and Alaska but excluding Hawaii) and points in Canada.
E
Extended Storage – Service for long-term storage, other than storage-in-transit, of personal property at the Owner's or Government's expense. Also known as permanent storage or non-temporary storage.

G
General Services Administration (GSA) – The Agency responsible for the administration of this Tariff and the Centralized Household Goods Traffic Management Program (CHAMP).

H
Household Goods (HHG) – The personal effects of Government employees and their dependants (Refer to Item 100).
Household Goods Tender of Service (HTOS) – The HTOS is the document governing the requirements of the GSA’s CHAMP.
Hundredweight (cwt) – A pricing unit used in transportation equal to 100 pounds.

I
In Bond – Goods on which a duty is due are “in bond” when placed in the custody of a government or bonded warehouse or are moving by a bonded carrier. Bonding guarantees that the duty will be paid.
Item (Or Article) – The terms "item" and "article" used in this Tariff shall be interchangeable. Each shipping piece or package and the contents thereof shall constitute one item. Any item taken apart or knocked down for handling or loading shall constitute one item.

L
Linehaul Charges (LH) – The charges associated with the loading, transporting, and unloading of a shipment.
Linehaul/Transportation Discount Factor (LDF) – The inverse of the percentage filed by the TSP for linehaul/transportation used to calculate linehaul associated charges (1.00 – filed % = LDF).
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/](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 (15\textsuperscript{th}) day of the same month. The Fuel Surcharge will apply for shipments loaded beginning on the 15\textsuperscript{th} day of the month and
remain in effect through the 14th day of the following month.

For example, if the reported price of self-service diesel fuel determined on Monday, June 4th is $3.499 per gallon, the Fuel Surcharge based on that price would apply for shipments loaded as of June 15th through July 14th. Then, if the reported price of diesel fuel on Monday, July 2nd increased to $3.699 per gallon, the Fuel Surcharge based on the new amount would apply for shipments loaded as of July 15th through August 14th.

5. The amount of the Fuel Surcharge to apply will be calculated based on the per gallon price of diesel fuel, determined as provided herein, that exceeds $2.999 per gallon multiplied by the billable distance (miles) and factored by the miles-per-gallon amount under the following formula:

\[
\text{Total Billable Miles DIVIDED by 5.0 Miles-Per-Gallon MULTIPLIED BY An amount equal to the DOE National U.S. Average Diesel Fuel Price LESS $2.999 EQUALS the amount of the Fuel Surcharge to apply.}
\]

Example:

Miles: 750  
\[
750/5 = 150 \text{ gallons}
\]

DOE Fuel: $4.595  
\[
$4.595 - 2.999 = 1.59
\]

Fuel Surcharge:  
\[
150 \times 1.59 = $238.50
\]

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**

\[
$1.71 \times 238.80 = $408.348
\]  
$408.34 will be used

7. Notwithstanding any other provisions of this Tariff, the Fuel Surcharge as identified in this Item WILL APPLY on SIT shipments when such shipments are delivered to or removed from the SIT location during the period that a Fuel Surcharge was in effect. At the time of billing, the TSP must provide documentation of the distance between the SIT facility and the shipment origin as identified on the Bill of Lading (for SIT at origin) or the distance between the SIT facility and the shipment destination as identified on
the Bill of Lading (for SIT at destination), using the billable mileage as identified in the appropriate distance/mileage guide as identified in Item 18. The TSP must also provide documentation identifying the date of the pickup to SIT or the date of the delivery out of SIT.

**NOTE 1:** Shipments to/from Alaska are only authorized a Fuel Surcharge for the portion driven in Alaska if they are picked up/delivered over 50 miles from the named Alaskan points. Shipments from/to Fairbanks, Alaska are not authorized additional transportation charges between Anchorage, Alaska and Fairbanks, Alaska and TSPs are not authorized a Fuel Surcharge when the shipment is picked up/delivered 50 miles or less from Fairbanks, Alaska. For these shipments, the waterhaul charge includes transportation between Tacoma, Washington and Fairbanks, Alaska. Shipments that are picked up/delivered over 50 miles from the nearest named Alaskan point are authorized a Fuel Surcharge if applicable.

**NOTE 2:** If a Privately Owned Vehicle (POV) is transported on the same truck with the household goods, the TSP will not be entitled to charge a separate Fuel Surcharge for the POV. If the POV is not going to be transported with the household goods, then prior to the commencement of loading, the TSP must notify the Agency responsible for payment of the charges that a separate Fuel Surcharge may be required and written approval from the Agency must be obtained. If the POV is transported via a car hauler and the car hauler charges a Fuel Surcharge, that Fuel Surcharge can be passed through to the Agency as a separate line item. The TSP must provide a copy of the original bill to the Agency for reimbursement. If the POV is transported via a separate household goods truck/trailer, the TSP may calculate a Fuel Surcharge using the standard procedures identified in this Item.

**NOTE 3:** In the event the shipment is transported from origin to port or port to destination on an ocean line through Bill of Lading, the TSP is not entitled to a Fuel Surcharge in accordance with this Item and can only pass through any fuel surcharge amount that may be generated from the ocean line. The TSP must provide a copy of the original bill to the Agency for reimbursement.

**Item 17**

**Storage-in-Transit (SIT)**

1. Storage-In-Transit (SIT) of property covered by this Tariff is the holding of the shipment or portion thereof in the facilities or warehouse used for storage by the TSP or its agent pending further transportation and will be effected only at specific request of the BLIO and as shown on the Bill of Lading or under the conditions specified in Paragraph 15 of this Item. The facilities or warehouses used by the TSP or its agent for SIT shall be commercial facilities or warehouses used by the TSP or its agent in the normal course of business for receipt and storage of household goods awaiting further transportation. Unless approved by the BLIO in writing, the use of trailers, vans, public warehouses and self-storage units is prohibited.
2. The TSP must provide SIT at destination unless SIT at origin is specified on the Bill of Lading or authorized in writing by the BLIO. Shipments shall not be placed in SIT at a location in excess of fifty (50) miles from the destination address as identified on the Bill of Lading (or origin address as identified on the Bill of Lading if SIT at origin is specified on the Bill of Lading or approved in writing by the BLIO) and shall be at the TSPs’ or agent’s nearest available SIT facility or warehouse to the destination address as identified on the Bill of Lading unless otherwise specified on the Bill of Lading or authorized by the BLIO in writing. Placing a shipment in SIT does not constitute a delivery or completion of service. Delivery of the shipment to the final destination and completion of destination services shall be performed after the goods are removed from SIT as part of the through service.

3. All SIT and related charges shall be based on the destination address as identified on the Bill of Lading (or origin address as identified on the Bill of Lading if SIT at origin is specified on the Bill of Lading or approved in writing by the BLIO) without regard to the actual storage location.

4. A shipment or portion thereof may be placed in SIT one or more times for an aggregate period not to exceed 150 days. When not removed from SIT at midnight of the 150th day, liability of the TSP shall terminate; after such time, the interstate or intrastate character of the shipment or portion thereof shall cease, the warehouse location shall be considered the destination of the property, the warehouseman shall become the agent for the Owner, the property shall then be subject to the rules, regulations and charges of the warehouseman and the Owner shall be responsible for all future storage charges (refer to Item 17-2).

5. When SIT is at origin (as either specified on the Bill of Lading or with written approval of the BLIO), charges may be billed after SIT is effected as follows:

   a. Transportation charges between the origin address as identified on the Bill of Lading and warehouse location where SIT is effected (refer to Item 210).

   b. Storage charges due at time of billing.

   c. Charges for additional services, third party charges and other lawful charges.

6. When SIT is at other than origin, charges must be billed at the time SIT is effected, as follows:

   a. Transportation charges between the origin address as identified on the Bill of Lading and the destination as identified on the Bill of Lading, regardless of where the shipment is actually stored.

   b. At the time of billing under this Paragraph, storage charges due the TSP may be billed. Storage charges for subsequent days of storage that property remains in SIT may be billed as they become due.

   c. Charges for additional services, third party charges and other lawful charges.
7. Delivery of shipments to residence from SIT at origin, en route or at destination will be made on the date requested, if possible. If the TSP is unable to perform delivery on that date, every effort will be made to deliver as soon as possible subject to the following:

   a. If shipment is not removed from storage by the 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:

<table>
<thead>
<tr>
<th>Title of Publication</th>
<th>Issuing Agency or Entity</th>
</tr>
</thead>
<tbody>
<tr>
<td>GSA Approved TSPs and their Respective Approved Scopes of Operations</td>
<td>GSA</td>
</tr>
<tr>
<td>All GSA Governing Publications (i.e. HTOS, RFO, etc.)</td>
<td>GSA</td>
</tr>
<tr>
<td>National 5-Digit Zip Code and Post Office Directory</td>
<td>United States Postal Service (USPS)</td>
</tr>
<tr>
<td>ALK Technologies, Inc. – for Distances between Domestic Points (refer to NOTES)</td>
<td>ALK Technologies, Inc.</td>
</tr>
<tr>
<td>Rand McNally Mileage Guide – for Distances between Points in the United States and Canada (refer to NOTES)</td>
<td>Rand McNally</td>
</tr>
</tbody>
</table>

The application of this Tariff is governed by the postal zip code of each area or place within the U.S. as assigned by the U.S. Postal Service (USPS) in the National 5-Digit Zip Code and Post Office Directory. The first three (3) digits of the applicable postal zip code define the applicable geographic service areas for rate application purposes and the determination of non-mileage related charges (refer to Appendix B). For Canada,
the Province is used to determine the applicable geographic service areas for
determination of non-mileage related charges (refer to Appendix B).

**NOTE 1:** This Tariff uses mileage distances specified by PC*Miler issued by ALK
Technologies, Inc. to rate shipments between points in the U.S. All mileage
determinations are based on the applicable 5-digit zip code as obtained from the
National 5-Digit Zip Code and Post Office Directory issued by the USPS.

**NOTE 2:** For shipments with an origin and/or destination within Canada, 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.

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**Item 33**

**Impractical Operations and Application of Shuttle Service**

1. **Impractical Operations.** Nothing in this Tariff shall require the TSP to perform any service at any point or location where, through no fault or neglect of the TSP, the furnishing of such services is impractical because:

   a. Conditions of roads, streets, driveways, alleys or approaches thereto would subject operations to unreasonable risk of loss or damage to life or property;
   b. Loading or unloading facilities are inadequate;
   c. Any force majeure, war, insurrections, riot, civil disturbance, strike, picketing or
other labor disturbance would:

1) Subject operations to unreasonable risk of loss or damage to life or property, or

2) Jeopardize the ability of the TSP to render linehaul or pickup or delivery or any other service from, to or at other points or locations;

d. TSP’s hauling contractors, TSP’s employees or TSP’s agents are precluded, for reasons beyond TSP’s control, from entering premises where pickup or delivery is to be made; or

e. Local, state or Federal restrictions, regulation or laws prohibit performance of such services by linehaul equipment.

When service is impractical for reasons stated in this rule and service can be completed through the employment of services of a third party, refer to Item 35.

2. Application of Shuttle Service.

a. Refer to Section 5.12.1, Provision of Shuttle Service of GSA’s applicable HTOS for the application of shuttle service.

b. Refer to Item 125, when applicable, for details on shuttle service charges which shall be in addition to all other transportation or accessorial charges.

Item 34
Available for Future Use

Item 35
Third Party Charges

(35A) – Third Party Service

(35B) – Service Charge – Florida Keys and Points in Canada

1. This Item applies, unless otherwise specified herein, when prior approval has been provided in writing by the BLIO for the TSP to obtain services of others (companies not owned by the TSP or its Agent or their personnel, drivers or crew) for the completion of the move or as may be required by Federal, State or Local law. These services include, but are not limited to third party service charges, parking permits, agricultural inspections and any other services not otherwise identified in this Tariff but requested and approved in writing by the BLIO as necessary for the completion of the move. All such Third Party Charges must be supported by paid receipts and will apply in addition
to all other applicable Tariff charges provided that prior approval for services has been authorized in writing by the BLIO.

2. Exception: Prior approval is NOT REQUIRED for the payment of toll (bridge and ferry) charges advanced by the TSP for expenses incurred by the TSP as a result of transiting bridges or ferries that are subject to officially assessed Federal, state, county or local use fees (refer to NOTE 1). All such charges must be supported by paid receipts and will apply in addition to all other applicable Tariff charges.

Refer to Appendix B for Service Charges

NOTE 1: Except as otherwise specifically provided herein, tolls are restricted to bridges or ferries that are subject to officially assessed Federal, state, county or local use fees. Third Party Charges will not apply for highway, turnpike or other related service charges. The charges for these costs must be included in a TSP’s transportation charge. Shipments, however, transported from or to Plantation Key, FL or Islamorada, FL and points south and west in the Florida Keys and the Canadian points identified in Appendix B, will be subject to a transportation service charge. This charge shall apply in addition to any applicable bridge and ferry charges, based on the weight at which the linehaul transportation charges are computed. Tolls should be based on the weight of the shipment, subject to the applicable minimum weights.

NOTE 2: When only a portion of a shipment is transported over a bridge or ferry, the charge will be based on the weight of such portion, subject to applicable minimum weights.

NOTE 3: When the origin or destination of the shipment, or a portion thereof, is located at a point accessible only by the use of a ferry, the following provisions apply:

   a. The actual ferry charges will be billed by the TSP to the Agency as Third Party Charges as provided herein.

   b. When TSP’s normal linehaul vehicle/equipment cannot be accommodated by the ferry system, shuttle service will be provided, subject to the charges and provisions named in Item 33, Paragraph 2 and Item 125.

   c. Waiting time charges as provided in Item 120 will apply commencing with the arrival of the TSP’s vehicle/equipment at the ferry point of embarkation, during the vehicle/equipment crossing and terminating when the vehicle/equipment disembarks from the ferry. The allowable free waiting time provisions provided in Item 120 will not apply during the ferry waiting and transportation period described herein.

NOTE 4: Fuel surcharge is not authorized and shall not be billed or paid on Third Party Services.

NOTE 5: Third Party Charges do not apply to servicing washers and other household articles that require bracing/stabilization (and debracing/destabilization) of moveable parts IN or ON such appliances. The cost of this service is considered to be part of the
TSP’s transportation charge. Refer to Item 120, Paragraph 6 for an exception to front load washing machines and associated pedestals.

**NOTE 6:** Crating is not authorized as a Third Party charge (refer to Item 105, Part 3 for exceptions). When crating is accomplished in combination with a Third Party Service (i.e. pool table disassembly), the TSP will be reimbursed for the cost of the crate, not to exceed the authorized cost for same size crate utilizing Item 105. The TSP must provide documentation identifying the crate dimension and separate costing for the crate. TSPs will only be paid according to the charges in Item 105. Crating DOES NOT APPLY to flat screen televisions with screen sizes 60 diagonal inches and below (refer to Item 105).

**Items 36 – 39**  
Available for Future Use

**Item 40**  
Annual General Price Adjustment

1. This Item provides for the mechanism by which GSA may choose to apply a General Price Adjustment (GPA) to the rates and charges contained in this Tariff.

2. Unless otherwise provided, effective November 1st of each calendar year, the rates and charges in this Tariff shall, upon taking other factors into consideration, as appropriate, be subject to a GPA as determined by the specified U.S. Department of Labor indices for a preceding 12 month annual basing period, April to April. GSA will provide notification to TSPs on changes, if any, to the rates and charges contained in Appendix B in conjunction with such adjustment.

3. Applicable U.S. Department of Labor indices are as reported on the Bureau of Labor Statistics (www.bls.gov) website as follows:

   a. **CPI Index** information is based on the Consumer Price Index, for All Urban Consumers (CPI-U). Not seasonally adjusted, U.S. City Average, for All Items (less Food and Energy), Series ID cuur0000SA0L1E.

   b. **CEU Index** information is based on the average hourly earnings of production workers in the National Employment Index for Hours and Earnings, Not seasonally adjusted, for Transportation and Warehousing, specialized freight trucking, under NAICS Code 4842, Series ID ceu4348420008.

4. The GPA will be based on the increase in the CEU times .41 (representing the labor portion of TSP’s expenses) plus the increase in the CPI times .59 (representing the reciprocal of .41) as specified in Paragraph 3 of this Item.
5. To determine the GPA to apply, if any:

   a. First, determine the unadjusted indexes for each index (CPI and CEU) applicable at the beginning and at the end of the specified 12 month basing period (April to April).

   b. Second, to determine the percentage increase in the CEU, subtract the ending CEU from the beginning CEU and divide that answer by the beginning CEU and then multiply that answer times .41.

   c. Third, to determine the percentage increase in the CPI, subtract the ending CPI from the beginning CPI and divide that answer by the beginning CPI and then multiply that answer times .59.

   d. Finally, add the two weighted subtotals together to determine the GPA percentage increase/decrease that may apply. The GPA and background calculations will be rounded to the 9th decimal place. All final costs will be rounded to the second decimal place (i.e. background data is $1.245343423, will round to $1.25).

For example (X = index number to be determined as provided herein):

<table>
<thead>
<tr>
<th>Index</th>
<th>April</th>
<th>to</th>
<th>April</th>
<th>% Change</th>
<th>times Factor</th>
<th>GPA</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPI Index</td>
<td>X</td>
<td></td>
<td>X</td>
<td>X</td>
<td>.59</td>
<td>X</td>
</tr>
<tr>
<td>CEU Index</td>
<td>X</td>
<td></td>
<td>X</td>
<td>X</td>
<td>.41</td>
<td>X</td>
</tr>
</tbody>
</table>

6. The GPA, if applicable, will apply for all shipments loading beginning November 1st through the following October 31st, based on the April-to-April annual basing period; for example, the April 2017 to April 2018 basing period will be applied on November 1, 2018.

7. Notwithstanding any other provisions of this Tariff, the GPA WILL NOT APPLY to the charges advanced for the performance of Third Party Services, Item 35 or Full Value Protection Service, Item 190.

**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:

<table>
<thead>
<tr>
<th>Holiday</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Year’s Day</td>
<td>January 1st</td>
</tr>
<tr>
<td>Martin Luther King, Jr. Day</td>
<td>The 3rd Monday in January</td>
</tr>
<tr>
<td>Washington’s Birthday</td>
<td>The 3rd Monday in February</td>
</tr>
<tr>
<td>Memorial Day</td>
<td>The last Monday in May</td>
</tr>
<tr>
<td>Independence Day</td>
<td>July 4th</td>
</tr>
<tr>
<td>Labor Day</td>
<td>The 1st Monday in September</td>
</tr>
<tr>
<td>Columbus Day</td>
<td>The 2nd Monday in October</td>
</tr>
<tr>
<td>Veterans Day</td>
<td>November 11th</td>
</tr>
<tr>
<td>Thanksgiving Day</td>
<td>The 4th Thursday in November</td>
</tr>
<tr>
<td>Christmas Day</td>
<td>December 25th</td>
</tr>
<tr>
<td>January 20th of each fourth year after 1965 - Inauguration Day at any point in the District of Columbia, Montgomery and Prince Georges Counties in Maryland, Arlington and Fairfax Counties in Virginia, and the cities of Alexandria and Falls Church in Virginia.</td>
<td></td>
</tr>
</tbody>
</table>

5. For reference only – Canadian Holidays are:

<table>
<thead>
<tr>
<th>Holiday</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Year’s Day</td>
<td>January 1st</td>
</tr>
<tr>
<td>Good Friday</td>
<td>The Friday before Easter</td>
</tr>
<tr>
<td>Victoria Day</td>
<td>The Monday before May 24th</td>
</tr>
<tr>
<td>St. Jean Baptiste Day</td>
<td>June 24th (Quebec Only)</td>
</tr>
<tr>
<td>Canada Day</td>
<td>July 1st</td>
</tr>
<tr>
<td>Civic Day</td>
<td>The 1st Monday in August</td>
</tr>
<tr>
<td>Labor Day</td>
<td>The 1st Monday in September</td>
</tr>
<tr>
<td>Thanksgiving Day</td>
<td>The 2nd Monday in October</td>
</tr>
<tr>
<td>Armistice Day</td>
<td>November 11th</td>
</tr>
<tr>
<td>Christmas Day</td>
<td>December 25th</td>
</tr>
<tr>
<td>Boxing Day</td>
<td>December 26th</td>
</tr>
</tbody>
</table>

**Item 45**

**Transit Time Penalty**

A transit time penalty charge of $100 per day will apply when the actual transit time for direct delivery shipments exceeds the transit time defined in Section 10, Transit Times of GSA’s applicable HTOS and shall be payable to the Agency paying the charges for each calendar day, or fraction thereof. Transit time will be measured in calendar days from the date loading is completed to the date on which the shipment is offered for delivery at the residence, except when the last day of the transit time falls on a
Saturday, Sunday or Federal Holiday, then the next Government working day will be considered the last day of transit, subject to Section 8.4.1., Late Delivery Reduction of GSA’s applicable HTOS.

**Item 46**

**Collection of Transportation Charges on Household Goods**

**Shipments Involving Loss or Destruction-in-Transit**

TSP can collect, or require the Agency to pay, any applicable transportation charges (including charges for additional services) when a shipment 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

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.

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**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-CARDS; 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 debracing/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).

<table>
<thead>
<tr>
<th>When the Distance Between the Origin/Destination Address as Identified on the Bill of Lading and the Storage Facility is:</th>
<th>The Applicable Charges Are:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 50 Miles</td>
<td>Pickup and Delivery</td>
</tr>
<tr>
<td></td>
<td>Transportation Charges</td>
</tr>
<tr>
<td></td>
<td>(Apply 210A – Regular Time</td>
</tr>
<tr>
<td></td>
<td>or 210C – Overtime)</td>
</tr>
<tr>
<td>Over 50 Miles</td>
<td>Transportation Charges (210B)</td>
</tr>
<tr>
<td></td>
<td>Apply the Linehaul charges</td>
</tr>
<tr>
<td></td>
<td>in Section 3 of Appendix B.</td>
</tr>
<tr>
<td>Over 50 Miles (Alaska only)</td>
<td>Transportation Charges (210D)</td>
</tr>
<tr>
<td></td>
<td>Apply the Intra-Alaska Charges in Section 7 of Appendix B</td>
</tr>
</tbody>
</table>

a. When the BLIO preapproves in writing Overtime Pickup or Delivery Service, overtime charges apply when service is performed between 5:00 p.m. and 8:00 a.m. Monday through Friday or at any time on Saturdays, Sundays and holidays.

b. The Overtime SIT Pickup or Delivery Service charges provided herein DO NOT APPLY when the distance between the storage location and the residence is over 50 miles; refer to Item 175 for overtime charges that apply. Overtime charges will not apply when service is performed for TSP convenience.

c. SIT Pickup and Delivery charges apply based on the net weight of the shipment, plus weight additives in Item 130, when applicable, subject to the minimum weights as provided for in the Tariff, including pickup or delivery of portions of a shipment which are placed into or removed from SIT, which are subject to a minimum weight of 1000 pounds.

d. SIT Pickup and Delivery charges include the loading and unloading of the shipment and the transportation of the shipment from or to the SIT facility, but do not
include any other Additional Services named in this Tariff.

e. The provisions of this Item apply, subject to the valuation provisions in Item 190.

Refer to Appendix B for SIT Pickup and Delivery Charges

Items 211 – 218
Available for Future Use

Item 219
TSP Supervisory Personnel

(219A) – TSP Supervisory Personnel, Regular Hours or Days

(219B) – TSP Supervisory Personnel, Overtime Hours or Days

Except as otherwise provided for in this Tariff, when requested and authorized in writing by the BLIO, TSP will provide supervisory personnel at origin and/or destination.

Refer to Appendix B for Supervisory Personnel Charges

NOTE 1: Regular hours or days shall be between the hours of 8:00 a.m. to 5:00 p.m. Mondays through Fridays (except holidays).

NOTE 2: Overtime hours or days shall be between the hours of 5:00 p.m. and 8:00 a.m. Mondays through Fridays and any time on Saturdays, Sundays or holidays.

Items 220 – 224
Available for Future Use

Item 225
Pickup and Delivery Service Applicable to Third Party and Self-Storage Warehouses

(225A) – Pickup/Delivery Self/Mini Storage

(225B) – Pickup/Delivery Self/Mini Storage – Overtime

1. Except as otherwise provided herein, when TSP picks up or delivers a shipment to/from a third party warehouse (including self-storage/mini-warehouse locations), a charge will apply when the TSP is requested by the BLIO to enter the warehouse for the purpose of removing items stored from, or placing items into, the warehouse space rented/controlled by the Owner or the Agency. This service must be approved in
writing by the BLIO prior to performance of the service. The Overtime Warehouse Pickup or Delivery Charges provided for herein are applicable ONLY for the portion of the pickup or delivery service that is performed inside the warehouse space (refer to Item 175) for additional overtime charges that may apply.

2. Charges apply at the point where the service is performed, pursuant to the Stopoff provisions of Item 28, based on the weight of the shipment, or portion thereof, that is placed into or removed from the warehouse, subject to a minimum weight of 1,000 pounds.

3. When Overtime Pickup or Delivery Service is requested and approved in writing by the BLIO, overtime charges will apply when service is performed between 5:00 p.m. and 8:00 a.m. Monday through Friday, or at any time on Saturdays, Sundays and holidays. Overtime charges will not apply when service is performed for TSP’s convenience.

Refer to Appendix B for Third Party and Self-Storage Pickup and Delivery Charges

NOTE 1: Extra pickup (Item 28) charges will not apply when the only pickup/delivery is from or to a self-storage or mini-warehouse.

Item 226
Available for Future Use

Item 227
Alaska Shipments

This Item applies to the transportation of HHG shipments BETWEEN all points in the U.S. (including the District of Columbia but excluding Hawaii) AND the named Alaskan points identified in Section 6 to include intra-state moves within Alaska.

1. The applicable Transportation Charges and related Sections are identified below and are contained in Appendix B:

1) Section 6 contains Waterhaul (Ocean) transportation charges applicable between the Port of Tacoma, Washington and any point within a 50 mile radius of the TSP’s Port Facility at the named point(s) in Alaska.

2) Section 7 contains additional transportation mileage charges applicable between the named points in Alaska identified in Section 6 and points in Alaska that are more than a 50 mile radius of the TSP’s Port Facility at the named point(s) in Alaska identified in Section 6 and are on the Alaskan Road system and either the origin or destination of the shipment is in the U.S. (including the District of Columbia but excluding Hawaii).
2. Compensation methodology for all shipments between the U.S. (including the District of Columbia but excluding Hawaii) and Alaska will be based on the Linehaul transportation charges identified in Section 3 to/from the Port of Tacoma, Washington plus the Ocean Waterhaul table charges identified in Section 6 to/from the named points in Alaska identified in Section 6.

3. TSPs electing to use the Alcan Highway will be compensated based on compensation methodology identified in Paragraph 2 of this Item.

4. Shipments to/from Alaska must utilize the point in Section 6 that is nearest to the requested pickup address and/or the requested delivery address as identified on the Bill of Lading.

5. Shipments traveling intra-state Alaska (when both the origin is within a 50 mile radius of the TSP’s Port Facility at the named point(s) in Alaska identified in Section 6 and is on the Alaskan Road system and the destination is within a 50 mile radius of the TSP’s Port Facility at the named point(s) in Alaska identified in Section 6 and is on the Alaskan Road system) will be based on transportation mileage compensation (Section 7) and will not be compensated based on the Ocean Waterhaul tables identified in Section 6.

6. A TSP may charge as a separate line item a fuel surcharge for bunker charges on shipments moving from/to Alaska. The TSP must provide a copy of the original bill to the Agency for reimbursement.

**Item 228**

**Shorthaul Factor**

1. A shorthaul factor will apply for shipments moving 800 miles or less (via all modes combined).

2. Shorthaul distance is computed by determining the mileage between the origin address as identified on the Bill of Lading and destination address as identified on the Bill of Lading and is measured as hundred weight-miles (CWT-M).

3. CWT-M is determined by multiplying total shipment MILES times CWT.

Refer to Appendix B for Shorthaul Charges

**NOTE 1:** Exclusions apply such as changes prior to pickup and diversions.

**NOTE 2:** In order to determine if a shorthaul factor is applicable, TSP must factor in all transportation segment miles. If a shorthaul factor is paid and a shipment moves greater than 800 miles, the TSP MUST reimburse the Government the total shorthaul amount paid.

**NOTE 3:** Excludes all Alaska Interstate shipments.
Appendix A: How to use this Tariff
Appendix A
How to Use this Tariff

This Appendix A of the General Services Administration’s (GSA’s) Domestic 500A (GSA500A) Tariff (Tariff) provides instructions and examples for rating shipments transported under GSA’s Centralized Household Goods Traffic Management Program (CHAMP) utilizing this Tariff.

The Baseline Rate Tariff Files, Appendix B (Appendix B), of this Tariff names the baseline Linehaul/Transportation and the Additional Services rates and charges which are then subject, as appropriate, to the accepted linehaul/transportation and Storage-in-Transit (SIT) percentage discounts in effect for each Transportation Service Provider (TSP). These discounts can be found in GSA’s Transportation Management Services Solution System (TMSS) and are based on the date a shipment was picked up.

**NOTE 1:** TSPs file discounts as a percentage off of the Tariff; however, when displayed in TMSS they are shown as a percentage of the Tariff. When applying the linehaul/transportation discount and/or the SIT discount, use the percentage of the Tariff. To determine this, take 1.00 minus the filed discount where the discount is expressed as a fraction (for example a 55% discount is 0.55). So if a 55% linehaul/transportation discount was filed by a TSP, you would multiply the charges by 45% (1.00 - .055 = .45) to determine the discounted charges. In this Appendix A, the percentage to apply to calculate discounted charges (45% in our example) will be referred to a TSP’s Linehaul/Transportation Discount Factor (LDF) or a TSP’s SIT Discount Factor (SDF).

**NOTE 2:** For terms, conditions and application of rates and charges when shipping Privately Owned Vehicles (POVs) and/or Unaccompanied Air Baggage (UAB) (Alaska and Canada only), please refer to the applicable CHAMP Request for Offers (RFO). Refer to TMSS for accepted rate offers and discounts.
Determining Linehaul/Transportation (LH) Charges

The LH charges are the charges associated with loading, transporting and unloading a shipment. The LH charges are distance-based and are applicable between points in the United States (U.S.) (including the District of Columbia and excluding Hawaii) as determined by PC*Miler issued by ALK Technologies, Inc. Mileage determination are based on the applicable 5-digit postal zip codes obtained from the National 5-Digit Zip Code and Post Office Directory issued by the U.S. Postal Service (USPS).

Exception: For shipments with an origin and/or destination within Canada, mileage distances will be determined by the Rand McNally mileage, in lieu of ALK Technologies, Inc.

Formula: \[ LH = (BLH + OLF + DLF + SH) \times LDF \]

**NOTE:** Shorthaul (SH) may or may not apply. Refer to the Tariff for additional information.

<table>
<thead>
<tr>
<th>Example Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Origin Zip (Davenport, IA)</td>
</tr>
<tr>
<td>Destination Zip (Oklahoma City, OK)</td>
</tr>
<tr>
<td>Origin Service Area No.</td>
</tr>
<tr>
<td>Destination Service Area No.</td>
</tr>
<tr>
<td>Origin Services Cost Schedule</td>
</tr>
<tr>
<td>Destination Services Cost Schedule</td>
</tr>
<tr>
<td>Estimated Weight</td>
</tr>
<tr>
<td>Linehaul/Transportation Discount</td>
</tr>
<tr>
<td>Shipment Hundredweight (cwt)</td>
</tr>
<tr>
<td>Linehaul/Transportation Discount Factor (LDF)</td>
</tr>
<tr>
<td>Miles</td>
</tr>
<tr>
<td>Pickup Date</td>
</tr>
</tbody>
</table>

1) Determine the **Base Linehaul (BLH)** charge by going to the “Linehaul” tab of Appendix B to view Section 3 – Linehaul. Using the applicable mileage (based on the origin and destination addresses as identified on the Bill of Lading) and the weight of the shipment, locate the BLH.

In our example, BLH = $9,657.00
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) \times .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: \[ LH = (BLH + WH + OLF + DLF + SH) \times LDF \]

NOTE: SH may or may not apply. Refer to the Tariff for additional information.

<table>
<thead>
<tr>
<th>Example Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Origin Zip (Casper, WY)</td>
</tr>
<tr>
<td>Destination Zip (Fairbanks, AK)</td>
</tr>
<tr>
<td>Origin Service Area No.</td>
</tr>
<tr>
<td>Destination Service Area No.</td>
</tr>
<tr>
<td>Origin Services Cost Schedule</td>
</tr>
<tr>
<td>Destination Services Cost Schedule</td>
</tr>
<tr>
<td>Estimated Weight</td>
</tr>
<tr>
<td>Linehaul/Transportation Discount</td>
</tr>
<tr>
<td>Shipment Hundredweight (cwt)</td>
</tr>
<tr>
<td>Linehaul/Transportation Discount Factor (LDF)</td>
</tr>
<tr>
<td>Miles (from origin/destination to Port of Tacoma, Washington)</td>
</tr>
<tr>
<td>Pickup Date</td>
</tr>
</tbody>
</table>
1) Determine the **Base Linehaul (BLH)** charge by going to the “Linehaul” tab of Appendix B to view Section 3 – Linehaul. Using the applicable mileage (based on the origin 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.

<table>
<thead>
<tr>
<th>Example Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Origin Zip (Davenport, IA)</td>
</tr>
<tr>
<td>52804</td>
</tr>
<tr>
<td>Estimated Weight</td>
</tr>
<tr>
<td>Shipment Hundredweight (cwt)</td>
</tr>
<tr>
<td>Miles</td>
</tr>
<tr>
<td>Crate</td>
</tr>
<tr>
<td>Pickup Date</td>
</tr>
</tbody>
</table>

1) Determine Origin Service Charge (OSC) and Destination Service Charge (DSC)

   a) Determine OSC (135A)

   Formula: \[ 135A = (135A \text{ rate} \times \text{shipment cwt}) \times \text{TSP’s LDF} \]

   i. Determine the OSC by first referring to the “City Reference” tab of Appendix B. Using the first three digits of the origin zip as identified on the Bill of Lading (528 in our example), find the applicable Origin Service Area (292 in our example).
ii. Next go to the “Geographic Schedule” tab in Appendix B and find the row for the Origin Service Area to identify the applicable OSC ($5.18 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: \[ 135B = (135B \text{ rate} \times \text{shipment cwt}) \times \text{TSP’s LDF} \]

i. Determine the DSC by first referring to the City Reference tab of Appendix B. Using the first three digits of the destination zip as identified on the Bill of Lading (731 in our example), find the applicable Destination Service Area (636 in our example).

ii. Next go to the “Geographic Schedule” tab in Appendix B and find the row for the Destination Service Area to identify the applicable DSC ($5.17 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: \[ 105A = ((\text{Full Packing rate} \times \text{shipment cwt}) + (\text{Full Unpacking rate} \times \text{shipment cwt})) \times \text{TSP’s LDF} \]

NOTE: Before determining Full Packing and Unpacking Service charges, use the Origin Service Area (292 in our example) and go to the “Geographic Schedule” tab of Appendix B to identify the appropriate Origin Services Cost Schedule (2 in our example). Then use the Destination Service Area (636 in our example) to identify the appropriate Destination Services Cost Schedule (3 in our example). Then refer to the "Additional Rates" tab of Appendix B.

a) Determine Full Packing (105A)

i. Look up the Full Packing rate for the Origin Services Cost Schedule (2 in our example) and the weight bracket (16,000 lbs and under in our example). (Note - there are 4 service areas so make sure to use the one that applies to the appropriate Origin Services Cost Schedule). In our example, the rate would be $60.84 per cwt.
ii. Multiply the rate by the shipment cwt

In our example, Full Packing would be $60.84 \times 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 \times 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) \times 0.45 = $2,594.50

3) Determine Crating/Uncrating Regular Crate Rates (105B and 105E)

**Formula:**

Crating = (Crating rate (per schedule) x cubic foot) \times TSP’s LDF

Uncrating = (Uncrating rate (per schedule) x cubic foot) \times TSP’s LDF

**NOTE:** Crating and uncrating is charged by cubic foot and is subject to four cubic feet minimum. Crating is based on the rate per cubic foot at the Origin Services Cost Schedule and uncrating is based on the Destination Services Cost Schedule.

a) Determine Crating (Regular Crate) (105B)

i. In the "Additional Rates" tab of Appendix B, look up the rate for Item Code 105B for the Origin Service Cost Schedule (2 in our example). (Note - there are 4 service areas so make sure to use the one that applies to the appropriate Origin Services Cost Schedule). In our example, the rate would be $28.29 per cubic foot.

ii. Multiply the rate by the cubic feet of the crate (4.30 in our example) and then multiply that by the TSP’s LDF.

In our example, Crating would be $(28.29 \times 4.30) \times 0.45 = $54.74.$
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:**

\[
185A = (1^{st} \text{ Day SIT Charge} \times \text{ shipment cwt}) \times \text{TSP’s SDF} \\
185B = (\text{Addl SIT Charge} \times \text{ shipment cwt} \times \text{Days}) \times \text{TSP’s SDF}
\]

**NOTE:** SIT rates are based on the origin or destination address as identified on the Bill of Lading and are NOT determined by the address of the SIT facility.

To calculate SIT charges, refer to the "Geographical Schedule" tab of Appendix B and apply the SIT rates shown based on the Origin or Destination Service Area of the shipment.

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.

Determine P/D SIT - 50 Miles or Less (210A)

i. In the “Geographical Schedule” of Appendix B, identify the “SIT P/D Schedule” based on the Origin Service Area (if SIT is at origin) or the Destination Service Area (if SIT is at destination) (in our example, SIT is at destination and the SIT P/D Schedule is 3).

ii. In the "Accessorial" 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)