General Points

- General information about your move is available in the General Services Administration's (GSA) Employee Guide booklet "Shipping Your Household Goods."

- Detailed information about the mover's responsibilities to you and to the Government is contained in the GSA's Household Goods Tender of Service (HTOS). Your move coordinator should have a copy of the HTOS for your review. Review the HTOS at www.gsa.gov/hhgtos.

Your Move

- Instead of making your own arrangements, your agency makes those arrangements for you. Your agency pays the moving company directly for the services it provides. To do so, your agency issues a Bill of Lading (BL). Make sure you have received a copy of the BL and that it is correct.

- Once your agency authorizes movement of your household goods (HHGs), the Government pays the costs of packing, loading, transportation, unloading, unpacking, and storage-in-transit (SIT).

- The Government will NOT pay the cost to move airplanes, mobile homes, camper trailers, birds, pets, livestock, cordwood, building materials, property intended for resale or disposal, or property used in a business.

- The Government may pay the cost to move privately owned vehicles when authorized by your agency.

- The Government pays the cost to move your professional books, papers, and/or equipment used in your Government employment.

- The Government will move your HHGs at Full Value Service. If you desire to increase the base valuation, you must notify your move coordinator, in writing, to have the excess valuation shown on the BL. The cost for such additional valuation is charged to you by the Government.

Communications

- Communication between you, your move coordinator, and the moving company is vital to the success of your move. If you have any questions, ask! If anything is wrong, contact your move coordinator.

Your Rights

- You have the right to have your HHGs moved in a professional and timely manner by a moving company approved by GSA to handle Government employee personal property.

- You have the right to have qualified, professional personnel pack, load, transport, unload, and unpack your HHGs.

- You have the right to an on-site premove survey of your belongings by the mover. Only your BL Issuing Officer may authorize the mover to conduct a telephone survey.

- You have the right to have all items disassembled by the mover at your old residence to be reassembled at your new residence.

- You have the right to stop the mover's work at any time you believe that to continue will subject you or your possessions to harm.

- You have the right to review and object to the way in which your property is coded on the mover's inventory at origin.

- You have the right to have the mover provide reasonable assistance in the preparation of a claim. This includes the mover providing estimates of repair at its expense.

- You have the right to stop work and rest. Working hours are from 8:00 a.m. until 5:00 p.m. Monday through Friday. However, you may continue to work beyond 5:00 p.m., begin work before 8:00 a.m., or work on Saturday, Sunday, or U.S. holiday if mutually agreeable in writing between you and the moving company at no additional cost to the Government.

- When your goods are placed in SIT, you have the right to have them stored within 50 miles of the destination municipality. If there are no SIT facilities located within 50 miles, only the BL Issuing Officer may approve SIT at another location.

Your Responsibilities

- You must ensure the mover services your shipment in a professional manner and to immediately advise your move coordinator when it does not.

- You must establish with the mover the dates on which your shipment will be packed and loaded.

- You must advise your move coordinator in writing prior to shipment pickup if you want to declare excess valuation above the base valuation on your shipment. Any increased valuation must be shown on the BL.

- You must be present or have your designated agent present as your goods are packed and loaded to protect your and the Government's interests.

- You or your designated agent must verify and sign the inventory prepared at your old residence to ensure that it properly reflects the contents and condition of your HHGs.

- You must advise the mover of everything you intend to move and make accessible all items you intend to move, including items in the attic, garage, basement, and storage shed.

- You must stop work on your shipment and notify your BL Issuing Officer or move coordinator when it is not being performed to your satisfaction.

- You must disassemble before your move and reassemble after delivery, ice makers, swing sets, outdoor playground equipment, television and radio antennas, satellite dishes, storage sheds, and other similar items.

- You must arrange for the disconnecting or reconnecting of gas and/or electric washers/dryers. You also have the responsibility of draining water hoses and draining/filling water beds.

- You must 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, hi-fi stereo or other electronic equipment, phonograph sets, gas dryers, wall units/room electric/pipe organs, hot tubs, pool tables.

- You are responsible for the transportation costs to ship that portion of your HHGs in excess of 18,000 pounds.

- You must be present or have your agent present when your goods are delivered to confirm from the original inventory listing that all boxes, furniture, and other items are accounted for and are received in the same condition as when they were picked up. You must immediately notify the carrier and annotate on the carrier's delivery inventory listing all loss or damage that is readily visible as your goods are unloaded.

- You or your agent must instruct the mover in the placement of property at your new residence. This may include a one-time

placement of articles being unpacked in cabinets, cupboards, and shelving when convenient, and articles removed from hanging wardrobes. This does not include arranging articles in a manner desired by the property owner.

- It is your responsibility to report and submit a claim in writing for any loss/damage discovered at the time of delivery or found after delivery. Any loss or damage not readily noticeable at the time of delivery, such as broken china or glassware that was in a carton and not unpacked when goods were delivered must be reported, in writing, to the mover within 75 days after delivery. This does not mean, however, that you cannot file a claim after 75 days. Concealed damage must be reported within 75 days. If it is not, the burden of proof is on you to prove that the mover did the damage.

- It is the relocating employee's responsibility to complete and return the GSA Household Goods Carrier Evaluation Report, GSA Form 3080, to your BL Issuing Officer (BLIO). This form should be completed by the relocating employee and e-mailed to the Federal Agency move coordinator or BLIO. Once the form is completed by the move coordinator or BLIO, it can be forwarded via e-mail at: Reg6.Transportation@gsa.gov An electronic version of the 3080 can be found at: www.moveit.gsa.gov

The Mover's Responsibilities

- The mover has the responsibility to conduct an on-site premove survey of your property to determine weight, packing material, and containers needed.

- The mover must inspect and perform all packing, crating, and padding necessary to ensure the safe transportation of your property. Except for the packing of grandfather clocks and pool table slate, the use of crates must be pre-authorized by the BL Issuing Officer. At your request, articles such as electronic equipment may be packed in the original containers if the containers are considered by the mover to be in good condition for shipping purposes.

- The mover must furnish clean packing containers of sufficient quality for the protection of your goods, such as barrels, boxes, wardrobes, cartons, all crating materials, and all padding materials and equipment. The mover must furnish new cartons for mattresses, linens, clothing, draperies, and other similar articles.

- The mover must reassemble all property disassembled by the mover at origin e.g., beds, waterbeds, and sectional bookcases and shall service all appliances; e.g., remove washer kits, washer packs/locks, record player turntables, etc. that were serviced by the mover to ensure safe transportation of your shipment.

- If requested by you, the mover shall unpack and/or uncrate all property that was packed and crated for movement and shall place the property in your new location as instructed by you. When unpacking is performed by the mover at delivery, the mover must remove all packing or related material from the premises.

- The mover must protect finished surfaces from scratching or marring, to pack books in cartons and separate each row of books with an intervening piece of solid or corrugated fiberboard, and to pack kitchenware by itself.

- The mover must carefully pack such items as glassware, chinaware, and other fragile articles using clean, modern materials. Excelsior or shredded paper is not acceptable. The mover must wrap ornaments, small toys, and other small items individually. The mover must wrap lampshades and pack them separately from other items.

- The mover must notify you as soon as possible and the BL Issuing Officer within five (5) days after placement of your HHGs in SIT, of the name, address, and telephone number of the warehouse in which the shipment is stored.

- The mover must ensure that facilities or warehouses used by the carrier for SIT are commercial facilities used in the normal receipt and storage of HHGs.

- The mover must inventory at origin all items in your shipment and to specify the actual condition of those items and to list at delivery all loss or damage that has occurred.

- The mover must provide to you all reasonable and necessary assistance in the preparation of claims including repair estimates at no cost to you.

GSA

YOUR RIGHTS & RESPONSIBILITIES WHEN YOU MOVE

FURNISHED BY YOUR MOVER, AS REQUIRED BY FEDERAL LAW

GENERAL SERVICES ADMINISTRATION
CENTRALIZED HOUSEHOLD GOODS TRAFFIC MANAGEMENT PROGRAM (CHAMP)

JULY 2006