

Defense Personal Property Program (DP3) Tender of Service (TOS)



**Rules Governing the Handling of Domestic and International
Personal Property Shipments for Department of Defense and the Coast
Guard**

**United States Transportation Command
508 Scott Drive
Scott AFB, IL 62225**

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LIST OF CHANGES

Version	Description	Revision Date	Page #s
Change 1	<ul style="list-style-type: none"> - Formatting throughout the entire document <ul style="list-style-type: none"> o Font, Size, Page Numbering and Version Control - Cover Page - Table of Contents - List of Changes Sheet - A. Qualifications: <ul style="list-style-type: none"> o TOS: <ul style="list-style-type: none"> ▪ Referred to USTRANSCOM J4-H as TCJ4-H throughout document starting para. 4 - B. Mutual Agreements/Understandings: <ul style="list-style-type: none"> o 2. Personnel: <ul style="list-style-type: none"> ▪ Para. was broken into 4 paras (a-d) o 9. Weighing of Shipments: <ul style="list-style-type: none"> ▪ 1. Weighing PBP&E: Para. was given a header and was broken into 2 subparts (a-b) ▪ 2. Reweighing para. broken into 4 subparts (a-d) ▪ b. Lost Certified Weight tickets: Created header and Para. broken into 3 paras. (1-3) o 12. Inconvenience Claim: <ul style="list-style-type: none"> ▪ g. Expenses: Para. 5 was broken into 2 para and following para. was renumbered o 13. Statement of Accessorial Services Performed: <ul style="list-style-type: none"> ▪ Para was broken into 3 paras. (a-c) - C. Performance Requirements: <ul style="list-style-type: none"> o 1. Pickup and Delivery Dates: <ul style="list-style-type: none"> ▪ a. Para. was broken into 8 paras (a-h) and following paras was renumbered ▪ b. Pre-Move Survey: Para. was given a header and lettered (I) and was broken into 6 subparts (1-6) o 2. Preparation of Articles: <ul style="list-style-type: none"> ▪ c. (1): Number deleted and changed to letter (d) o 3. Packing Requirements: <ul style="list-style-type: none"> ▪ a. Packing: Para. was given a header and was broken into 3 subparts (1-3) ▪ b. Materials: Para. was given a header, was broken into 3 subparts (1-3), and removed the language on totes o 4. Manner of Packing: <ul style="list-style-type: none"> ▪ a. Broken into 2 paras (a-b). Following para letters changed 	6 May 19	<ul style="list-style-type: none"> Pg. 1 Pg. 2 & 3 Pg. 4 & 5 Pg. 6 Pg. 7 Pg. 8 Pg. 8 Pg. 9 Pg. 9 Pg. 11 Pg. 12 Pg. 13 Pg. 14 Pg. 14 Pg. 14 Pg. 15

Version	Description	Revision Date	Page #s
	<ul style="list-style-type: none"> ▪ g. Firearms: Created header and divided para into 3 subparts 		Pg. 15
	<ul style="list-style-type: none"> ○ 5. Inventory: <ul style="list-style-type: none"> ▪ 2. Para. broken into 2 paras. (2 & 3). Following paras. renumbered ▪ 9. PBP&E: Para. divided into 5 subparts (a-e) 		Pg. 16
	<ul style="list-style-type: none"> ○ 7. Containers: Para. broken into 5 paras. (a-e), the (1) para. was made into para. letter f 		Pg. 17
	<ul style="list-style-type: none"> ○ 8. Documents Provided the PPSO/Aerial Port: <ul style="list-style-type: none"> ▪ a. Para. broken into 2 paras. (a-b) other paras letters updated 		Pg. 19
	<ul style="list-style-type: none"> ○ 10. SIT: <ul style="list-style-type: none"> ▪ 3. Identification: Removed Code 5 		Pg. 20
	<ul style="list-style-type: none"> ○ 11. Unloading and Unpacking at Destination: <ul style="list-style-type: none"> ▪ c. Para divided into 2 paras (c-d) following para letter was updated ▪ c. Para divided into 2 paras (e-f) 		Pg. 21
	<ul style="list-style-type: none"> - D. Certification: <ul style="list-style-type: none"> ○ 2. Effective Date information: Moved to pg. 5 under TOS (1) ○ Terms and Conditions are (2) 		Pg. 5
	<ul style="list-style-type: none"> ○ b. General Instructions and Administrative Directions: Removed (1) and merged with heading 		Pg. 22
	<ul style="list-style-type: none"> - Figure B.1 DD Form 619 – Statement of Accessorial Services Performed: Removed and replaced with the Approved DD 619 (OPM No. 0704-0531) copy 		Pg. 22 Pg. 23

A. QUALIFICATIONS

1. General:

- a. Gender: The first person singular pronoun is used throughout this TOS and refers to a person, partnership, or corporation submitting such tender.
- b. TOS:
 - (1) I understand this TOS, International Tender, and Domestic Tariff are binding for shipments with a pickup date of 15 May 2019 or later for applicable DP3 shipments I accept including shipments on BLs, or purchase orders, and will form a part of the conditions thereof.
 - (2) I will submit to the Chief, Defense Personal Property Program United States Transportation Command USTRANSCOM J4-H (TCJ4-H), the Electronic TOS Signature Sheet (ETOSSS) certifying I have read and understand the terms and conditions and agree to provide service as set forth in this TOS. I will retain the actual TOS for my files.
 - (3) I understand submission of this ETOSSS, hereafter referred to as Tender, is a prerequisite to my consideration for Department of Defense (DoD) approval for the movement of personal property; it does not obligate the government in the distribution of traffic; and such submission indicates I consider myself to be qualified, willing, and able to accept shipments from military activities and seek such shipments under the terms set forth herein. Changes, additions, and deletions are effective upon receipt of notification unless specifically stated otherwise.
 - (4) I agree to comply with all requirements of the DP3 Transportation Service Provider (TSP) Qualification Program as prescribed by TCJ4-H.
 - (5) I agree to maintain up-to-date documentation with the Department of Transportation and State requirements to operate as a motor carrier or freight forwarder. This includes the ETOSSS, Certificate of Independent Pricing and Certificate of Responsibility, and all additional required certifications.
- c. Unethical Acts: I agree the ETOSSS is signed with knowledge of the law that whoever, in any matter within the jurisdiction of any department or agency of the United States, knowingly and willfully:
 - (1) Falsifies, conceals, or covers up by any trick, scheme, or device, a material fact;
 - (2) Makes any false, fictitious, or fraudulent statements, or representation; or
 - (3) Makes or uses any false writing or document knowing the same to contain any false, fictitious, or fraudulent statement or entry will be subject to the provisions of this Tender (to include punitive action) and the penalties prescribed in the criminal law of the United States (i.e., 18 U.S.C. § 1001, Statements or Entries Generally).

B. MUTUAL AGREEMENTS/UNDERSTANDINGS

1. Service: I will use established quality commercial practices to provide service In

Accordance With (IAW) the provisions of this Tender. If requested by TCJ4-H or DoD quality assurance inspectors, I will provide operating procedures or established company standards as needed. USTRANSCOM will protect such information as requested as some of the data or information may be deemed proprietary.

2. Personnel:

- a. I will use only personnel qualified in their assigned duties in the handling of personal property. Company representatives must present a clean, professional appearance.
- b. I will ensure at least one English-speaking representative is available at all times when performing packing, loading and delivery services.
- c. I understand smoking (including e-cigarettes) will not be allowed in the customer's residence, or within 50 feet of the customer's personal property.
- d. I will not use prison labor, and/or if any of my personnel appear to be under the influence of alcohol or drugs, be in possession of firearms or drugs or uses abusive language during the handling of DoD customer's property, I will replace said individual(s) immediately with other qualified personnel.

3. Through Responsibility:

- a. I understand all shipments tendered to me must be moved under my responsibility from origin to destination.
- b. I agree that if through my fault, or the fault of my agent, if I ship the wrong property or all or a portion of a shipment is sent to the wrong destination, I will be responsible for the return of the erroneous shipment and movement of the correct property to the customer's destination at my expense. Movement must be expedited when the customer is in need of the property as ordered by the Personal Property Shipping Office (PPSO).
- c. I understand I am not liable for movement costs for shipments released in error by a contractor, PPSO, owner, or owner's representative.
- d. I understand if I am unable to perform in such a manner as to complete the through movement of a shipment in a timely manner, the government may take possession of the property and complete the movement. I understand I am liable for all additional costs incurred by the government in excess to those costs that would have been incurred by me if I had maintained total through movement of the shipment.

4. Reports: I agree to provide reports to TCJ4-H as required and upon request.

5. Pickup at or Delivery to a Military Terminal:

- a. I understand when I have been notified an entire shipment is available for pickup at a military terminal (air or surface), I must pick up the shipment as soon as possible, but not later than (NLT) one (1) government business day (GBD) for military air terminals and NLT five (5) GBDs for military water terminals from the date of receipt of notification.
- b. Upon delivery of a shipment to a military air or ocean terminal, I agree to provide

the terminal with a memorandum copy of the Government Bill of Lading (GBL) describing the shipment.

6. Use of a DoD-Approved Alternate TSP:
 - a. I understand TCJ4-H publishes a list of approved TSPs and a list of TSPs that have been disqualified or revoked. TSPs appearing on the disqualified or revoked lists are not to be used by other approved TSPs. I understand the use of aforementioned TSPs may result in punitive action against me (see DTR Part IV, Chapter 405, Quality Assurance, of this regulation).
 - b. I understand and accept that the performance of an alternate TSP I chose to use will be reflected in my Performance Score.
7. Tracing Shipments: I will trace shipments upon request from a PPSO or the customer and agree to acknowledge such a request and notify the requester as to the location of the shipment within one (1) GBD from the initial request domestically and within 72 hours (three (3) GBDs) for international shipments.
8. Storage in Transit (SIT): I understand SIT at origin and/or destination must be in a DoD approved storage facility and may be approved based on the customer's ability to accept delivery. I will refer to the DTR, Part IV, Chapter 402, Shipment Management Business Rules, International Tender and Domestic Tariff for further details.
9. Weighing of Shipments:
 - a. I will weigh all shipments IAW the International Tender and Domestic Tariff and provide weight tickets to the origin PPSO within seven GBDs after shipment pickup.
 - (1) Weighing of Professional Books, Papers, and Equipment (PBP&E):
 - (a) When PBP&E (also known as Military (M-PRO) or Spouse (S-PRO)), are included as part of the shipment, the weight of such articles will be annotated separately on the inventory; weight may be obtained using bathroom or certified platform-type or warehouse scales.
 - (b) In the event scales are not readily available, a constructive weight of seven (7) pounds per cubic foot may be used for PBP&E and the symbol (C) will be inserted by the TSP/agent after the weight to indicate a constructed weight was used.
 - (2) Reweighing:
 - (a) I agree to reweigh a shipment upon request of the customer or origin/destination PPSO prior to placement into SIT or delivery (only when applicable), and further agree to provide the ordering PPSO a legible copy of the weight tickets within seven (7) GBDs after the reweigh is performed. I understand that failure to perform the reweigh and provide certified weight tickets is a violation of this Tender.
 - (b) Upon request of the PPSO or customer to witness the reweigh, the TSP must provide reweigh date/time to give a reasonable opportunity for the

interested parties to be present at the weighing.

- (c) When a shipment is reweighed and the weight recorded is less than the net or gross weight secured at the initial weighing, I agree to invoice the government on the lower of the two net or gross weights at the time of invoicing.
- (d) In the event the reweigh is not performed prior to initial invoicing, I will submit a supplemental invoice to refund any reduced charges based upon the new weight obtained.

b. **Lost Certified Weight Tickets:**

- (1) When certified weight tickets are lost and otherwise unobtainable, I must request PPSO approval to utilize a constructed weight to be paid for services rendered.
- (2) Any request for payment based on a constructed weight must be in writing and contain a detailed description with all related documentation of the circumstances surrounding the loss of the weight tickets, to include all efforts to obtain certified true-copies.
- (3) The TSP is required to submit a legible inventory, signed by the customer or designated representative of all items packed and transported at government's expense. Upon PPSO approval, a constructed weight of seven pounds per cubic foot per inventory line item will be utilized to determine applicable shipment charges.

10. Removal of Property from Facilities Disapproved by the PPSO: When my facilities or the facilities of my SIT warehouse are disqualified from further use, and it is considered necessary by the PPSO to remove the personal property to prevent damage or contamination, I will immediately move the property to another DoD-approved warehouse. The costs of such removal will be at no expense to the government or the customer.

11. Loss or Damage:

- a. I will exercise care to prevent loss or damage of personal property in the process of packing and unpacking and will properly and amply protect personal property in my possession.
- b. I agree to follow all provisions outlined in the DP3 Claims and Liability Business Rules.
- c. If a claim is not settled within the 60-day period, I will, at that time and at the expiration of each succeeding 30-day period while the claim remains pending, advise the claimant in writing of the status of the claim and the reasons for delay in making final disposition. I will request an extension from the claimant in writing.
- d. I will ensure the Defense Personal Property System (DPS) is updated with final action taken, including date and total amount of the settlement.

12. Inconvenience Claims:

- a. I hereby reaffirm it is my responsibility to pick up on the agreed date and deliver

shipments on or before the Required Delivery Date (RDD) as reflected on the GBL, or to meet the agreed upon delivery date out of SIT. When I am unable to meet these requirements, I must provide the customer inconvenience claims guidance prior to the missed pickup, RDD or agreed upon delivery out of SIT.

- b. I agree to acknowledge an inconvenience claim filed by a customer or a PPSO within five (5) GBDs from the date of receipt.
- c. Reimbursement:
 - (1) I agree to reimburse the customer within 30 days from receipt for reasonable out-of-pocket expenses that result from my failure to pick up on the agreed dates and/or deliver on or before the RDD as stated on the GBL or correction notice thereof.
 - (2) I further agree to reimburse the customer within 30 days from receipt for reasonable out-of-pocket expenses while awaiting delivery out of SIT if not completed on customer's first requested date and scheduled delivery date is not within five (5) GBDs (within ten (10) GBDs for shipments with a requested delivery date between June 15 through Aug 15).
- d. Not Responsible for Inconvenience Claim If:
 - (1) I understand that I am not liable for inconvenience claims if a delay was solely caused by:
 - (2) Natural disasters; acts of the public enemy; acts of the Government; acts of the public authority; violent strikes; mob interference; or delays of Code J or Code T shipments that were caused by the Government and my negligence did not contribute to the delay.
- e. Missed Pickup/RDD:
 - (1) For a missed pickup, charges will be computed from the first day of the missed pickup as specified on the GBL and will be payable through the actual pickup date.
 - (2) For failure to deliver on or before the RDD, charges will be computed starting on the first day after the RDD as specified on the GBL, and will be payable through the date of actual delivery of the shipment.
- f. SIT:
 - (1) I am not responsible for payment of an inconvenience claim when a shipment is ordered into SIT at destination, unless the need for SIT is a direct result of my failure to deliver on or before the RDD. For example: If the customer is available to accept delivery after the RDD and they are officially ordered away prior to arrival of the shipment, I agree to reimburse the customer through the day prior to the customer's departure from the area.
 - (2) I also agree that I may be liable for an inconvenience claim should a shipment be placed in SIT without my notifying the customer.
 - (3) I also agree that I may be liable for an inconvenience claim that is placed into SIT should I not be able to deliver out within five (5) GBDs (within ten (10)

GBDs for shipments with a requested delivery date between June 15 through Aug 15) of the customers requested delivery

g. Expenses:

- (1) Customer are required to document the claim fully with an itemized list of charges and accompanying receipts for charges incurred.
- (2) Reasonable out-of-pocket expenses are expenses incurred by a customer and their dependents because they are not able to use necessary items in their shipment to establish their household.
- (3) Expenses include, but are not limited to, lodging, meals, and laundry service, as well as furniture and/or appliance rental (to include rental of a television) and/or purchase of items such as towels, pots, pans, paper plates, plastic ware, and napkins.
- (4) A request for reimbursement of alcoholic beverages is prohibited.
- (5) My maximum liability for lodging and meal expenses will not exceed the daily lodging and meal per diem rate, based on the number of dependents in the customer's family (e.g., the customer and spouse would be expected to share one room in a hotel; additional dependents, depending on age and sex, may require additional rooms). Customers residing in lodging may also submit receipts for laundry services.
- (6) I am not required to solely reimburse per diem rates and reimbursements are based on receipts. I must make customer's aware that lodging and meals should be reasonable and usually will only be reimbursed for a short durations.
- (7) Out-of-pocket expenses that may be reimbursed when establishing a household (e.g. member is staying in the residence) include, but are not limited to, laundry service, furniture and/or appliance rental (to include rental of a television) air mattresses, towels, linens, pillows, and necessary kitchen items; such as pots, pans, dishes, paper plates, plastic ware. I am not required to reimburse meals or groceries.
- (8) If I purchase or reimburse tangible household items such as towels, pots, and pans, I may arrange to reclaim those items upon delivery of the customer's shipment.

h. Disputed Claim:

- (1) In the event of a disputed claim, the origin PPSO (for missed pickup) or destination PPSO (for delivery) will make every effort to resolve the dispute between the customer and the TSP. Should I disagree with the PPSO resolution, I may appeal the case to TCJ4-H within 10 calendar days of notification from the responsible PPSO. I understand the decision of TCJ4-H is final and the claim must be settled within 10 days from the date of the final decision.

13. [Statement of Accessorial Services Performed:](#)

- a. My representative will prepare a DD Form 619, Statement of Accessorial

Services Performed, [Figure B-1](#), itemizing accessorial services performed and will obtain the customer or customer's representative signature to support services performed.

- b. Any third party service performed must include a paid invoice supporting the type of service performed.
 - c. All accessorial services must be requested and approved by the PPSO in DPS.
14. Shipment Inspection by PPSOs:
My services and manner of handling personal property are subject to inspection and acceptance by the PPSO or PPSO's authorized representative.
15. Billing Procedures:
For services rendered, I agree to bill the Service/Agency finance office responsible for payment of the transportation charges IAW procedures disseminated by TCJ4-H or other Services.
16. International Shipments:
 - a. I understand, if I am unable to use a vessel or aircraft of United States (U.S.) registry, I must certify the use of foreign flag vessel/aircraft prior to start of the movement as indicated in the International Tender. Upon request, I will furnish a copy of the certification during invoicing.
 - b. TSPs and their associated port agents, overseas general agents, and/or other responsible parties must ensure that the customer's Social Security Number (SSN), the customer's rank/grade, the words "DoD Personal Property, DoD Shipment or Military Shipment," or the GBL number is not utilized (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). This ensures compliance with Homeland Security Customs and Border Protection guidance for safeguarding Personally Identifiable Information (PII). I understand that my failure to do so is a violation of this Tender.
17. Unusual Occurrences: (Strikes, Port Congestion, Fires, Pilferage/theft, Vandalism, and Similar Incidents): In the event of incidents of major significance producing significant loss, damage or delay resulting from strikes, port congestion, fires, pilferage, vandalism, and similar incidents, I will notify the origin and destination PPSO and TCJ4-H IAW DTR Part IV, Chapter 410.

C. PERFORMANCE REQUIREMENTS

1. Pickup and Delivery Dates:
 - a. When a shipment is accepted at origin, I agree to meet the specified pickup date and will deliver the shipment on or before the RDD as stated on the GBL.
 - b. Shipments will not be scheduled by PPSO or me for pickup or delivery on Saturdays, Sundays, U.S. holidays, or foreign national holidays unless there is a mutual agreement between the customer, PPSO, and the TSP.
 - c. I will ensure my offices are staffed at all times with personnel reasonably

available to respond to government or customer inquiries during normal working hours of 0800-1700.

- d. I will respond to the customer's concerns no later than 24 hours from the initial call if received outside of normal working hours on Monday through Friday and by close of business the first GBD thereafter on inquiries received by the TSP on Saturdays, Sundays or officially declared national holidays.
- e. For ease of understanding all documentation/communication with the DoD customer must reflect the clear name of the TSP on the Bill of Lading.
- f. I will not begin pickup or delivery at the customer's residence before 0800 hours or after 1700 hours without prior approval of the customer.
- g. I agree to provide information on the afternoon preceding the scheduled pickup or delivery as to whether the service will be performed in the morning (0800 to 1200) or in the afternoon (1200 to 1700) of the following day.
- h. I further agree I must not begin any service that will not allow completion by 2100 hours without prior approval of the customer.
- i. Pre-Move Survey:
 - (1) I agree to perform pre-move survey on all shipments.
 - (2) I will conduct an in residence or virtual pre-move survey with customer's consent (e.g., email, or software consent) on all domestic shipments estimated at 4,700 pounds or more and all international shipments estimated at 3,200 pounds or more that are within a 50-mile radius of my servicing agent.
 - (3) For short-fuse shipments and shipments of lesser weight and/or those with pickup points exceeding 50 miles from my servicing agent, I agree to conduct a pre-move survey in residence, virtually (with customer's consent; e.g. email or software consent) or telephonically."
 - (4) I agree to make initial contact with the customer within three (3) GBDs of shipment award date to provide the customer with contact and pre-move information, including on shipments originating from non-temporary storage (NTS).
 - (5) Subject to the customer's availability, I agree to complete the pre-move survey and update DPS with pre-move survey data (estimated weight, agreed upon pack/pickup dates, and delivery date information) as soon as possible but NLT three GBDs prior to the pickup date (NLT one GBD prior for short fuse shipments).
 - (6) I agree to contact local quality assurance immediately upon discovering any concerns with the condition of the customer's residence during the pre-move survey.
- j. Shipment Arrival/Delivery/Delays:
 - (1) I agree to remain in contact with the customer to ascertain if delivery is possible and upon arrival at destination, I agree to record the arrival and/or

delivery in DPS and to notify and coordinate delivery of the HHG with the customer. If I am unable to contact the customer during the allowable time as outlined in the applicable domestic tariff and/or international tender, or in the event the delivery cannot be accomplished, I agree to submit a request for storage approval via DPS.

- (2) When I know for any reason it will be impossible for me to meet the scheduled pickup date or to have the shipment at destination on or before the RDD, I agree to notify the customer at the earliest practicable time, advising them of the new pickup date or the estimated arrival date and inconvenience claim guidance. In addition, I agree to update DPS with the following prior to the missed pickup date and/or before expiration of the RDD:

(a) New scheduled pickup date

(b) For missed RDDs

1. Last known location of the shipment
2. Cause for delay and new ETA

2. Preparation of Articles:

- a. I understand all articles having surfaces liable to damage by scratching, marring, soiling, or chafing must be wrapped at time of loading at residence in textile or paper furniture pads, covers (other than burlap), or other acceptable wrapping materials.
- b. Items of unusual nature such as, but not limited to, wall units, water beds, grandfather clocks, hot tubs, pool tables, pipe organs, wall-mounted or flat-panel TVs, and satellite dishes which may require special service by a third party require PPSO pre- approval (see 400NG or IT). I may refuse waterbeds not properly drained and other items not prepared by the customer as required in the It's Your Move pamphlets in Appendix K of the DTR Part IV.
- c. I agree to disassemble at the point of origin all the items of personal property that, in my judgment, require disassembly to ensure safe transport and delivery at the destination, except items that are outdoors, such as swing sets, other playground equipment, television and radio antennas, and similar articles. I also agree to utilize the services of reputable professionals with a proven record of satisfactory performance.
- d. All nuts, bolts, screws, small hardware, and other fasteners removed from articles for shipment must be properly affixed/packaged to allow for reassembly at destination. If packaged separately, items must be properly inventoried and cross-referenced to the associated inventory item in which the hardware belongs (i.e., "Nuts, bolts, screws for Inventory #55 - Baby Crib").

3. Packing Requirements:

a. Packing:

- (1) I understand I am liable and responsible for all packing.
- (2) I have the responsibility to inspect all pre-packed goods to ascertain the

contents, condition of the contents, and only articles not otherwise prohibited by the Tariff/Tender are contained in the shipment.

- (3) When I determine goods require repacking, such packing must be performed by me. I agree to use quality commercial practices in selecting packing materials, and agree to use containers that meet military specifications when required.

b. Materials:

- (1) I understand all materials must be new or in sound condition and new material must be used for mattresses, box springs, linens, bedding, and clothing.
- (2) When allowed and if material is not new, all markings pertaining to any previous shipment must be completely obliterated. Cartons lacking a manufacturer's certification are not authorized.
- (3) Egg, fruit and vegetable crates, and similar types of containers shall not be used.

4. Manner of Packing:

- a. All packing must be performed in a manner requiring the least cubic measurement, producing packages that must withstand normal movement and at a minimum of weight.
- b. At the customer's request, articles may be packed in original containers when furnished by the customer, provided the containers are considered in good condition for shipping purposes.
- c. Linens, Clothing, Draperies, and Lightweight Items. I understand small, lightweight, unbreakable items (e.g., clothing items, linens and items normally kept in drawers) may remain in drawers instead of being removed and packed. When not considered as safe for carriage in drawers, chests, dressers, trunks, these and similar items must be packed separately. Clothing normally on hangers in closets and draperies must be packed in wardrobe cartons subject to the following:
 - (1) Upright wardrobes will be used for Code D shipments.
 - (2) Flat wardrobes will be used for all containerized shipments, except when upright wardrobes are requested by the customer.
 - (3) Hangers will be removed from clothing packed in flat wardrobes.
 - (4) For final line-haul delivery out of NTS, the wardrobe used for storage is acceptable and no transfer is necessary.
- d. These articles must be wrapped and packaged in a crate or fiberboard carton:
 - (1) Mirrors, Pictures, and Paintings (Glass-Faced or Other Than Glass Faced Paintings),
 - (2) Glass or Stone Table Tops, and Similar Fragile Articles Requiring Crating or Similar Protection.
- e. I understand, prior to performing accessorial crating services I must obtain

authorization from the PPSO. I further understand that internal crating authorization is not permitted for shipments moving internationally when packing and crating services are included in the transportation single factor rate.

- f. Rugs and rug pads must be properly rolled, (not folded) for shipment and must not be folded or bent to an extent causing damage to the rug.
- g. Firearms:
 - (1) Will be removed from safes and packaged separately and inventoried IAW paragraph C.5 below.
 - (2) I am responsible to comply with appropriate local and state laws in the transport of firearms, including applicable interstate transport requirements.
 - (3) I will ensure that my agents pack firearms and not place conspicuous Pg. markings indicating firearms or label cartons with firearms, and I will comply with firearm packing and labeling requirements outlined in the International Tender.
- h. Books shall be placed in cartons or boxes. All books of similar size shall be packed vertically together in rows. Padding shall be inserted between rows and packed tightly to fill out the carton or box and to prevent chafing. Books normally shall be packed in a 1.5 cubic foot carton and not more than two rows high.

5. Inventory:

- a. I agree to:
 - (1) Prepare an accurate, legible Household Goods Descriptive Inventory and that electronic inventories that provide equal or better information are acceptable.
 - (2) Provide the customer a copy prior to the driver leaving the residence with the property.
 - (3) I must also provide the customer or customer's representative with the opportunity to identify in writing high-risk or high-value items or the optional use of a high-risk or high-value inventory.
 - (4) For electronic inventories, I will specifically ensure the following occur:
 - (a) TSP who elect to use automated inventory software must ensure that the listing of each item must meet or exceed the inventory requirements currently contained in the DTR.
 - (b) Customer must be able to thoroughly review inventory contents, including all comments, conditions, and annotate exceptions prior to signature.
 - (c) TSP must obtain customers electronic signature separately on each individual page.
 - (d) Inventory must not be editable once signed and provided to customer.
 - (e) TSP must provide the customer the electronic copy prior to departing the

residence with the property.

- (f) Customer and PPSO must be able to view, including all comments, conditions, exceptions, and signature in any subsequent email version.
- (5) Use care in listing of articles as specifically as possible to include make, model, color, and serial number when visible on the outside of the article.
- (6) Identify cartons by type and cube with an indication of general contents (e.g., Book CTN, 1.5 cubic ft., linens, pots, and pans) and will not use words such as “household goods/personal property” or other general descriptive terms in the preparation of the inventory.
- (7) Ensure that my representative will use diligence to record any unusual conditions and ensure the inventory reflects the true condition of the property, and ensure the customer is aware prior to signing. The “Exception Symbols” and “Location Symbols,” as shown on the inventory must be used to describe the conditions accurately. The omission of these symbols will indicate good condition except for normal wear.
- (8) Ensure that the customer has the opportunity to review the inventory contents, including conditions, and annotate exceptions on the inventory.
- (9) Professional Books, Papers, and Equipment (PBP&E) & Consumables:
 - (a) Ensure that the term “M-PRO” is used to identify a military member’s PBP&E and the term “S-PRO” is used to identify a military spouse’s PBP&E on the inventory.
 - (b) PBP&E must be segregated between the military member’s PBP&E and spouse PBP&E, placed in separate cartons, marked, weighed and inventoried separately.
 - (c) Use of the term “consumables” will be used on the inventory when shipment of consumables is authorized for movement on a GBL.
 - (d) All PBP&E and/or consumable items will be identified as such on the inventory, together with the cube or weight of the container; a line entry item for each container (e.g., carton M-PRO/S-PRO, 6 cubic ft., 50 lbs).
 - (e) The total weight of the PBP&E must be entered into DPS. When it is impossible or impractical to weigh the PBP&E or consumables, a constructive weight, based on seven (7) pounds per cubic foot, will be used.
- (10) Annotate each privately owned firearm on the inventory by make, model, caliber or gauge, and serial number.
- (11) I agree for shipments moving in door-to-door container service, if the customer or PPSO permits me to partially containerize the shipment at the warehouse, each item removed from the residence must be annotated on the inventory as Containerized at Warehouse (CW).
- (12) I must use the same inventory prepared at origin to verify delivery at destination.

- (13) I must identify personal property by affixing a tag or tape to each article (not applicable to individual items in packing containers). Each shipment must be separately identified by lot and each article must be assigned a number that must correspond with the item number shown on the inventory form. The type of identification used and the method of affixing it to the article must be such as not to damage any article so identified.
- (14) I agree to identify items disassembled or serviced by my company at origin and record such items on the Household Goods Descriptive Inventory. In addition, if the customer disassembles/services an item, I will annotate the inventory accordingly.
- (15) I must only use the term “miscellaneous” or its abbreviation “misc.” to describe the contents of containers when the total items in a container are too numerous to list on the carton or inventory line item and then only if the room or area from which they are packed is identified (e.g., “misc.-youths room”). If such a description is used, I agree not to contest a claim for missing items related to the nature of such cartons.
- (16) I must annotate all electronics (e.g., stereo equipment, computers, and televisions) on the inventory with make, model, and serial number when they are visible on the outside of the item.
- (17) Use of bingo cards/check off sheets at delivery. I agree that I may use bingo cards/check off sheets as internal company documents only. However, a signed bingo card/check off sheets does not indicate proof of delivery and lost, missing or damaged items will still be indicated on the appropriate loss/damage forms.
6. Overflow Shipments: If it is necessary to split a shipment for line-haul movement, the established RDD applies to all parts of the shipment. I must prepare a separate inventory for the overflow portion of a shipment or clearly identify which items were split and provide a copy to the customer at time of pickup.
7. Containers:
- a. I agree to use industry commercial practices in selecting containers to safeguard movement of personal property and I agree to use containers that meet or exceed military specifications when required (Reference Surface Deployment Distribution Command (SDDC) Pamphlet 55-12).
 - b. I agree that all shipments that require containerization based on the awarded code of service must be packed, placed in liftvans and closed at the customer’s residence unless containerization at the warehouse is authorized by the customer or servicing PPSO. In such cases, items removed from the residence without containerization must be annotated on the inventory as Containerized at Warehouse (CW).
 - c. Containers must be free from holes or other conditions that could permit the entry of water and to ensure covers, when closed, fit tightly and securely.
 - d. All wooden containers and commercially designed containers that are not of a weatherproof nature must be properly protected from the elements when inclement weather conditions exist.

- e. I understand that TSP-owned/leased commercially designed shipping containers are authorized provided they meet or exceed ASTM-D6251.
- f. For all containerized shipments entering the Defense Transportation System (DTS) through a DoD operated aerial or seaport, I agree to complete a 2 Dimensional Military Shipping Label (2DMSL) and documentation requirements as listed in the International Tender:

NOTE: SSN must not be on the container unless it is part of the TCN.
Failure to comply is a violation and action will be taken by the PPSO.

- g. Container Marking/Labeling for Non-DTS Shipments:
 - (1) I agree to stencil or label ITGBL (Codes 4, 6, 7, and 8) containers. Individual shipment markings must be stenciled or labeled on two surfaces (one side and one end panel) of each container.
 - (2) Place the following data on each stencil or label. .
 - (a) FROM and TO: Name of Origin and Destination PPSO
 - (b) GBL: Government Bill of Lading Number
 - (c) RDD: Required Delivery Date (Julian Date)
 - (d) TSP: TSP Standard Carrier Alpha Code (SCAC) code
 - (e) For: Customer's last name, first name.
 - (3) Old markings must be permanently obliterated. One copy of the customer's order must be placed in each container used to ship UB.

8. Documents Provided the PPSO/Aerial Port:

- a. I understand I must provide the following documentation to the PPSO NLT seven (7) GBDs after the pickup date and maintain original/copies of all supporting documents for audit and dispute purposes.
- b. NLT seven (7) GBDs after the pickup date, I must furnish the origin PPSO supporting shipment documentation as follows: Weighted GBL (Gross/Tare/Net/Pro Gear Weights), Weight Tickets, DD Form 619, Inventories, Third Party Invoices
- c. Weight tickets must be legible and contain required information as outlined in the applicable domestic tariff and/or international tender. If the shipment is to be delivered prior to the submission of the aforementioned documents, the origin or destination PPSO must be advised of the weight via DPS and/or telephone to allow for a reweigh request prior to delivery.
- d. I will ensure the port agent/delivering entity provides a copy of the GBL and Transportation Control Movement Document in connection with delivery of shipment(s) to the aerial port.

9. Documents Provided the Customer:

- a. At the time of pickup, I must furnish the customer or the customer's representative either in hardcopy or electronic delivery of documents:

- (1) GBL
 - (2) Household Goods Descriptive Inventory and a copy of the High Value Household Goods Inventory (if used)
 - (3) One legible copy of DD Form 619 (if applicable)
- b. At the time of delivery, I must furnish the customer or the customer's representative:
- (1) One legible copy of DD Form 619 (if applicable)
 - (2) For shipments originating from NTS, I must furnish the customer or their representative a legible copy of the Household Goods Descriptive Inventory
 - (3) One copy of the DoD DP3 Notification of Loss or Damage AT DELIVERY, Figure B-2, and the DoD DP3, Notification of Loss or Damage AFTER DELIVERY, Figure B-3, documents. I must ensure all listed loss/damage is identified on the document, as applicable.
10. SIT:
- a. In addition to the packing requirements contained in this tender for preparing personal property for transportation, when a shipment is placed in SIT, I agree to use a DoD-approved storage facility that must comply with the following storage requirements:
 - (1) Storage: When a shipment is placed into SIT, the warehouseman will have until the close of business of the third (3) GBD following the date the SIT is approved to complete the handling-in services. Personal property must be stored IAW the requirements listed under "Storage Area" in the Storage Management Office Tender of Service, Paragraph C-6.c.
 - (2) Shipping Containers: The contents of containerized shipments must not be removed from containers when placed in SIT.
 - (3) Identification: All lots of loose Domestic HHGs must be properly identified. Proper identification must consist of customer's name, GBL number, and SIT control number. Such identification must be in plain view on each lot. Containerized HHG (Codes D, 2, 4, 6, and T) and UB (Codes 7, 8, and J) are exempt from this requirement provided containers are marked IAW Paragraph C.7.b.
 - (4) Rugs and Carpets: Rugs and carpets must be stored on racks in a horizontal position (rolled up in tubes) without folding any portion of the rug, carpet, or padding.
 - b. Upholstered or Overstuffed Furniture:
 - (1) Items stored loose on racks must be placed in an upright (normal) position and covered or protected against dust. No boxes, cartons, or other items may be placed upon this type furniture.
 - (2) When items are placed in individual storage rooms or when containers are employed for warehouse storage, they will 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. The use of shrink/stretch-wrap is allowed but not required.

11. Unloading and Unpacking at Destination:

- a. I understand unloading at destination includes the one-time laying of rugs and the one-time placement of furniture and like items in a room or dwelling designated by the customer or their representative.
- b. All articles disassembled by the TSP or originating from NTS must be reassembled.
- c. On a one-time basis, all barrels, boxes, cartons, and/or crates must be unpacked (upon request) and the contents placed in a room designated by the customer. This includes the placement of articles in cabinets, cupboards, or on shelving in the kitchen and consistent with safety of the article(s) and proximity of the area desired by the customer, but does not include arranging the articles in a manner desired by the customer.
- d. The unpacking service and removal of debris must be performed to the customer's satisfaction at the time the goods are delivered.
- e. On the day of delivery and/or unpacking, I must remove from the customer's premises all of my unused, empty containers, packing materials and other debris accumulated incident to packing/unpacking and loading/unloading.
- f. I will return to residence to perform debris removal if ordered in accordance with the International Tender Item 506 and the 400NG Item 105.

12. Recording Loss And Damage:

- a. I will record loss/damage revealed while unloading and/or unpacking. Such record will be indicated on the DP3 Notification of Loss or Damage AT DELIVERY (jointly signed by my representative and the customer or the customer's authorized agent), [Figure B-2](#), and the DP3 Notification of Loss or Damage AFTER DELIVERY, [Figure B-3](#), documents, as applicable.
- b. One copy will be furnished to the customer or the customer's representative.
- c. In case of missing items, tracer action will be initiated immediately and the customer will be advised in writing of the results within 30 days from the date of delivery of the shipment. Every effort will be made to locate missing articles/items before recommending the submission of a claim by the customer.
- d. I agree, provided claims action has not been initiated, to forward to the customer by expedited means located missing articles/items at no additional cost to the government or the customer. See claims business rules for complete claims guidance.

13. Quality Control Program: I agree to establish within my company a quality control system to provide total visibility of all facets of the program and ensure the service provided is equal to or greater than the standards of service established by TCJ4-H.

This system will include, but not be limited to, specific subsystems for the functions of traffic management (routing, tracing, and billing), packaging, employee training and supervision, and agent supervision. Upon request, I must provide TCJ4-H detailed descriptions of this quality control system.

D. CERTIFICATION

1. Violations: Any substantial violation of this Tender, or failure to perform IAW the DTR Part IV, DP3 Business rules, the International Tariff and Domestic Tender, and/or other legal requirements, may be used as the basis for punitive action by a PPSO or TCJ4-H.
2. Terms and Conditions:
 - a. It is mutually agreed and understood between the U.S. Government and TSPs (motor carriers and freight forwarders), who are parties to the GBL that:
 - (1) The GBL is governed by the regulation relating thereto as published in 41 CFR Part 101- 41, Transportation Documentation and Audit, with special attention drawn to Federal Management Regulation (FMR), Part 102-118, Transportation Payment and Audit, and applicable Commercial Shipments Rules and Conditions.
 - (2) Except as provided in 41 CFR 101 or as otherwise stated hereon, the GBL is also subject to the same rules and conditions as govern commercial shipments made on the usual forms provided therefore by the TSP.
 - (3) All parties to the GBL (TSPs, freight forwarders, or their representative), recognize that this shipment is made under the auspices of the U.S. Government, agree to forego any liens that may arise from any cause whatsoever and not to detain or impound this shipment made on the usual forms provided therefore by the TSP.
 - (4) The TSP will in no way demand prepayment of charges, nor make any collection of charges, nor attempt to collect any payments from the customer.
 - (5) Interest will accrue from the voucher payment date on overcharges made hereunder and paid at the same rate in effect on that date as published by the Secretary of the Treasury pursuant to the Debt Collection Act of 1982.
 - b. General instructions and administrative directions: Continuation sheets of the prescribed must be used and attached hereto when space under “Description of Shipment” on the face of the GBL is inadequate.
 - c. All accessorial or special services must be requested and approved in DPS prior to performance of service or use of special service.

STATEMENT OF ACCESSORIAL SERVICES PERFORMED		OMB No. 0704-0531 OMB approval expires Mar, 31 2022
<p>The public reporting burden for this collection of information is estimated to average 5 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to the Department of Defense, Washington Headquarters Services, at www.reg-info.ead.mbx.do-dod-informationcollections@mail.mil. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.</p> <p>PLEASE DO NOT RETURN YOUR FORM TO THE ABOVE ORGANIZATION.</p>		
1. BILL OF LADING NUMBER	2. OWNER NAME (Last, First, Middle Initial)	3. RANK/GRADE
4. ORIGIN OF SHIPMENT	5. DATE OF PICKUP AT ORIGIN (DDMM/YYYY)	6. DESTINATION OF SHIPMENT
7. ORDERING ACTIVITY/INSTALLATION NAME	8. SCAC/NAME OF TRANSPORTATION SERVICE PROVIDER (TSP)	9. NAME OF AGENT
10. TSP SHIPMENT REFERENCE NO.	11. SIGNATURE OF TSP REPRESENTATIVE	12. DATE (DDMM/YYYY)
13. ADDITIONAL SERVICES (Enter additional information in Item 14, "Remarks".)		
<input type="checkbox"/> a. CRATES (Indicate number of crates and name of item(s) in "Remarks".)	<input type="checkbox"/> d. EXTRA PICKUP	
<input type="checkbox"/> b. THIRD PARTY SERVICES (i.e., Schranke, pool table, etc. Must provide invoice to PPSO.)	<input type="checkbox"/> e. EXTRA DELIVERY	
<input type="checkbox"/> c. SHUTTLE SERVICE (Describe in "Remarks".)	<input type="checkbox"/> f. OTHER (Describe in "Remarks".)	
14. REMARKS (Customer must initial next to each that apply.)		
15. STATEMENT OF OWNER		
a. MATERIALS WERE FURNISHED/ACCESSORIAL SERVICES WERE PERFORMED (X all that apply.)		
<input type="checkbox"/> ORIGIN	<input type="checkbox"/> DESTINATION	<input type="checkbox"/> OTHER (Explain in "Remarks".)
b. SIGNATURE (Do not sign until the TSP has explained ALL that apply in Item 13, "Additional Services".)		c. DATE (DDMM/YYYY)
SIGNATURE		DATE
DD FORM 619, May 2019		PREVIOUS EDITION IS OBSOLETE.

Figure B-1. DD Form 619 – Statement of Accessorial Services Performed

DEFENSE PERSONAL PROPERTY PROGRAM (DP3) NOTIFICATION OF LOSS OR DAMAGE <u>AT</u> DELIVERY		
COMPLETED BY TSP:		
NAME OF OWNER _____	RANK/GRADE _____	BRANCH OF SERVICE _____
BL NO. _____	TSP REFERENCE NO. _____	IS THIS A PARTIAL DELIVERY (Y or N)? _____
SCAC _____ PICK UP DATE _____		
PURPOSE AND GENERAL INSTRUCTIONS: <ul style="list-style-type: none"> To provide the Transportation Service Provider (TSP) notice of loss or damage discovered AT the time of delivery. The customer (or their designated representative) and the TSP's delivery representative must jointly complete this document. List in NOTED LOSS AND/OR DAMAGE section below all damage and missing items noticed before TSP's representative departs. DO NOT leave blank. If no loss or damage is discovered at the time of delivery, write "NONE" in DESCRIPTION OF DAMAGE. THIS DOES NOT CONSTITUTE "FILING A CLAIM". CLAIM MUST BE FILED VIA DPS CLAIMS MODULE – http://www.move.mil/. 		
NOTED LOSS AND/OR DAMAGE		
If more than one page is needed, include your name, Bill of Lading No. and number the Page _____ of Page _____ on each page used.		
INVENTORY NO.	ITEM	DESCRIPTION OF DAMAGE (If missing, so specify) <small>(Electronic items, provide brand & model number)</small>
NOTE: TSP is responsible for one-time placement of items during delivery. If requested, the TSP will unpack and remove cartons to the customer's satisfaction. Member requested unpacking and removal of cartons? YES _____ NO _____		
PLEASE READ CAREFULLY BEFORE SIGNING -- THIS IS CUSTOMER'S NOTIFICATION OF LOSS AND/OR DAMAGE <u>AT</u> DELIVERY		
By signing below, Customer acknowledges receipt of: <ul style="list-style-type: none"> One (1) copy of this NOTIFICATION OF LOSS OR DAMAGE <u>AT</u> DELIVERY and one (1) copy of the NOTIFICATION OF LOSS OR DAMAGE <u>AFTER</u> DELIVERY. 		
Customer understands that he/she: <ul style="list-style-type: none"> Will receive from the delivering TSP a "NOTIFICATION OF LOSS OR DAMAGE <u>AFTER</u> DELIVERY" document to identify loss or damage found after delivery. This notification document will provide instructions on how to file a claim on-line. Can provide notification to the TSP within 75 days by entering the information from the <u>AFTER</u> Delivery document into the DPS on-line claims module or mail NOTIFICATION OF LOSS OR DAMAGE <u>AFTER</u> DELIVERY document to the TSP by certified return receipt, fax or electronic dispatch. Will NOT be eligible for loss or damage recovery by the TSP or Government for any item not identified within 75 day period after delivery. 		
Received for Delivery at: Street Address _____ City _____ State _____ Zip _____ Telephone Number _____ Customer Email _____ Signature of Customer (or his/her designated representative) _____ Delivery Date _____	Name/Address of Transportation Service Provider (TSP) _____ TSP Email: _____ Toll-Free Telephone Number _____ Fax Number _____ Delivering TSP Signature _____ Date _____	

Figure B-2. Notification of Loss or Damage AT Delivery

DEFENSE PERSONAL PROPERTY PROGRAM (DP3) NOTIFICATION OF LOSS OR DAMAGE AFTER DELIVERY																										
<p><u>INSTRUCTIONS TO CUSTOMER (OR HIS/HER DESIGNATED REPRESENTATIVE):</u></p> <ul style="list-style-type: none"> You have up to 75 days to inspect your property, note all loss and damage not previously discovered and reported at the time of delivery and provide notice to the Transportation Service Provider (TSP). The preferred method of submission to the TSP is via the DPS on-line Claims Module--see instructions in Section A. If you are unable to file on-line you may give written notice of loss and damage following the instructions in Section B. If TSP is not notified within 75 days, you may lose any potential monetary recovery for your loss and damage. This is only notification to the TSP of your loss or damage—THIS DOES NOT CONSTITUTE FILING YOUR CLAIM. For information about filing a claim against the TSP, see Section C below. If you have any questions about completing this document, contact the TSP or Military Claims Office (MCO) or locate your Service Military Claims website at www.move.mil (under DOD Customer tab). <p><u>SECTION A -- DPS ON-LINE NOTIFICATION</u></p> <ul style="list-style-type: none"> On-line notification can be completed via the internet by accessing DPS via "http://www.move.mil". You must notify TSP in DPS by midnight GMT of the 75th day following delivery to be eligible for Full Replacement Value. If you submit this notice on-line via the DPS claims module, you DO NOT need to complete Section B. <p><u>SECTION B -- WRITTEN NOTIFICATION</u></p> <ul style="list-style-type: none"> If you are unable to provide notice on-line via DPS, you may fill out this section and send it to the TSP. This NOTIFICATION OF LOSS OR DAMAGE AFTER DELIVERY must be mailed by certified return receipt, faxed or emailed to the TSP identified below by midnight GMT of the 75th day following delivery. Keep a copy of this document and certified mail receipt for your records as proof it was sent to the TSP within 75 days. If more than one page is needed, please include your name, Bill of Lading No. and number of pages on each supplemental page used. USE ONLY BALLPOINT PEN OR INDELIBLE INK. <p>NOTICE TO TSP: You are hereby notified the customer (or their designated representative) intends to present a claim for the loss and/or damage as noted on the NOTIFICATION OF LOSS OR DAMAGE AT DELIVERY and this document. You are hereby extended the opportunity to inspect the property.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">INVENTORY NO.</th> <th style="width: 40%;">ITEM</th> <th style="width: 45%;">DESCRIPTION OF DAMAGE (If missing, so specify.) <small>(Electronic items, provide brand & model number)</small></th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> </tbody> </table>			INVENTORY NO.	ITEM	DESCRIPTION OF DAMAGE (If missing, so specify.) <small>(Electronic items, provide brand & model number)</small>																					
INVENTORY NO.	ITEM	DESCRIPTION OF DAMAGE (If missing, so specify.) <small>(Electronic items, provide brand & model number)</small>																								
<p>_____ CUSTOMER SIGNATURE (OR THEIR DESIGNATED REPRESENTATIVE)</p>		<p>_____ DATE OF DELIVERY</p>																								
<p><u>SECTION C -- FILING A CLAIM AGAINST THE TSP</u></p> <ul style="list-style-type: none"> With limited exceptions, to receive Full Replacement Value for eligible loss and damage, you MUST file your claim online via the DPS Claims Module within 9 MONTHS of your property's delivery. To submit your claim to the TSP who shipped your personal property, access DPS at http://www.move.mil and follow instructions for filing a claim. You do not need repair estimates to enter your claim in DPS. If you choose not to file your claim in DPS, you may file a claim directly with your servicing MCO; however, you will not be eligible for full replacement value and will be responsible for obtaining repair estimates. For ANY questions about filing a claim, contact your servicing MCO. 																										
<p>Delivery Date _____ BL _____:</p> <p>Street Address _____</p> <p>City _____ State _____ Zip _____</p> <p>Telephone Number or Email _____</p> <p>Customer's Name (PRINT) _____</p> <p>Signature of Customer _____ Date _____ (or their designated representative)</p>	<p>SEND TO:</p> <p>Name/Address of Transportation Service Provider (TSP):</p>																									

Figure B-3. Notification of Loss or Damage AFTER Delivery