

**Defense Personal Property Program (DP3)
Household Goods (HHG) Tender of Service (TOS)
2026**



**Managed by:
Defense Personal Property Management Office (DPMO)
United States Transportation Command
508 Scott Drive Scott AFB, IL 62225**

Effective Date: 15 May 2026

As of: 05 December 2025

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Table of Contents

LIST OF CHANGES	6
INTRODUCTION	9
A. QUALIFICATIONS	9
1. General	9
2. General Cyber Security Requirements	11
B. MUTUAL AGREEMENTS AND UNDERSTANDINGS	16
1. Service	16
2. Personnel	16
3. Through Responsibility	17
4. Pickup at or Delivery to a Military Terminal	18
5. Use of a DoW-Approved Alternate TSP	18
6. Tracing Shipments	18
7. Storage in Transit (SIT).....	19
8. Weighing Shipments.....	19
9. Removal of Property from Facilities Disqualified by DPMO	20
10. Loss or Damage	20
11. Inconvenience Claim (IC).....	21
12. Statement of Accessorial Services Performed	25
13. Shipment Inspection by PPSOs	25
14. Billing Procedures.....	25
15. International Shipments	25
16. Unusual Occurrences	26
17. Third-Party Declaration	26
18. Force Protection.....	26
19. Customer Satisfaction Survey (CSS) Language Prohibition.....	27
20. Origin Servicing Agent Representation	28
21. Move Management Company’s Performance.....	28
22. Foreign Vendor Suitability	28
23. Protecting the U.S. Government’s Interest When Subcontracting with Contractors Debarred, Suspended, Proposed for Debarment, or Voluntarily Excluded	29

24. Access to Contractor and Subcontractor Records.....	30
C. PERFORMANCE REQUIREMENTS.....	31
1. Pickup and Delivery Dates.....	31
2. Preparation of Articles.....	31
3. Packing Requirements.....	32
4. Manner of Packing.....	34
5. Inventory.....	35
6. Overflow Shipments.....	35
7. Containers.....	35
8. Documents Provided to the PPSO/Aerial Port.....	36
9. Documents Provided to the Customer.....	37
10. SIT.....	34
11. Unloading and Unpacking at Destination.....	34
12. Recording Loss or Damage.....	35
D. CERTIFICATION.....	35
1. Violations.....	44
2. Terms and Conditions.....	44
Figure B-1. DD Form 619 – Statement of Accessorial Services Performed.....	46
Figure B-2. Notification of Loss or Damage AT Delivery.....	47
Figure B-3. Notification of Loss or Damage AFTER Delivery.....	48
Figure B-4. Unusual Occurrence Notification Form.....	49
Figure B-5 Foreign Vendor Report.....	52
Figure B-6 Inconvenience Claim Form.....	53

LIST OF CHANGES

Version	Description	Revision Date	Page #s
2023	<ul style="list-style-type: none"> • Administrative updates throughout • A. Qualifications <ul style="list-style-type: none"> ○ 1.c – Updated paragraph and subparagraphs to further define unethical acts • B. Mutual Agreements and Understandings <ul style="list-style-type: none"> ○ 1. – Updated sentence DPMO responsibilities of proprietary information ○ 2. – Updated paragraph to clarify and provide examples of Military Services and personal information ○ 2.b. – Further clarified results of unfavorable background checks ○ 3.b. – New paragraph on use of quality assurance information ○ 3.f. – New paragraph on prohibition of double brokering ○ 3.g. – New paragraph on law governing the registration of service providers ○ 6.a – Added language giving examples of administrative actions ○ 6.c. – New paragraph outlining administrative action for using agents in non-use ○ 7. – Clarifying requirements for service providers during tracing of shipments ○ 9.a.(2)(a) – Removed wording for reweigh prior to placement in SIT ○ 9.b.(1) – Clarified language for lost certified weight tickets and need for prior approval to be paid ○ 16. – Updated requirements for international shipments and adhering to use of Cargo Preference Act and Fly America Act ○ 19.b. – Updated version and date for TSP Certificate of Health Protection Protocol Form • C. Performance Requirements <ul style="list-style-type: none"> ○ 1.k.(2) – Updated in-transit visibility language for notification requirements and timelines ○ 1.k.(3) – Updated notification language for 24-hour notification and second notification must be telephonically ○ 1.l.(6) – Added language for any change request in spread to be submitted no later than to the first day of packing ○ 2.e. – Added lithium battery requirement for 	01 Dec 2022	<ul style="list-style-type: none"> Pg 7 Pg 9 Pg 9 Pg 9 Pg 10 Pg 10 Pg 10 Pg 10 Pg 11 Pg 11 Pg 11 Pg 12 Pg 12 Pg 18 Pg 20 Pg 23 Pg 23 Pg 24

	<p>shipping lithium batteries lithium-ion and lithium metal</p> <ul style="list-style-type: none"> ○ 5 – Electronic inventories remain highly-encouraged for 2023. Updates to inventory paragraph to increase clarity and requirements when electronic inventories are used ○ 5.a.(3)(g) – Require a handwritten/hard copy of inventory if failure of e-inventory equipment ○ 5.a.(9) – Updated privately owned firearm requirements to not ship privately made, non-serialized firearms ○ 7.h.(4) – Clarified language on placement of seals on HHG shipments 		<p>Pg 25</p> <p>Pg 27</p> <p>Pg 28</p> <p>Pg 29</p> <p>Pg 31</p>
<p>2023 Change 1</p>	<ul style="list-style-type: none"> ● Throughout Document <ul style="list-style-type: none"> ○ Revised use of punitive action to administrative action ● B. Mutual Agreements and Understandings <ul style="list-style-type: none"> ○ 3.f. – Revised paragraph on use of double brokering ○ 3.g. – Revised paragraph for TSP registration ○ 12.d.(6) – Updated paragraph to provide additional information if appealing a claim ○ 15. – Updated language on International Shipments to streamline and removed sub paragraphs ○ 18 – Added paragraph and updated language on pandemic related notifications. ○ 18.a – Added new paragraph related to Safety Move processes when received by authorized TSPs. ○ 18.c – Removed requirement for HPP Form completion ● C. Performance Requirements <ul style="list-style-type: none"> ○ 1.1.(6) – Updated language to clarify any change request in spread dates must be sent to PPSO by the customer and added verbiage. ○ 5.a.(10) – Clarified language for POFs that are “manufactured in 1968 or after” 	<p>13 Sep 2023</p>	<p>Pg 10</p> <p>Pg 10</p> <p>Pg 15</p> <p>Pg 18</p> <p>Pg 19</p> <p>Pg 19</p> <p>Pg 19-20</p> <p>Pg 24</p> <p>Pg 28</p>

2024	<ul style="list-style-type: none"> • B. Mutual Agreements and Understandings <ul style="list-style-type: none"> ○ 16. – Added language on using the DP3 Unusual Occurrence Notification Form • C. Performance Requirements <ul style="list-style-type: none"> ○ 2.h – Added paragraph on items liable to cause damage • Figure <ul style="list-style-type: none"> ○ Figure B-4 – Added Unusual Occurrence Notification Form 	29 Dec 2023	Pg 19 Pg 25 Pg 40
2024 Change 1	<ul style="list-style-type: none"> • Added INTRODUCTION • A. QUALIFICATIONS <ul style="list-style-type: none"> ○ 1.b.(2). – Added language on DPMO efforts to assess program changes with GHC and make applicable updates as necessary. • C. PERFORMANCE REQUIREMENTS <ul style="list-style-type: none"> ○ 1.d. – Made administrative changes to remove reference to “peak season” when the requirement is beyond DP3 peak season. 	5 Mar 2024	Pg 8 Pg 8 Pg 22
2025	<ul style="list-style-type: none"> • A. QUALIFICATIONS <ul style="list-style-type: none"> ○ 1.b. – General: TOS – made updates to the effective year. 	30 Jan 2025	Pg 8
2026	<ul style="list-style-type: none"> • Introduction <ul style="list-style-type: none"> ○ Added “civilian employees” to list of personnel whose personal property is moved and added definition of “customer.” ○ Changed to “international” to lower case • A. QUALIFICATIONS <ul style="list-style-type: none"> ○ Added Section 2. “General Cyber Security Requirements” • B. MUTIAL AGREEMENTS AND UNDERSTANDINGS <ul style="list-style-type: none"> ○ 10.b- Language change to “After Action” Report (AAR) ○ 11.d- Complete rewrite for “Reimbursement Section” 	28 Oct 2025	Pg 8

	<ul style="list-style-type: none">○ 11.e.(4)- Added new line paragraph for this section under “SIT”○ 11.f.(2)- Sentence addition to the paragraph○ 16.b. Language change to “Customer’s Representatives”○ Added Section 22. “Foreign Vendor Suitability”○ Added Section 23. “Protecting the U.S. Government’s Interest When Subcontracting with Contractors Debarred, Suspended, Proposed for Debarment, or Voluntarily Excluded”○ Added Section 24. “Access to Contractor and Subcontractor Records”		
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INTRODUCTION

Purpose: The Tender of Service (ToS) provides the rules and regulations published by the U.S. Transportation Command (USTRANSCOM) for the movement of personal property for DoW and US Coast Guard (USCG) members and **civilian employees, hereafter referred to as “customers.”**

Scope: The ToS provides guidelines, rules, regulations, and other information required to participate in the movement of DoW personal property. The ToS specifies rules, regulations, and procedures that Transportation Service Providers (TSPs) are obligated to perform when moving customer personal property.

Authority: Under responsibilities assigned to the Commander, USTRANSCOM, in the Defense Transportation Regulation (DTR) 4500.9-R. USTRANSCOM is responsible for the developing rules and guidelines worldwide for shipment of domestic and **international** personal property on behalf of the entire DoW, including civilian appropriated and non-appropriated fund employees, and the USCG.

A. QUALIFICATIONS

1. General:

a. Gender: The first-person singular pronoun is used throughout the ToS and refers to a person, partnership, or corporation submitting such tender.

b. ToS:

- (1) I understand this ToS, in addition to the *Defense Property Program International Tender* (IT) and *Defense Personal Property Program Domestic Tariff 400NG* (400NG), is binding for shipments with a pickup date of 15 May 2026 or later for applicable DP3 shipments I accept including shipments on Bill of Lading(s) (BL), or purchase orders, and will form a part of the conditions thereof.
- (2) I accept this ToS, in addition to the IT and the 400NG, is binding until 14 May 2027 or until the U.S. Government publishes new documents superseding 2026 Business Rules.
- (3) I will submit to the Director, Defense Personal Property Management Office (DPMO), United States Transportation Command (USTRANSCOM), 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.
- (4) I understand submission of this ETOSSS, hereafter referred to as Tender, is a prerequisite to my consideration for Department of War (DoW) approval for the movement of personal property; it does not obligate the U.S. 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.

- (5) I agree to comply with all requirements of the DP3 Transportation Service Provider (TSP) Qualification Program as prescribed by the DPMO.
 - (6) 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 (CIP) and Certificate of Responsibility (COR), and all additional required certifications.
- c. Unethical Acts:¹ I agree the ETOSSS is signed with knowledge of the law that:
- (1) whoever, in any matter within the jurisdiction of any department or agency of the United States, knowingly and willfully:
 - (a) Falsifies, conceals, or covers up by any trick, scheme, or device, a material fact;
 - (b) Makes any false, fictitious, or fraudulent statements, 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 shall be subject to the penalties prescribed in the criminal law of the United States (i.e., 18 U.S.C. § 1001, Statements or Entries Generally).
 - (2) any person who—
 - (a) knowingly presents, or causes to be presented, a false or fraudulent claim for payment or approval;
 - (b) knowingly makes, uses, or causes to be made or used, a false record or statement material to a false or fraudulent claim;
 - (c) conspires to commit a violation of subparagraph (a), (b), (d), (e), (f), or (g);
 - (d) has possession, custody, or control of property or money used, or to be used, by the U.S. Government and knowingly delivers, or causes to be delivered, less than all of that money or property;

¹ This is a non-exclusive list. There are other criminal and civil statutes that apply such as:
18 USC § 287, False, Fictitious or Fraudulent Claims
18 USC § 201, Bribery of Public Officials and Witnesses
18 USC § 208, Acts affecting a personal financial interest
18 USC § 1516, Obstruction of Federal Audit
18 USC § 1341, Frauds and Swindles (Mail Fraud)
18 USC § 1343, Fraud by Wire, Radio or Television (Wire Fraud)
18 USC § 1832, Theft of Trade Secrets
18 USC § 226, Bribery affecting port security
41 USC § 51-58, Anti-Kickback Act
15 USC § 1, Sherman Antitrust Act
18 USC § 371, Conspiracy to Defraud the United States
18 USC § 1031, Major Fraud Against the United States

- (e) is authorized to make or deliver a document certifying receipt of property used, or to be used, by the U.S. Government and, intending to defraud the U.S. Government, makes or delivers the receipt without completely knowing that the information on the receipt is true;
- (f) knowingly buys, or receives as a pledge of an obligation or debt, public property from an officer or employee of the U.S. Government, or a member of the Armed Forces, who lawfully may not sell or pledge property; or
- (g) knowingly makes, uses, or causes to be made or used, a false record or statement material to an obligation to pay or transmit money or property to the U.S. Government, or knowingly conceals or knowingly and improperly avoids or decreases an obligation to pay or transmit money or property to the U.S. Government,
- (h) shall be subject to the penalties prescribed in the civil law of the United States (i.e., 31 U.S.C. § 3729, False Claims); and
- (i) is subject to administrative actions such as suspension and debarment and/or removal from the program.

2. General Cyber Security Requirements:

(1) Basic Safeguarding of TSP Information Systems:

- (1) To protect Controlled Unclassified Information (CUI) and Federal Contract Information (FCI) created by or used in the ToS, the U.S. Government is implementing a phased approach to increasing cybersecurity controls including reporting of cybersecurity breaches.
- (2) The phased approach models itself on the Cyber Maturity Model Certification (CMMC). In order to be awarded any shipments after 15 May 2026, the TSP and any subcontractors possessing CUI or FCI must complete by 15 March 2026 and maintain as current, an affirmation, by the TSP's CEO of continuous compliance with the requirements associated with the CMMC Level 1 self-assessment in the Supplier Performance Risk System (SPRS) (<https://piee.eb.mil>) for each CMMC unique identifier (UID) applicable to each of the TSP information systems that process, store, or transmit CUI or FCI and that are used in performance of the contract.
- (3) In order to be awarded any shipments after 15 May 2027, the TSP and any subcontractors possessing CUI or FCI must complete by 15 March 2027 and then annually thereafter and maintain as current, an affirmation, by the TSP's CEO of continuous compliance with the requirements associated with the CMMC Level 2 self-assessment in the SPRS for each CMMC unique identifier (UID) applicable to each of the TSP information systems that process, store, or transmit FCI or CUI and that are used in performance of the contract.
- (4) I shall ensure all subcontractors and suppliers complete prior to subcontract award, and maintain on an annual basis, an affirmation, by the affirming official (see 32 CFR 170.4), of continuous compliance with the requirements associated with the CMMC level required for the subcontract or other contractual instrument for each of the subcontractor information systems that process, store, or transmit CUI or FCI and that are used in performance of the subcontract.

(2) Handling and Protection of Non-Public Information:

(1) Controlled Unclassified Information (CUI) means information the U.S. Government creates or possesses, or information an entity creates or possesses for or on behalf of the U.S. Government, that a law, regulation, or U.S. Government wide policy requires or permits an agency to handle using safeguarding or dissemination controls (32 CFR 2002.4(h)).

(2) Federal Contract Information (FCI) means information, not intended for public release, that is provided by or generated for the U.S. Government under the ToS to develop or deliver a service to the U.S. Government. It does not include information provided by the U.S. Government to the public, such as on public websites, or simple transactional information, such as information necessary to process payments.

(3) TSPs operating in the ToS have access to CUI, category, GENERAL PRIVACY (PRVCY) information, which refers to personal information, or, in some cases, “personally identifiable information (PII),” as defined in OMB M-17-12, or “means of identification” as defined in 18 U.S.C. § 1028(d)(7). Examples of PII to which the TSP has access are names of Servicemembers, DoW, USCG employees and their family members, origin and destination addresses, work and personal telephone/mobile phone numbers, social security numbers, DoW Identification Numbers, work and personal email addresses, and electronic household goods inventories including remote surveys and video, and claims related information including banking information provided to pay inconvenience claims or loss/damage claims.

(4) I agree to use FCI information developed or received, including CUI while performing under the ToS only for the purposes of fulfilling the contracted requirements and to protect such information from unauthorized release or disclosure. Information may be provided to subcontractors only as needed to perform their subcontracted duties. Such information may not be sold or provided to third parties or others such as advertisers or data-brokers.

c. The following basic safeguarding requirements and procedures are required to protect TSP information technology systems, including mobile applications, that process information received under the ToS program. IAW 48 CFR 52.204-1 and 32 CFR Part 170, these requirements and procedures for basic safeguarding of TSP systems shall include, at a minimum, the following security controls:

(1) Limit information system access to authorized users, processes acting on behalf of authorized users, or devices (including other information systems).

(2) Limit information system access to the types of transactions and functions that authorized users are permitted to execute.

(3) Verify and control/limit connections to and use of external information systems.

(4) Control information posted or processed on publicly accessible information systems.

(5) Identify information system users, processes acting on behalf of users, or devices.

(6) Authenticate (or verify) the identities of those users, processes, or devices, as a prerequisite to allowing access to organizational information systems.

(7) Sanitize or destroy information system media containing HHG ToS information before disposal or release for reuse.

- (8) Limit physical access to organizational information systems, equipment, and the respective operating environments to authorized individuals.
- (9) Escort visitors and monitor visitor activity; maintain audit logs of physical access; and control and manage physical access devices.
- (10) Monitor, control, and protect organizational communications (*i.e.*, information transmitted or received by organizational information systems) at the external boundaries and key internal boundaries of the information systems.
- (11) Implement subnetworks for publicly accessible system components that are physically or logically separated from internal networks.
- (12) Identify, report, and correct information and information system flaws in a timely manner.
- (13) Provide protection from malicious code at appropriate locations within organizational information systems.
- (14) Update malicious code protection mechanisms when new releases are available.
- (15) Perform periodic scans of the information system and real-time scans of files from external sources as files are downloaded, opened, or executed.

d. Cybersecurity Incident Reporting:

- (l) “Cyber incident” means actions taken through the use of computer networks that result in a compromise or an actual or potentially adverse effect on an information system and/or the information residing therein. Reportable cyber-incidents (regardless of whether the information system contains CUI or there is an impact to performance such as delivery schedule delay), include, but are not limited to, the following:
 - (a) Cyber-incidents as defined in Table 2.
 - (b) Notifications by a federal, state, or local law enforcement agency or cyber-center (*i.e.*, National Cyber Investigative Joint Task Force (NCIJTF), National Cybersecurity & Communications Integration Center (NCCIC)) of being a victim of a successful or unsuccessful cyber-event, anomaly, incident, insider threat, breach, intrusion, or exfiltration.

Table 2.

Incident Category	Description
Root Level Intrusion	Unauthorized privileged access to an information system (IS). Privileged access, often referred to as administrative or root access, provides unrestricted access to the IS. This category includes unauthorized access to information or unauthorized access to account credentials that could be used to perform administrative functions (e.g., domain administrator). If the IS is compromised with malicious code that provides remote interactive control, it will be reported in this category.

User Level Intrusion	Unauthorized non-privileged access to an IS. Non-privileged access, often referred to as user level access, provides restricted access to the IS based on the privileges granted to the user. This includes unauthorized access to information or unauthorized access to account credentials that could be used to perform user functions such as accessing Web applications, Web portals, or other similar information resources. If the IS is compromised with malicious code that provides remote interactive control, it will be reported in this category.
Denial of Service	Denial of Service (Incident)-Activity that denies, degrades, or disrupts normal functionality of an IS or DoW information network.
Malicious Logic	Installation of software designed and/or deployed by adversaries with malicious intentions for the purpose of gaining access to resources or information without the consent or knowledge of the user. This only includes malicious code that does not provide remote interactive control of the compromised IS. Malicious code that has allowed interactive access should be categorized as Root or User Level Intrusion incidents. Interactive active access may include automated tools that establish an open channel of communications to and/or from an IS.
Ransomware	Malware designed to encrypt files on a device, rendering any files and the systems that rely on them unusable. Malicious actors then demand ransom in exchange for decryption. Ransomware actors often target and threaten to sell or leak exfiltrated data or authentication information if the ransom is not paid. Ransomware is a reportable incident that may be associated with multiple incident categories depending on the attack vector and execution.

(2) When a cyber-incident occurs, the contractor is required to notify USTRANSCOM as soon as practical, but no later than 72 hours after discovering a reportable cyber-incident. The reporting timeline begins when the incident is discovered or reported to the company, its employees, contractors, or cybersecurity firm responsible for providing cybersecurity and response for the company. The TSP shall contact the USTRANSCOM Cyber Operations Center (CyOC) via phone at 618-817-4222. If the TSP does not immediately reach the CyOC via phone, the contractor shall send an email notification to transcom.scott.tcj6.mbx.cyoc-dodin-operations@mail.mil.

e. Mandatory Reporting Data:

- (l) I shall work with the USTRANSCOM CyOC through resolution of the incident. Within 72 hours of becoming aware of a reportable cyber-incident, the TSP shall provide an initial notification of the incident, even if some details are not yet available, which includes, but is not limited to, the following information:
 - (a) Company Name
 - (b) Who will be the POC with contact information
 - (c) DPMO/JPPSO POCs (names, telephones, email addresses)
 - (d) Overall Assessment –Description of incident, data at risk, mitigations applied

- (e) Indicators of compromise
 - (f) Vector of attack (if known)
 - (g) Estimated time of attack (if known)
- f. The TSP shall provide a follow-on cyber-incident report to the USTRANSCOM CyOC within five calendar days of becoming aware of a reportable cyber-incident, which includes, but is not limited to, the following information:
- (1) TSP unique Commercial and U.S. Government Entity (CAGE) code
 - (2) TSP SCAC
 - (3) Bill of Lading numbers implicated
 - (4) Facility CAGE code where the incident occurred if different than the prime TSP location
 - (5) POC is different than the POC recorded in the System for Award Management (name, address, position, telephone, email)
 - (6) DPMO/JPPSO POC (name, telephone, email)
 - (7) Contract clearance level (should be unclassified)
 - (8) DoW programs, platforms, systems, or information involved
 - (9) Location(s) of compromise
 - (10) Date incident discovered
 - (11) Type of compromise (e.g., unauthorized access, inadvertent release, other)
 - (12) Description of technical information compromised
 - (13) Any additional information relevant to the information compromise
- g. In addition to the reporting required by paragraph e and d, when the TSP discovers a cyber incident that affects a TSP IT system containing ToS CUI or FCI, or that affects the contractor's ability to perform the requirements of the contract, the Contractor shall:
- (1) Conduct a review for evidence of compromise of CUI/FCI, including, but not limited to, identifying compromised computers, servers, specific data, and user accounts. This review shall also include analyzing covered TSP information system(s) that were part of the cyber incident, as well as other information systems on the TSP's network(s), that may have been accessed as a result of the incident in order to identify compromised covered defense information, or that affect the TSP's ability to provide ToS services; and
 - (2) Rapidly report cyber incidents to DoW at <https://dibnet.dod.mil>.
 - (3) Cyber incident report. The cyber incident report shall be treated as information created by or for DoW and shall include, at a minimum, the required elements at <https://dibnet.dod.mil>.
 - (4) Medium assurance certificate requirement. To report cyber incidents into DoW Cyber Crime Center (DC3), the TSP or its subcontractor shall have or acquire a DoW-approved medium assurance certificate to report cyber incidents. For information on obtaining a DoW-approved medium assurance certificate, see

<https://public.cyber.mil/eca/>.

h. **Malicious software.** When the Contractor or subcontractors discover and isolate malicious software in connection with a reported cyber incident, submit the malicious software to DC3 in accordance with instructions provided by DC3.

i. **Media preservation and protection:** When a TSP discovers a cyber incident has occurred, the TSP shall preserve and protect images of all known affected information systems identified in paragraph d.(22).(b) and all relevant monitoring/packet capture data (information, data, logs, electronic files and similar information (See NIST Special Publication 800-61: Computer Security Incident Handling Guide, (current version)) (for at least 90 days from the submission of the cyber incident report to allow DoW to request the media or decline interest. This will permit a subsequent forensic analysis so that an accurate and complete damage assessment can be accomplished by the U.S. Government.

j. **Incident Reporting Coordination:**

- (1) In the event of a cyber-incident, the DoW may conduct an on-site review of network or information systems where FCI/CUI information is resident on or transiting to assist the TSP in evaluating the extent of the incident and to share information in an effort to minimize the impact to both parties. Date and time of on-site visits will be mutually agreed upon by USTRANSCOM and the TSP in advance.
- (2) I agree to allow follow-on actions by the U.S. Government (e.g., USTRANSCOM, Federal Bureau of Investigation, Department of Homeland Security, DC3) to further characterize and evaluate the suspect activity. The TSP acknowledges that damage assessments might be necessary to ascertain an incident methodology and identify systems compromised because of the incident.
- (3) The TSP is not required to maintain an organic forensic capability, but must ensure data is preserved (e.g., remove an affected system, while still powered on, from the network) and all actions documented until forensic analysis can be performed by the U.S. Government or, if the U.S. Government is unable to conduct the forensic analysis, a mutually agreed upon third party (e.g., Federally Funded Research and Development Center (FFRDC), commercial security TSP). Any follow-on actions shall be coordinated with the TSP through the DPMO.
- (4) I agree to indemnify and hold the U.S. Government harmless for following any recommendations to remedy or mitigate the cyber-incident following the actions under d.(22).(j) and d.(22).(j).

k. **Confidentiality and Non-Attribution Statement:** The U.S. Government may use and disclose reported information as authorized by law and will only provide attribution information on a need-to-know basis to authorized persons for cybersecurity and related purposes (e.g., in support of forensic analysis, incident response, compromise or damage assessments, law enforcement, counterintelligence, threat reporting, and trend analysis). The U.S. Government may share threat information with other USTRANSCOM industry partners without attributing or identifying the affected TSP.

B. MUTUAL AGREEMENTS AND UNDERSTANDINGS

1. Service: I will use established, quality commercial practices to provide service in accordance with (IAW) the provisions of this ToS. If requested by the DPMO or DoW quality assurance inspectors, I will provide operating procedures or established company standards as needed. The DPMO will protect proprietary information IAW law and regulation.
2. Personnel: I will deliver quality moving and storage services to DP3 members. I will service DP3 shipments with a trained, professional workforce that treats Military Service (e.g., U.S. Army, U.S. Navy, U.S. Air Force, U.S. Marine Corps, U.S. Space Force and U.S. Coast Guard) personnel and their families with respect; protects their home and belongings from damage; prioritizes prompt, accurate correspondence; and protects their personal information (e.g., personally identifying information (PII), telephone numbers, addresses, etc.) from inappropriate release.
 - a. I will ensure a background check is conducted, in accordance with industry standards and at my expense, on all personnel whose role involves interacting with a customer.
 - b. I will make employment records available to the DoW upon request, to the extent allowed by law. The DoW has the right to prevent certain employees from performing due to an unfavorable background check; personnel with an unfavorable background will not be permitted to enter a military installation (e.g., fort, post, base, camp, station, etc.) nor are they authorized to service a shipment.
 - c. I will ensure all persons interacting with customers on and off installation meet the specific requirements for local installation access as listed in DoDM 5200.08, Vol 3, Section 4 *Physical Security Program* (see <https://www.esd.whs.mil>).
 - d. I will only use qualified personnel in their assigned duties in the handling of personal property. Company representatives must present a clean, professional appearance.
 - e. I will ensure at least one English-speaking representative is always available when performing packing, loading, and delivery services.
 - f. I understand smoking (including e-cigarettes) is not allowed in the customer's residence, or within 50 feet of the personal property.
 - g. I will not dispatch personnel to a customer's residence who appear to be under the influence of alcohol or drugs, or in possession of a firearm. If at any time after dispatching, my personnel become under the influence of alcohol or drugs or are in possession of firearms or drugs or uses abusive language during the handling of a customer's personal 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 understand that inspection or quality assurance actions are not considered proprietary or privileged information and may be disclosed publicly to customers and their families and in support of actions against an agent or in support of other program interests.
- c. I agree that if through my fault, or the fault of my agent, I ship the wrong personal 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 personal property to the customer's destination at my expense. Movement must be expedited when the customer needs the property as ordered by the Personal Property Shipping Office (PPSO).
- d. I understand I am not liable for movement costs for shipments released in error by a DoW contractor, PPSO, owner, or owner's representative.
- e. 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 U.S. Government may take possession of the personal property and complete the movement. I understand I am liable for all additional costs incurred by the U.S. Government in excess to those costs that would have been incurred if I had maintained total through movement of the shipment.
- f. Double Brokering of any DoW HHG is not permitted. TSPs may not solicit drivers with a price for specific loads through broker or load boards unless they have already been awarded that freight by a DoW shipper. Double brokering is defined as when a TSP assigns a shipment to a carrier who then brokers the shipment to another carrier. TSPs awarded DoW HHG shipments are responsible for ensuring that its underlying TSP(s) handle and deliver freight without the underlying TSP contracting the use of additional TSPs and brokers.
- g. TSP is solely responsible for the acts and omissions of any third party or outsourcing that the TSP elects to enter into a private contract with. TSPs, household goods agents, or other vendors shall be responsible for conducting their own due diligence when making private commercial decisions, whether to contract commercially, concerning the performance of service under a particular bill of lading. TSPs, subcontractors and vendors are required to resolve their commercial problems and disputes independently of USTRANSCOM, presumably through measures available to entities involved in commercial contracting (e.g., mediation, arbitration, recourse to the judicial system, collection agencies) Reports: I agree to provide reports to USTRANSCOM DPMO as required and upon request.

4. 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 U.S. Government Business Day (GBD) for military air terminals and NLT five 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 BL describing the shipment.

5. Use of a DoW-Approved Alternate TSP:

a. I understand DPMO 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 shall not to be used by other approved TSPs. I understand the use of aforementioned TSPs may result in administrative actions (e.g., revocation from the DP3 program, non-use, suspension, etc.) against me (see DTR Part IV, Chapter A-405, Quality Assurance, of this regulation). I will monitor the overall service performance of agent representatives providing relocation services at the origin and destination. The quality assurance plan will be in place to reverse trends of substandard performance.

b. I understand and accept that the performance of an alternate TSP I chose to use will be reflected in my Performance Score.

c. I understand the use of SIT/NTS or other local agents who are in a non-use status for origin or destination services in any capacity for DoW personal property shipments may result in administrative action.

6. Tracing Shipments: I agree to trace shipments upon request from a PPSO or the customer. I agree to acknowledge such a request and notify the requester of the shipment location within one GBD from the initial request domestically and within 72 hours (three GBDs) for international shipments.

7. Storage in Transit (SIT): I understand SIT at origin and/or destination must be in a DoW 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 A-402, Shipment Management, IT and 400NG for further details. If shipment is placed in "SIT AT ORIGIN" at U.S. Government's direction, I will notify the customer of placement into SIT to allow the customer to make arrangements at destination. Upon release from SIT at origin, I agree to notify the customer of the new RDD.

8. Weighing Shipments:

a. I will weigh all shipments IAW the IT and 400NG and enter the shipment weight in Defense Personal Property System (DPS), within four GBDs after shipment pickup date or prior to the shipment arrival, whichever is earlier, to allow the customer or PPSO the opportunity to request a reweight. I will also provide the weight tickets to the origin PPSO within seven GBDs after shipment pickup.

(l) Weighing 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, certified platform-type, or warehouse scales.

- (b) In the event scales are not readily available, a constructive weight of seven pounds per cubic foot may be used for PBP&E and the symbol will be inserted by the TSP or agent after the weight to indicate a constructed weight was used.

(2) Reweighting:

- (a) I agree to reweigh a shipment in accordance with the IT and 400NG.
- (b) Upon request of the PPSO or customer to witness the reweigh, the TSP must provide reweigh date and 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 update DPS by entering the lesser weight(s) prior to invoicing or within four GBDs of reweighing, whichever is earlier, and to invoice the U.S. Government on the lower of the two net or gross weights. I will also provide the weight tickets to the origin PPSO within seven GBDs after shipment pickup.
- (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.
- (e) I will reweigh all international shipments IAW IT Item 505 at destination to enable witnessed reweighs. Note: Some OTO locations don't have certified scales; therefore, exceptions may apply.

(3) Lost Certified Weight Tickets:

- (a) When certified weight tickets are lost and otherwise unobtainable, I must request prior approval from the PPSO to utilize a constructed weight to be paid for services rendered.
- (b) 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.
- (c) The TSP is required to submit a legible inventory, signed by the customer or designated representative of all items packed and transported at U.S. Government's expense. Upon PPSO approval, TSP must use the Weight Estimator (located at

<https://www.ustranscom.mil/dp3/weightestimator.cfm>, download Weight Estimator) to obtain the cubed weight for items. For all items not covered in the Weight Estimator, the cube will be converted to a weight basis using seven pounds per cubic foot including PBP&E.

9. Removal of Property from Facilities Disqualified by DPMO: When the approval of my facilities or the SIT warehouse is rescinded by the DPMO 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 DoW- approved warehouse. The costs of such removal will be at no expense to the U.S. Government or the customer.
10. 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 protect personal property in my possession.
 - b. I agree to follow all provisions outlined in the DP3 Claims and Liability Business Rules. The responsible TSP will submit a written "After Action" Report (AAR) within ten GBDs to the DPMO for all unusual occurrence shipments which includes the BL number, the customer's name, the root cause of the unusual occurrence and efforts the TSP is taking to resolve. Once all mitigation efforts are complete, the TSP responsible will submit a written report of all known facts and events in chronological order.
 - 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 the status of the claim and the reasons for delay in making final disposition.
 - d. I will ensure the DPS is updated with final action taken, including date and total amount of the settlement.
 - e. I acknowledge that I am responsible for real property damage. Prior to a pack-out/delivery, I will install floor coverings in high traffic areas of interior areas (finished living spaces (e.g., floor coverings for entry and interior hallways). In addition, I will protect doorways in high traffic areas (e.g., entry doorways, etc.) prior to a pack-out/delivery. Upon arrival and before departure from residence, I will conduct a joint inspection (walk-around) with the customer and report real property condition and note any damages (interior and exterior) in writing to the member on the "DP3 Real Property Damage Form" located at https://www.ustranscom.mil/dp3/docs/otherpdfs/0300+2021_Business_Rules/Real%20Property%20Damage%20Form%201%20Feb%202021.pdf. I will advise the customer to notify the responsible TSP within seven calendar days of the damage occurring during the pack-out/pickup/delivery regardless of whether the damage was reported on the form. My seven calendar day notification starts on the first day after the pickup/delivery dates. My failure to provide a point of contact for real property damage negates the seven calendar day period. I must arrange for a repair firm to inspect real property damage within 15 calendar days of notification by the customer. Customers must

request a claim and seek recovery or restitution directly from the TSP responsible. The TSP must allow the customer to file a claim for any damages to real property with the TSP. **I must provide the "DP3 Real Property Damage Form" to the customer at pack-out/pickup/delivery.**

11. Inconvenience Claim (IC):

- 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 BL, (i.e., to include short fuse shipments) and to meet the agreed upon delivery date out of SIT. When I am unable to meet these requirements, I must advise the customer on IC rules prior to the missed pickup, RDD or agreed upon delivery out of SIT as listed below. I will advise the customer they must file a claim with my company for payment and will outline the process for doing so.
- b. I understand the IC process provides a simplified method for customer to account for inconveniences associated with my inability to meet agreed and/or required dates. I understand the IC is intended to offset expenses incurred by a customer and their dependents because they are not able to use necessary items in their shipment to establish their household. The per diem provides my company a method to calculate a baseline amount for IC payment by location for the customer. I understand that customers who are not able to use necessary items in their shipment to establish their household may incur personal expenses beyond the baseline amount and I will review and consider those claims in accordance with the guidance in B.11.g.
- c. I agree to acknowledge an IC from a customer or a PPSO within five GBDs from the date of contact.
- d. Reimbursement:
 - (1) I agree to reimburse the customer for inconvenience within 30 days of receipt of an IC. I will compensate the customer for all days that result from my failure to pick up on the agreed dates and/or deliver on or before the RDD as stated on the BL or correction notice thereof, when the member is available for delivery. I agree the inconvenience claim will be computed beginning the day after the agreed upon date or missed RDD as specified on the BL and ending the day that the shipment is actually delivered. The actual day of delivery will be included in the inconvenience claim period.
 - (2) I shall pay the customer a daily amount based on the U.S. Government meal and incidental expense (M&IE) per diem rate (excluding lodging) at the applicable pickup or delivery location for the customer and all dependents traveling with the customer on approved, funded relocation orders. Daily per diem rates can be found at (<https://www.defensetravel.dod.mil/site/perdiemCalc.cfm>).
 - (a) For customers, the payment is calculated as the full M&IE per diem rate for the number of days at the affected location.
 - (b) For each dependent traveling to the new location on approved, funded

relocation orders, per diem is calculated at 75 percent of the full M&IE per diem rate for the number of days at the affected location.

- (3) Dependents traveling with the customer on approved, funded relocation orders will be verified by the customer on the Inconvenience Claim Form.

- (4) Calculated Daily Per Diem Example:

Customer receives 100% of daily M&IE per diem rate; spouse and one child 75% of daily M&IE per diem rate.

Location: Mesa, Arizona for one day, 27 February 2025

Service Member: \$81.00 (Meals) + \$5.00 (Incidentals) = \$86.00 (ME&I)

Spouse and Dependents daily per diem at 75%: $\$86.00 * 75\% = \$64.50 * 2 = \$129.00$

Total Per Diem Payable = $\$86.00 + \$129.00 = \$215.00$

- e. Unaccompanied Baggage (UB): ICs for UB shipments will be solely based on actual expenses incurred and will follow the processes outlined in para B.11.f.
- f. SIT: I am responsible for an IC payment when a shipment goes into SIT if I fail to make two documented unsuccessful attempts to contact the customer that are made six hours apart. Customers are authorized an IC between the date placed into SIT and the first available delivery date (FADD) out of SIT.
- (1) I am responsible for an IC payment in the event I do not meet an RDD, and customer is not able to receive the shipment, due to good cause (i.e., hospitalization, training, etc.), on FADD provided by myself. Customers are authorized an IC between the RDD and the FADD. However, the request must be accompanied by proper documentation substantiating the claim (i.e., doctor's evaluation, orders, etc.).
- (2) I am responsible for an IC payment when a shipment is placed into SIT and I am unable to deliver the shipment out of SIT within the following dates whichever is later:
- (a) Within seven GBDs of the date the customer makes first contact requesting delivery or
- (b) Within two GBDs of the requested delivery date when the requested date exceeds seven GBDs from when the customer makes first contact requesting delivery.
- (3) Compensation is calculated using the methodology described in B.11.d.(2) -B.11.d.(4) above.
- g. **Miscellaneous Expenses:** The following guidelines apply to 1) UB shipments and 2) instances where a customer claims **miscellaneous**

expenses for personal expenses.

- (1) Miscellaneous expenses are personal expenses incurred by a customer and their dependents because they are not able to use necessary items in their shipment to establish their household. Expenses that are considered for reimbursement when establishing a household include but are not limited to furniture and/or appliance rental (to include rental of a television).
 - (2) Miscellaneous expenses include special medical equipment unavailable due to shipment delay for qualified customer and accompanying dependents covered under the Exceptional Family Member Program (EFMP) or other special medical requirements.
 - (3) Miscellaneous expenses will include costs incurred by the customer above and beyond their Basic Allowance for Housing (BAH) due to forced extended leases of rental property at origin due to missed pickup at origin.
 - (4) Groceries are not eligible for reimbursement. Lodging and individual meals are normally not part of an IC but the U.S. Government recognizes there may be unique circumstances that would require consideration. I may consider exceptions (e.g., limited lodging and meals required due to unexpected inability to deliver) on a case-by-case basis. I must make customers aware that in instances where lodging or individual meals are approved it should be reasonable and usually will only be reimbursed for a short duration.
 - (5) Customers are required to document any miscellaneous expense claim fully on the Inconvenience Claim Form with an itemized list of charges and accompanying receipts for expenses incurred.
 - (6) A request for reimbursement of alcoholic beverages is prohibited.
- h. Disputed claim: I will make every effort to resolve any disputes with the customer. In the event I am unable to resolve the dispute, I will contact the origin PPSO (for missed pickup) or destination PPSO (for delivery) for resolution. Should I disagree with the PPSO resolution, I may appeal the case to DPMO within 10 calendar days of notification from the responsible PPSO. Should I decide to appeal to DPMO, I will provide the date of my appeal to the responsible PPSO. I understand the decision of DPMO is final and the claim must be settled within 10 days from the date of the final decision. Appeals will be sent to transcom.scott.tcj9.mbx.pp-claims@mail.mil. Reference para B.11.g. for details on expenses beyond the per diem amount.
- i. I understand that I am not liable for an IC payment if:
- (1) A delay was solely caused by natural disasters; acts of the public enemy; acts of the U.S. Government; acts of the public authority; violent strikes; mob interference; or delays of Code J or Code T shipments that were caused by the U.S. Government and my negligence did not contribute to the delay.

- (2) The customer, or their designated representative, are not available for delivery (e.g., customer has not taken possession of their residence) on TSPs FADD, as long as the FADD is before RDD.
 - (3) The delayed shipment is comprised entirely of alcohol.
 - (4) The shipment went into SIT except as identified in B.11.f. above.
 - (5) The shipment is turned back due to the discovery of mold or infestation at time of pickup (except once mitigation is complete or if there is a negative finding in the event of suspected mold and new pickup and RDD is established)
 - (6) In the event of a catastrophic loss or in the event of requirement for mold remediation, IC liability will terminate 15 days after payment is received for essential items IAW Claims and Liability Business Rules.
- j. Report:
- (1) I will provide a monthly report, (twice a month between 15 June through 31 October due on the 1st and 15th of each month, or first business day thereafter), to USTRANSCOM Defense Personal Property Management Office detailing all filed ICs (including completed payments), by BL, to transcom.scott.tcj9.mbx.pp-ops@mail.mil.
 - (2) I understand I must report on all shipments with missed pickups, late deliveries, or otherwise exceeding the allowed delivery timeframes out of SIT.
- i. Turned Back Shipments:
- (1) In the event I turn back a shipment within 14 calendar days of the pickup date, I agree to reimburse the customer for **miscellaneous** expenses per para. B.11.g. if PPSO is unable to rebook shipment with the original pickup dates and the dates must be adjusted past the original pickup date request.
 - (2) In the event a turned back shipment or any other failure to service a shipment, results in the Military Services reimbursing the customer for an Actual Cost Reimbursement Personally Procured Move, I may be held responsible to reimburse the U.S. Government for costs above the U.S. Government constructed costs that exceeds the TSP's rates on shipment.
- j. Missed RDD when customer was not available on a specific date due to mission impact:
- (1) I am responsible for an IC in the event the customer was available for delivery on the missed RDD and were subsequently unavailable for delivery on the FADD, due to good cause. Good Cause is defined as a short notice mission/exercise, hospitalization, or convalescent leave of the customer on the specific date shipment was offered and placed in SIT after a "Missed RDD."
 - (2) I understand the customer can be negatively impacted due to legitimate circumstances beyond their control. In the instances defined above, an IC is

authorized for payment for the time period between the missed RDD and the event that triggered the good cause.

- (3) A statement of non-availability to accept delivery on TSP's FADD due to good cause is required to support an IC submission. The non-availability statement is incorporated into the DP3 Shipment IC Form available on the internet at <https://www.ustranscom.mil/dp3/pdfs.cfm> posted under 2026 Business Rules.

12. 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 signature of the customer or their representative 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 are requested and pre-approved by the PPSO in DPS before service is rendered.

13. 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.

14. Billing Procedures: For services rendered, I agree to bill the Military Service or Agency finance office responsible for payment of the transportation charges IAW procedures disseminated by DPMO or other Services.

15. International Shipments:

- a. For ocean shipments, I understand, that I must use a vessel of the United States, i.e., U.S. -Flag vessel, unless such a vessel is unavailable. I must request to use such a foreign flag vessel prior to use in accordance the Cargo Preference Act, 10 U.S.C. § 2631 as outlined in the International Tender.
- b. Likewise, I must use a U.S. Flag aircraft IAW the Fly America Act and will seek approval prior to using a foreign flag aircraft as outlined in the International Tender. Definitions. As used in this subparagraph-
 - (1) "International air transportation" means transportation by air between a place in the United States and a place outside the United States or between two places both of which are outside the United States.
 - (2) United States means the 50 States, the District of Columbia, and outlying areas. "U.S.-flag air carrier" means an air carrier holding a certificate under 49 U.S.C. Chapter 411.

- c. 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 "DoW Personal Property, DoW Shipment or Military Shipment," or the BL 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 the ToS.

16. Unusual Occurrences: 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, the responsible Military Services Headquarters and the DPMO IAW DTR Part IV, Chapter A-410 using the DP3 Unusual Occurrence Notification Form, Figure B-4.

17. Third-Party Declaration: -

- a. I will accurately disclose official(s) and third-party representative(s) within five days of implementation or change in the DPS Qualifications module.
- b. At a minimum, I will identify a Claims Manager, Move Management Company (MMC) (servicing all or part of the SCAC, if applicable), and a Trusted Agent (who is expected to be very familiar with DoW processes and readily accessible to USTRANSCOM) in DPS. MMCs are those that provide customer service; coordinate operational functions; or shipment management support, to include a centralized corporate entity and are only permitted in the domestic program.

18. Force Protection:

- a. TSPs who are allocated a Safety Move will see the "SM" indicator in the short fuse queue and in shipment documentation under the Defense Personal Property System (DPS) TSP master and TSP operation managers user roles. TSPs with Safety Move shippers must ensure they **only** communicate with the person listed in DPS and with the contact information in DPS. TSPs must ensure that both origin and destination information is **NOT** shared outside of the victim who is the person listed in DPS (who may not be the customer). TSPs should contact their local PPPO/JPPSO and ask for a U.S. Government user with elevated Safety Move privileges if they have any questions.
- b. I am responsible for complying during pandemics with appropriate City, State, and Federal laws/guidance during personal property movements from origin to destination. When a pandemic exists, I am to immediately notify the responsible J/PPSO/PPPO of the customer and all affected stakeholders of pandemic-related positive test results to alert potential exposure, mitigate the spread, and identify the possible need for medical attention. I will comply with DoW and CDC policy guidance. In the event of a pandemic, if I become aware of an employee(s) or company representative who tests positive for a communicable disease at any time, I will immediately notify

USTRANSCOM and the Military Service Headquarters by phone and email using the below POCs:

- (1) USTRANSCOM: TCJ9-OH Operations & Quality Team at transcom.scott.tcj9.mbx.pp-ops@mail.mil or Commercial: (618) 220-5479/5448 or DSN 770-5479/5448
 - (2) HQ Army: usarmy.ria.asc.spo-personal-property@mail.mil; usarmy.belvoir.asc.mbx.jppsoma-apple@mail.mil; 1-800-762-7186
 - (3) HQ Navy: NAVSUPHQHHGS.fct@navy.mil
 - (4) HQ Marine Corps: usmcpersonalproperty@usmc.mil; Commercial telephone: 703- 695-7765, DSN: 225-7765, Commercial telephone: 703-483-0820
 - (5) HQ Air Force: ppahq.ppec.dod_personnelservice@us.af.mil; Commercial telephone: 210- 652-3357, DSN: 487-3357
 - (6) HQ Coast Guard: hqs-dg-1st-cg-1332-travel@uscg.mil; Commercial telephone: 202- 475-5393
- c. I am required to review information on reporting confirmed cases of pandemics by Health Departments.

19. Customer Satisfaction Survey (CSS) Language Prohibition:

- a. I understand that under no circumstance will I survey customers other than reminding them about the DoW CSS. This includes verbal, print material, electronic material, or social media.
- b. I will not offer monetary gifts nor incentives to customers or other entities for completion of a survey. Neither will I manipulate or coerce a customer to complete a CSS in return for any claims related action. Claims actions must not be contingent on completion of a CSS.
- c. I understand that I am not authorized to transfer a customer to the Help Desk for the purpose of completing the CSS.
- d. I understand that instances of such conduct will be construed as an unethical act and may result in administrative action.
- e. I should engage customers at each stage of the move to ensure a quality move. Nothing in this paragraph should be construed as limiting my ability to properly engage the customer and perform effective shipment management.

20. Origin Servicing Agent Representation:

- a. I agree to enter the name and telephone number of a valid servicing agent at origin in DPS within 15 calendar days of shipment acceptance or NLT seven calendar days prior to pick up, whichever is sooner. If the shipment is awarded as a short fuse, I will update the origin servicing agent information within one (1) GBD. Entering name and

telephone number of an MMC as servicing agent is not acceptable.

- b. I must update this information to reflect the origin representative who will service the shipment prior to performing the pre-move survey.

21. Move Management Company's Performance:

- a. I understand I must identify my MMC in DPS.
- b. Repetitive violations committed by a MMC are subject to administrative actions against individual TSPs.

22. Foreign Vendor Suitability:

- a. If participating in the international markets, I shall submit a submit a semi-annual report to transcom.scott.tcj9.mbx.pp-quality@mail.mil containing each foreign service provider, including any foreign reporting company in accordance with 31 U.S.C. § 5336(a)(11)(A)(ii), operating as a separate legal entity, operating on behalf of the TSP. This includes the foreign service provider's commonly owned legal affiliate (if applicable) that has employees who may have physical contact with U.S. Government shipments or access to U.S. Government systems or information in the ordinary course of contract performance. Foreign service providers within scope include, but are not limited to, those that perform packing/unpacking, transportation by sea, linehaul, and storage services. The initial report is due annually on 31 March and a subsequent report six months later on 30 September.
- b. The report must be submitted in Microsoft Excel workbook or a similar spreadsheet program and include the following information. An associated template is provided at Figure B-5, Foreign Vendor Report.
 - (1) Legal Company Name (in native language if known)
 - (2) Complete Address including Country
 - (3) Name, phone number and e-mail address of at least one point of contact at the company
 - (4) Any Previous or Alternate Company Names
 - (5) Fax number
 - (6) Website URL
 - (7) International Civil Aviation Organization (ICAO) or International Maritime Organization (IMO) or national/international equivalent designator (if applicable)
 - (8) Owner(s)/Director(s) name(s) and e-mail address(es)
 - (9) Manager(s) name(s) and e-mail address(es)
 - (10) Frequency of use during reporting period

- c. For foreign service providers that fall within the scope of the reporting requirement, I shall provide a copy of business licenses required for the foreign service provider to legally operate in that country.
 - d. I am responsible for appropriately marking sensitive information as proprietary/trade secret. The U.S. Government will handle proprietary/trade secret information within the applicable statutes, rules, and regulations regarding the handling and release of such information.
 - e. Prior to rate filing and periodically throughout the rate year, DPMO shall make available to me the name of active or potential foreign service providers determined to be unsuitable. I shall not allow named entities to perform any role in performance of DP3. If I choose to terminate the unsuitable foreign service provider, the U.S. Government shall not be liable for any costs incurred by me in establishing or terminating use of the unsuitable foreign service provider. I may choose not to terminate the unsuitable foreign service provider for use in its commercial business.
 - f. An unsuitable determination does not preclude me from nominating an unsuitable entity for reconsideration. I am encouraged to provide DPMO with additional information that may affect the foreign service provider's suitability. Any entity listed in the U.S. Government Consolidated Screening List (http://export.gov/ecr/eg_main_023148.asp) will not be reconsidered.
 - g. Except as authorized by the Office of Foreign Assets Control (OFAC) in the Department of the Treasury, I must not acquire any supplies or services if any proclamation, Executive Order, or statute administered by OFAC, or if OFAC's implementing regulations at 31 Code of Federal Regulation (CFR) Chapter V, would prohibit such a transaction by a person subject to the jurisdiction of the United States. Most transactions involving Cuba, Iran, North Korea, and Syria are prohibited, as are most imports from Russia, Belarus, Burma, Sudan, and the illegally annexed regions of Donetsk, Luhansk, and Crimea in Ukraine into the United States or its outlying areas. Lists of entities and individuals subject to economic sanctions are included in OFAC's List of Specially Designated Nationals and Blocked Persons. More information about these restrictions, as well as updates, is available in OFAC's regulations at 31 CFR Chapter V and/or on OFAC's website at <https://ofac.treasury.gov/sanctions-programs-and-country-information>. Specific questions about restrictions should be made to the Department of the Treasury Office of Foreign Assets Control, Washington, DC 20220 (Telephone (202) 622-2490).
23. Protecting the U.S. Government's Interest When Subcontracting with Contractors Debarred, Suspended, Proposed for Debarment, or Voluntarily Excluded:
- a. The U.S. Government suspends or debar or otherwise excludes TSPs to protect the U.S. Government's interests. Other than a subcontract for a commercially available off-the-shelf item, i.e., an item of supply, not a service, I shall not enter into any subcontract with an entity that is debarred, suspended, excluded or proposed for suspension, debarment or exclusion by any executive agency unless there is a compelling reason to do so. Regardless, I may not contract with any foreign entities that have been excluded under the authority of the Fiscal Year 2015 National Defense Authorization Act (Pub. L. 113-291) §§ 841-843, as amended.

- b. With the exception of subcontractors who provide only commercially available off-the-shelf items, I shall require each proposed subcontractor to disclose to me, in writing, whether the subcontractor, or its principals, is or is not debarred, suspended, or otherwise excluded or proposed for debarment, suspension, exclusion or voluntarily excluded, by the Federal U.S. Government as of the time of award of the subcontract. I shall verify this disclosure by checking the list of prohibited/restricted sources in the System for Award Management (SAM) at <http://www.sam.gov/>
- c. I shall notify the DPMO, in writing, at transcom.scott.tcj9.mbx.pp-quality@mail.mil before entering into a subcontract with a party (other than a subcontractor providing a commercially available off-the-shelf item) that is debarred, suspended, excluded or proposed for debarment, suspension, exclusion or voluntarily exclusion. The notice must include the following:
 - (1) The name of the subcontractor.
 - (2) My knowledge of the reasons for the subcontractor being listed with an exclusion in SAM.
 - (3) The compelling reason(s) for doing business with the subcontractor notwithstanding its being listed with an exclusion in SAM.
 - (4) The systems and procedures I have established to ensure that they are fully protecting the U.S. Government's interests when dealing with such subcontractor in view of the specific basis for the party's debarment, suspension, exclusion, or proposed debarment, suspension, exclusion or voluntary exclusion.

24. Access to Contractor and Subcontractor Records:

- a. In addition to any other existing examination-of-records authority, the U.S. Government is authorized to examine any records of the Contractor and its subcontractors to the extent necessary to support the program established under FY 2015 NDAA, § 841.
- b. Subcontracts. The access to record requirements, including this paragraph (b), is required to be included in subcontracts, including subcontracts for commercial products and commercial services, that will be performed outside the United States and its outlying areas.
- c. LIMITATION: The examination authorized under subsection (a) may only take place after a written determination is made by the DPMO, based on a finding from the combatant commander, stating that this examination will support the program established under such section 841 and that less intrusive measures are not reasonably available to manage the risk.

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 BL.
- 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 U.S. Government or customer inquiries during normal working hours of 0800-1700.
- d. I will maintain a customer support capability for issues pertaining to a customer's move from 0800-1700 Monday – Saturday from 15 May through 31 October, except U.S. holidays, or foreign national holidays. Customer support hours will be based on the customer's location/time zone. I will ensure that the customer or U.S. Government receives a response to a voicemail or call within the same business day and that wait times do not exceed 20 minutes.
- e. I agree to assign, during initial communication with each customer, a single point of contact (POC) responsible for coordination and communication throughout all phases of the move. The POC's contact information will be maintained throughout the entire shipment process and until all associated actions are final.
- f. For ease of understanding all TSP documentation and communications with the customer must reflect the clear name of the TSP on the BL in addition to the MMC information.
- g. 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.
- h. I agree to provide information on the afternoon preceding the scheduled pack, pickup or delivery dates 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.
- i. I further agree I must not begin any service that will not allow completion by 2100 hours without prior approval of the customer.

2. Pre-Move Survey:

- a. I agree to perform pre-move survey on all shipments, either in residence, virtually (with customer's consent, e.g., email or software consent), or telephonically.
- b. I will conduct a pre-move survey (electronic, telephonically, or physical) and provide the U.S. Government and customer weight estimates on all shipments five GBD from accepting shipment but NLT nine days prior to the first scheduled pack/pickup date, whichever is later. For shipments ordered less than nine days prior to first scheduled pack/pickup date, weight estimates must be provided NLT three days prior to first scheduled pack/pickup date. For shipments ordered less than three days prior to the

first scheduled pack/pickup date, weight estimates must be provided NLT one day prior to first scheduled pack/pickup date. Weight estimates must be accurate within 10% of actual shipment net weight. Failure to provide accurate weight estimates within 10% of actual shipment net weight may result in administrative action.

- c. I agree to make initial contact with the customer within three GBDs of shipment award date to provide the customer with contact and pre-move information, including on shipments originating from non-temporary storage (NTS).
- d. 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).
- e. 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.

3. Shipment Arrival/Delivery/Delays:

- a. 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 400NG and/or IT, or in the event the delivery cannot be accomplished, I agree to submit a request for storage approval in DPS.
- b. I agree that I will notify the customer by phone or email of the shipment's in-transit visibility information upon the arrival or departure of the property from any in-transit facility, storage facility, port of embarkation, port of debarkation or change in estimated arrival. This notification will include the status, location and updated estimated date of arrival at destination. This notification is annotated in DPS remarks and occur within three GBD of pickup or within one GBD of any change in estimated arrival at destination.
- c. 24-hour Notification: I will provide customer at least 24-hour notice, via email or telephonically, for delivery. I cannot deliver a customer's personal property to SIT unless two documented unsuccessful attempts to contact the customer are made six hours apart. If first attempt to contact the customer is unsuccessful, I agree to make the final attempt telephonically. I must ensure all dates are correct and updates made in system within 24 hours.
- d. I will provide the customer at least 24-hour notice prior to or after shipment arrival at destination.
- e. Loose Load Shipments: Prior to arrival at destination, I must provide the FADD, contact information (phone number(s), email(s), hours of operation), and inform the customer they have 24 hours from the "first" notification to respond. After each notification, I will immediately update DPS Shipment Management Remarks. If the customer is available for delivery, I will immediately update DPS with the scheduled delivery date. Once I have confirmed with the customer, they are not available to

accept delivery or if the 24 hours has expired and the shipment is at destination, I may submit a request for SIT approval in DPS for the FADD.

NOTE: In the event a scheduled delivery date is confirmed I will arrive the shipment in DPS and enter the scheduled delivery date regardless of shipment location.

- f Containerized Shipments: Upon arrival at destination, I must arrive shipment in DPS, then contact the customer within 24 hours and provide the FADD, contact information (phone number(s), email(s), hours of operation), and inform the customer they have 24 hours from the “first” notification to respond. After each notification, I will immediately update DPS Shipment Management Remarks. If the customer is available for delivery, I will immediately update DPS with the scheduled delivery date. If I document confirmation with the customer that they are not available to accept delivery or if the 24 hours has expired, I may submit a request for SIT approval in DPS for the FADD.
- g SIT cannot start on weekends and/or holidays.
- h If PPSO determines the TSP did not provide at least 24 hour notice to the customer before placing shipment in SIT, PPSO will deny the SIT and delivery out charges.
- i 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 IC guidance. In addition, I agree to update DPS with the following prior to the missed pickup date and/or before expiration of the RDD:
 - (1) New scheduled pickup date
 - (2) For missed RDDs
 - (3) Last known location of the shipment
 - (4) Cause for delay and newETA
- j Pickup Spread Dates: For scheduling of personal property shipments, I understand the U.S. Government authorizes the use of spread dates, consisting of seven consecutive calendar days beginning with the first date of the spread for standard awards. Although the pickup date must be inside the pickup spread date window, the pack date(s) will immediately precede the pickup and maybe outside the pickup spread date.
- k The last day of the spread date is entered, by the customer, in DPS in the “Latest Pickup Date” field and the spread date is calculated seven calendar days prior to the date input by the customer.
- l The customer’s desired pickup date is entered in the “Desired Pickup Date” field in DPS.
- m I will confirm the agreed pickup date within the spread dates with the customer within three (3) calendar days from date of shipment acceptance. This confirmation will be

in writing to the customer.

- n. I will document the agreed pickup date, and the customer's acceptance in DPS within three calendar days or 24 hours prior to shipment pickup, whichever is sooner. I will print the bill of lading no earlier than two GBDs prior to the first pack date.
- o. If the customer requests a change to their pickup date that moves outside of the allowed spread dates, I will advise the customer they must submit the requested change in dates to the PPSO via email, copying my company on the email, and I will reply all with acceptance, if applicable.
- p. Pickup spread dates do not apply to NTS releases or Direct Procurement Method shipments. I agree to pick up all NTS released shipments on the "Desired Pickup Date" in DPS.
- q. I will not schedule pickup or delivery on Saturdays, Sundays, and holidays unless there is a mutual agreement between the customer, PPSO, and me. Agreement by me and customer for weekend or holiday service does not authorize extra labor and overtime.

4. 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 Attachment A-K1/A-K2 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").
- e. Items Liable to Cause Damage: I must not accept the following for shipment:
- f. An item whose inherent nature is liable to contaminate or otherwise cause damage to other property or equipment.

- g. An item which cannot be taken from the premises without damage to the item or the premises.
- h. Lithium-Ion Batteries: I understand it is my responsibility to properly package, label, and certify (if required) lithium-ion cells 20 watt-hours (Wh) or less or lithium-ion batteries 100 Wh or less in accordance with 49 CFR 173.185(c), the International Maritime Dangerous Goods (IMDG) Code, the International Air Transport Association (IATA) and in accordance with local, state, federal, and foreign country or international laws, regulations, or guidance.
- i. Lithium-ion cells exceeding 20 Wh or lithium-ion batteries exceeding 100 Wh are not allowed in personal property shipments or storage.
- j. Lithium Metal Batteries: I understand it is my responsibility to properly package, label, and certify (if required) lithium metal cells containing 1 gram of lithium content or less or lithium metal batteries containing 2 grams of lithium content or less in accordance with 49 CFR 173.185(c), the International Maritime Dangerous Goods (IMDG) Code, the International Air Transport Association (IATA) and in accordance with local, state, federal, and foreign country or international laws, regulations, or guidance.
- k. Lithium metal cells exceeding 1 gram of lithium content or lithium metal batteries exceeding 2 grams of lithium content are not allowed in personal property shipments or storage.
- l. I understand it is my responsibility to ensure items containing lithium batteries are properly packaged for the type of transportation service being provided.

5. 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 ToS are contained in the shipment. 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.

6. Materials:

- a. 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.
- b. 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 is not authorized.
- c. Egg, fruit, and vegetable crates, and similar types of food containers will not be used.

7. 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. Books will be placed in cartons or boxes. All books of similar sizes will be packed vertically together in rows. Padding will be inserted between rows and packed tightly to fill out the carton or box and to prevent chafing. Books normally will be packed in a 1.5 cubic foot carton and not more than two rows high.
- d. 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.
- e. 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 Tabletops, and Similar Fragile Articles Requiring Crating or Similar Protection.
- f. 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. 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.

8. Privately Owned Firearms (POFs):

- a. I will ensure all POFs are removed from safe (if applicable) and packaged separately and inventoried IAW paragraph C.5 below.
- b. I am responsible for complying with appropriate local, state and country laws in the

transport of firearms, including applicable interstate and international transport requirements.

- c. I will ensure that my agents pack firearms and do not place conspicuous page markings indicating firearms or label cartons with firearms, and I will comply with firearm packing and labeling requirements outlined in the IT.
- d. For international containerized shipments only, I will ensure all POFs are placed in a number one (1) external shipping container and positioned so that POFs are readily accessible for examination by customs officials, when required, and the container sealed at customer's residence.
- e. I will comply with the following provisions of Public Law 103-159, Brady Handgun Violence Protection Act and the Personal Property Consignment Instruction Guide (PPCIG).
- f. Marking the outside of any package, luggage, or other container indicating that the package contains a firearm is prohibited. This does not exclude attaching documentation in a sealed envelope to a box/container of HHGs.
- g. Written acknowledgement of receipt from the recipient of any package containing a firearm is required. Signatures can be on a BL, inventory, or TSP-generated receipt. Signatures are only required at the time of delivery, (i.e., not required at in-transit points as shipments move between TSPs and agents).

9. Inventory:

- a. I agree to:
 - (1) Prepare an accurate, legible HHG Descriptive Inventory and understand that an electronic inventory that provides equal or better information is highly encouraged.
 - (2) Regardless, if an electronic inventory or a handwritten/hard copy inventory is used, I understand I will provide the customer with a copy of the inventory prior to the driver leaving the origin location with the personal property.
 - (3) Provide the customer or their 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. For electronic inventories, I will specifically ensure the following occur:
 - (4) Automated inventory software must ensure that the listing of each item must meet or exceed the inventory requirements currently contained in the DTR.
 - (5) The inventory will provide a clear condition descriptions of articles.
 - (6) Customer must be able to thoroughly review inventory contents, including all comments, conditions, and annotate exceptions, per line item, prior to signature.
 - (7) TSP must obtain customer's electronic signature separately on each individual page.

- (8) Inventory must not be editable once signed and provided to the customer.
- (9) TSP must provide the customer the electronic copy prior to departing the residence with the property. TSPs must ensure they have appropriate functioning equipment to comply.
- (10) In the event the TSP's equipment is not functional, the TSP must be able to implement a backup plan to include the use of a handwritten or hard copy inventory to accurately account for the customer's property prior leaving the residence.
- (11) Customer and PPSO must be able to view inventories, including all comments, conditions, exceptions, and signature in any subsequent email version.
- (12) Use care in listing articles as specifically as possible to include make, model, color, and serial number when visible on the outside of the article.
- (13) Identify cartons by type and cube with an indication of general contents (e.g., Book CTN, 1.5 cubic ft., linens, pots and pans, etc.) and will not use words such as "household goods/personal property" or other general descriptive terms in the preparation of the inventory.
- (14) 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.
- (15) Ensure that the customer can review the inventory contents, including conditions, and annotate exceptions on the inventory.
- (16) 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 members' PBP&E and spouse PBP&E, placed in separate cartons, marked, weighed and inventoried separately.
 - c. Use of the term "consumables" is used on the inventory when shipment of consumables is authorized for movement on a BL.
 - 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 pounds per cubic foot, will be used.

- (17) I agree to annotate each privately owned firearm on the inventory by make, model, caliber or gauge, and serial number. Privately owned firearms manufactured prior to 1968 will be annotated as such on the inventory and acknowledged by the customer. Privately owned firearms manufactured in 1968 or after without a serial number will not be packed in the customer's personal property and customers will be referred to the PPSO for alternate shipping options.
- (18) I agree with 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).
- (19) I must use the same inventory prepared at origin to verify delivery at destination.
- (20) 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.
- (21) I agree to identify items disassembled or serviced by my company at origin and record such items on the HHGs Descriptive Inventory. In addition, if the customer disassembles or services an item, I will annotate the inventory accordingly.
- (22) 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.
- (23) 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.
- (24) Use of bingo cards or check off sheets at delivery. I agree that I may use bingo cards or check off sheets as internal company documents only. However, a signed bingo card or check-off sheet does not indicate proof of delivery and lost, missing or damaged items will still be indicated on the appropriate loss or damage forms.
- (25) Gun Safes:
 - a. I understand, when a gun safe(s) is included as part of the shipment, the weight of such articles will be annotated separately on the BL and on the inventory next to the line item.
 - b. I will identify the make and model of the gun safe(s) on the inventory.

- c. I understand the gun safe(s) will be transported in the same way and to the same authorized location as HHG.
- d. I understand that the weight of gun safe(s) will be determined in accordance with the 400NG and IT.

10. 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.

11. 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 lift vans 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 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 or 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 DoW operated aerial or seaport, I agree to complete a Two-Dimensional Military Shipping Label (2DMSL) and documentation requirements as listed in the IT.
- g. Container Marking and Labeling for Non-DTS Shipments:
 - (1) I agree to stencil or label Codes 4, 6, 7, and 8 shipment containers. Individual shipment markings must be stenciled or labeled on two surfaces (one side and one end panel) of each container.
- h. Place the following data on each stencil or label.
 - (1) FROM and TO: Name of Origin and Destination PPSO
 - (2) BL: Bill of Lading Number
 - (3) RDD: Required Delivery Date (Julian Date)

- (4) TSP: TSP Standard Carrier Alpha Code (SCAC) code
 - (5) For: customer's last name, first name.
 - (6) Old markings must be permanently removed. One copy of the customer's order must be placed in each container used to ship UB.
- i. Tamper Evident Seals for International, Code 2 HHG/UB Containers:
- (1) I will apply a tamper-evident seal which, if breached or missing, provides reasonable evidence that the container has been opened or otherwise tampered with.
 - (2) Seals will be placed at residence and seal numbers will be annotated on the inventory list. All exterior international and Code 2 HHG/UB containers and boxes, including overflow and oversize boxes and rug tubes or cartons, will be sealed with accountable tamper evident seals at the customer's residence, unless otherwise authorized by the customer. Sealing will be completed prior to any movement and the seal (control) numbers entered on the inventory, cross-referencing the container number.
 - (3) Two seals, at a minimum, for UB, will be used per box and tamper evident seals will secure the access overlap top and ends. If only two seals out of a set of four are used, the seals not used will be destroyed at the time of sealing or given to the customer.
 - (4) Four seals, at a minimum, on HHG, will be used per box and tamper evident seals will secure the access overlap door and side panels, which may include non-removeable end panels.
 - (5) I understand that in the event the seals need to be broken prior to delivery I must notify the PPSO/PPPO and the customer and provide them the opportunity to be present. When available, the PPSO/PPPO will make arrangements for a Quality Assurance (QA) Inspector to be present at the selected location within two GBDs when the seals are broken. If the PPSO/PPPO is unable to provide a QA Inspector, I will contact USTRANSCOM at transcom.scott.tcj9.mbx.pp-perf@mail.mil. The containers will be resealed, notations made in DPS noting the new seals numbers, and shipment will continue in-transit to destination.
 - (6) In the event that seals are discovered broken in-transit, I will reseal the container(s), replace the broken seal(s), and annotate the circumstances along with the new seal numbers in DPS. I understand I must verify with the customer upon shipment delivery that all container seals are intact. In the event it is not discovered that the seals are broken until at the time of delivery, I will notify customer and will also document under General Remarks in DPS.

12. Documents Provided to the PPSO/Aerial Port:

- a. I understand I must provide the following documentation to the PPSO NLT seven GBDs after the pickup date and maintain original and copies of all supporting documents for audit and dispute purposes.

- b. NLT seven GBDs after the pickup date, I must furnish the origin PPSO supporting shipment documentation as follows: Weighted BL (Gross/Tare/Net/Pro Gear Weights), Weight Tickets, DD Form 619, Inventories, and Third-Party Invoices.
- c. Weight tickets must be legible and contain required information as outlined in the applicable 400NG and/or IT. 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 or delivery entity provides a copy of the BL, transportation control movement document, and 2DMSL in connection with delivery of shipment(s) to the aerial port.

13. Documents Provided to the customer:

- a. At the time of pickup, I must furnish the customer or their representative either in hardcopy or electronic delivery of documents:
- b. BL
- c. HHGs Descriptive Inventory and a copy of the High Value Household Goods Inventory (if used)
- d. One legible copy of DD Form 619 (if applicable)
- e. The DP3 Real Property Damage Form pre-populated with my information
- f. At the time of delivery, I must furnish the customer or their representative:
- g. One legible copy of DD Form 619 (if applicable)
- h. For shipments originating from NTS, I must furnish the customer or their representative a legible copy of the Household Goods Descriptive Inventory
- i. One copy of the DoW DP3 Notification of Loss or Damage AT DELIVERY, Figure B-2, and the DoW DP3, Notification of Loss or Damage AFTER DELIVERY, Figure B-3, documents. I must ensure all listed loss or damage is identified on the document, as applicable.
- j. The DP3 Real Property Damage Form pre-populated with my information At the time of notification of a missed pickup, RDD or agreed upon delivery out of SIT, or in the event I turn back a shipment within 14 calendar days of the pickup date, I will provide the IC Form, located at [https://www.ustranscom.mil/dp3/docs/otherpdfs/0800+2022_Business_Rules/DP3%20Shipment%20Inconvenience%20Claim%20Form%20\(15%20May%202022\).pdf](https://www.ustranscom.mil/dp3/docs/otherpdfs/0800+2022_Business_Rules/DP3%20Shipment%20Inconvenience%20Claim%20Form%20(15%20May%202022).pdf), to the affected customer and I will ensure the form is pre-populated with my information.

14. SIT:

- a. In addition to the packing requirements contained in this ToS for preparing personal property for transportation, when a shipment is placed in SIT, I agree

to use a DoW- approved storage facility that must comply with the following storage requirements:

- b. Storage: When a shipment is placed into SIT, the warehouseman will have until the close of business of the third 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 Branch Tender of Service, Paragraph C-6.c.
- c. Shipping Containers: The contents of containerized shipments must not be removed from containers when placed in SIT.
- d. Identification: All lots of loose Domestic HHGs must be properly identified. Proper identification must consist of customer’s name, BL 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.
- e. 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.

15. Upholstered or Overstuffed Furniture:

- a. 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 of furniture.
- b. 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 or stretch- wrap is allowed but not required.

16. 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 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.
- c. The unpacking service and removal of debris must be performed to the customer’s satisfaction at the time the goods are delivered.
- d. 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 , loading, or unloading.

- e. I will return to residence to perform debris removal if ordered IAW with the IT Item 506 and the 400NG Item 105.

17. Recording Loss or Damage:

- a. I will record loss or 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 their 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 their **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 or 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 or items at no additional cost to the U.S. Government or the customer. See Claims and Liability Business Rules for complete claims guidance.
- e. 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 the DPMO. 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 DPMO with detailed descriptions of this quality control system.

D. CERTIFICATION

- 1. Violations: Any substantial violation of this ToS, or failure to perform IAW the DTR Part IV, DP3 Business Rules, the International Tariff, and Domestic ToS, and/or other legal requirements, may be used as the basis for administrative action by a PPSO or DPMO.
- 2. Terms and Conditions:
 - a. It is mutually agreed and understood between the U.S. U.S. Government and TSPs (motor carriers and freight forwarders), who are parties to the BL that: The BL 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.
 - b. Except as provided in 41 CFR 101 or as otherwise stated hereon, the BLis also

subject to the same rules and conditions as govern commercial shipments made on the usual forms provided therefore by the TSP.

- c. All parties to the BL (TSPs, freight forwarders, or their representative), recognize that this shipment is made under the auspices of the U.S. 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.
- d. 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.
- e. 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.
- f. 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 BL is inadequate.
- g. All accessorial or special services must be requested and approved in DPS prior to performance of service or use of special service.

Prescribed by DTR 4500.9-R

STATEMENT OF ACCESSORIAL SERVICES PERFORMED		OMB No. 0704-0531 OMB approval expires May 31, 2025
<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 whs.mc-alex.std.mbx.dd-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 (DDMMYYYY)	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 (DDMMYYYY)
13. ADDITIONAL SERVICES (Enter additional information in Item 14, "Remarks".)		
a. CRATES (Indicate number of crates and name of item(s) in "Remarks".)		d. EXTRA PICKUP
b. THIRD PARTY SERVICES (i.e., Schanks, pool table, etc. Must provide invoice to PPSO.)		e. EXTRA DELIVERY
c. SHUTTLE SERVICE (Describe in "Remarks".)		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 (DDMMYYYY)

DD FORM 619, MAY 2019 PREVIOUS EDITION IS AUTHORIZED FOR USE UNTIL STOCK IS DEPLETED.

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 _____	WEIGHT _____
BILL OF LADING NO. _____	TSP REFERENCE NO. _____	SCAC _____	PICK UP DATE _____ IS THIS A PARTIAL DELIVERY (Y or N)? _____
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 the NOTED LOSS 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". A CLAIM MUST BE FILED VIA DPS CLAIMS MODULE - https://dps.move.mil/cust/standard/user/home.xhtml. <p style="text-align: center;">NOTED LOSS OR DAMAGE</p> <p style="text-align: center;">If more than one page is needed, include your name, Bill of Lading No., and number the Page ____ of Page ____ on each page used.</p>			
INVENTORY NO.	ITEM	DESCRIPTION OF DAMAGE (be specific – missing; location of scratch, dent, chip; etc.) (Electronic items, provide brand, and model number, if applicable)	
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 AT DELIVERY By signing below, Customer acknowledges receipt of: <ul style="list-style-type: none"> One (1) copy of this NOTIFICATION OF LOSS OR DAMAGE AT DELIVERY and one (1) copy of the NOTIFICATION OF LOSS OR DAMAGE AFTER DELIVERY. Customer understands that he/she: <ul style="list-style-type: none"> Will receive from the delivering TSP a "NOTIFICATION OF LOSS OR DAMAGE AFTER DELIVERY" document to identify loss or damage found after delivery. This notification document will provide instructions on how to file a claim online via DPS. Can provide notification to the TSP within 180 days by entering the information from the AFTER Delivery document into the DPS online claims module or mail NOTIFICATION OF LOSS OR DAMAGE AFTER DELIVERY document to the TSP by certified return receipt, fax or electronic mail. Will NOT be eligible for loss or damage recovery by the TSP or Government for any item not identified within 180 days after delivery. 			
Received for Delivery at: Street Address _____ City _____ State _____ ZIP _____ Telephone Number or Email: _____ Customer's Name (PRINT): _____ Signature of Customer (or their designated representative) _____ 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		
INSTRUCTIONS TO CUSTOMER (OR HIS/HER DESIGNATED REPRESENTATIVE): <ul style="list-style-type: none"> You have up to 180 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 through the DPS online Claims Module - see instructions in Section A. If you are unable to file online, you may give written notice of loss and damage following the instructions in Section B. If TSP is not notified within 180 days, you may lose any potential monetary recovery for your loss and damage. This is only a 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. 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 https://www.militaryonesource.mil/moving-housing/moving/planning-your-move/customer-service-contacts-for-military-pcs/ and choose Service branch under Service branch moving assistance Section. For more on filing moving claims, visit: https://www.militaryonesource.mil/moving-housing/moving/planning-your-move/file-a-claim-after-your-military-move/. 		
SECTION A – DPS ONLINE NOTIFICATION: <ul style="list-style-type: none"> Online notification can be completed via the internet by accessing DPS via https://dps.move.mil/cust/standard/user/home.xhtml. You must notify TSP in DPS by midnight GMT on the 180th day following delivery to be eligible for Full Replacement Value. If you submit this notice online via DPS claims module, you DO NOT need to complete Section B. 		
SECTION B – WRITTEN NOTIFICATION: <ul style="list-style-type: none"> If you are unable to provide notice online through 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 180th 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 180 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 PERMANENT INK. 		
NOTICE TO TSP: You are hereby notified the customer (or their designated representative) intends to present a claim for the loss or damage noted on the NOTIFICATION OF LOSS OR DAMAGE AT DELIVERY and this document. You are hereby extended the opportunity to inspect the property.		
INVENTORY NO.	ITEM	DESCRIPTION OF DAMAGE (be specific – missing; location of scratch, dent, chip; etc.) (Electronic items, provide brand, and model number, if applicable)
_____ CUSTOMER SIGNATURE (OR THEIR DESIGNATED REPRESENTATIVE)		_____ DATE OF DELIVERY
SECTION C – FILING A CLAIM AGAINST THE TSP: <ul style="list-style-type: none"> With limited exceptions, to receive Full Replacement Value for eligible loss or damage, you MUST file your claim online via the DPS Claims Module within 9 MONTHS of your property delivery. To submit your claim to the TSP who shipped your personal property, access DPS at https://dps.move.mil/cust/standard/user/home.xhtml 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. 		
Delivery Date: _____ BL: _____ Street Address _____ City _____ State _____ ZIP _____ Telephone Number or Email: _____ Customer's Name (PRINT): _____ Signature of Customer (or their designated representative) _____ Date _____	Name/Address of Transportation Service Provider (TSP): _____ TSP Email: _____ Toll-Free Telephone Number _____ Fax Number _____ Delivering TSP Signature _____ Date _____	

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



DEFENSE PERSONAL PROPERTY PROGRAM UNUSUAL OCCURRENCE NOTIFICATION

The use of this form is in accordance with Defense Transportation Regulation 4500.9-R, Part IV, Chapter 410. It shall be used to inform Defense Personal Property Program representatives of personal property shipments experiencing unusual occurrences.

Reporting Organization:

Notification For: **Select a Point of Contact**

Origin JPPSO/PPSO:

Destination JPPSO/PPSO:

Responsible MCO:

Time and Date of Occurrence: Report Created Date:

TSP Name: SCAC:

Address of Facilities:

Installation/Geographic Area Affected:

Type of Occurrence (per DTR Part IV, Ch. 410):
Choose Type of Occurrence

If Other, please explain:

Occurrence Discovered By (Name, Title):

Time and Date Occurrence was Discovered:

POC:

Email: Phone #:

SIT Shipment: Yes No GBL (for SIT Shipments only):

NTS Shipment: Yes No TOS # (for NTS Shipments only):

List all Shipments Involved by Customers name, BL or Service Order #, and Service Affiliation (Army, AF, Navy, Marines, CG, DoD)

Figure B-4. Unusual Occurrence Notification Form

Narrative of Occurrence (Multiple Lines):

Insurance Company:

Policy #:

For Office Use Only

NTS TSP Status: **Active**

Date of Last inspection:

MCO(s) Name:

MCO Phone Number:

MCO Email:

Forward all pictures and copy of documents in accordance with DTR Chapter 410, Paragraph A.2.b

Page 2 of 2

Figure B-4. Unusual Occurrence Notification Form (cont.)

Figure B-6 Inconvenience Claim Form

CUI (when filled in)

DP3 SHIPMENT INCONVENIENCE CLAIM FORM		
1. SHIPMENT INFORMATION: <i>(To be completed by TSP prior to providing to customer)</i> All fields required.		
1.a. CUSTOMER NAME:	1.b. BILL OF LADING (BL) #:	
1.c. TSP NAME & SCAC:	1.d. TSP PHONE & EMAIL:	
1.e. PLANNED PICKUP (PU) DATE:	1.f. REQUIRED DELIVERY DATE (RDD):	
1.h. ACTUAL PU DATE:	1.h. FIRST AVAILABLE DELIVERY DATE (FADD):	
1.i. CUSTOMER REQUESTED DELIVERY DATE:	1.j. ACTUAL DELIVERY DATE:	
2. CUSTOMER INFORMATION / INCONVENIENCE CLAIM: <i>(To be completed by customer)</i> All fields required.		
2.a. CUSTOMER PHONE:	2.b. ALTERNATE PHONE:	
2.c. PRIMARY EMAIL:	2.d. ALTERNATE EMAIL:	
2.e. CURRENT MAILING ADDRESS		
2.f. CITY:	2.g. STATE/COUNTRY:	2.h. ZIP/POSTAL CODE:
2.i. DATES CLAIMED:	2.j. NUMBER OF DEPENDENTS CLAIMED BELOW*	
* With the exception of Unaccompanied Baggage (UB) shipments, you may submit an inconvenience claim for any dependent traveling with the customer who is authorized travel on the customer's Permanent Change of Station (PCS) orders. You may not claim dependents who are not physically traveling with the customer. Falsely claiming dependents not traveling with the customer is fraud and may subject the customer to criminal and/or civil penalties.		
2.k. Please list all dependents you are claiming below <i>(use additional sheets as necessary)</i> .		CHECK HERE IF ADDITIONAL SHEETS WERE USED <input type="checkbox"/>
FULL NAME:	RELATIONSHIP:	
FULL NAME:	RELATIONSHIP:	
FULL NAME:	RELATIONSHIP:	
FULL NAME:	RELATIONSHIP:	
FULL NAME:	RELATIONSHIP:	
FULL NAME:	RELATIONSHIP:	
3. MISCELLANEOUS EXPENSES <i>(Includes UB shipments)</i>		
Miscellaneous expenses are personal expenses caused by shipment delays or issues preventing a customer from establishing their household. Eligible expenses include furniture/appliance rentals (including TVs), special medical equipment unavailable due to shipment delay for Exceptional Family Member Program (EFMP) participants or those with special medical needs, extended leases/mortgage payments at origin due to a missed pickup, and replacement of necessary items included in a UB shipment. Ineligible expenses include groceries and alcoholic beverages. While typically not covered, lodging and meals may be considered in exceptional circumstances on a case-by-case basis, for a short duration, and must be reasonable. All claims require full documentation with itemized lists and receipts. Falsely claiming expenses is fraud and may subject the customer to criminal and/or civil penalties.		
CLAIMED EXPENSES: <i>(use additional sheets as necessary)</i>		CHECK HERE IF ADDITIONAL SHEETS WERE USED <input type="checkbox"/>
	DOLLAR AMOUNT:	DATE OF EXPENSE:

FORM VERSION 15 MAY 2026
PREVIOUS EDITION IS OBSOLETE

CUI (when filled in)

Figure B-6 Inconvenience Claim Form (cont.)

CUI (when filled in)

4. CERTIFICATION OF NON-AVAILABILITY	
<p>If you were available on the missed RDD and were subsequently unavailable for delivery on the date offered for delivery due to one of the good cause reasons listed below, the Certification of Non-Availability below MUST be completed and submitted with supporting documentation with your inconvenience claim.</p> <p>I certify that I had a residence and was available on the missed RDD, _____ (enter RDD here). However, due to the good cause reason indicated below I was not available to accept delivery of my personal property shipment listed on this form on the First Available Delivery Date (FADD) provided by the TSP, _____ (enter FADD here). I also certify that this reason is not for my personal convenience.</p>	
<p>(CUSTOMER INITIALS)</p>	<p><input type="checkbox"/> Sent on official Temporary Duty (TDY/TAD). Enter TDY/TAD Dates: _____</p> <p><input type="checkbox"/> Hospitalization/Convalescent Leave Dates: _____</p> <p><input type="checkbox"/> Went on short notice mission/exercise: Specify Mission/Exercise & Dates: _____</p> <p><input type="checkbox"/> Went on Emergency Leave (EL). Enter EL Dates: _____</p> <p>NOTE: Reason must be supported with official documents, such as TDY/TAD/EL orders, medical authority letter, etc., and included with this Inconvenience Claim.</p>
5. CUSTOMER SIGNATURE: _____	6. DATE: _____
INCONVENIENCE CLAIM INFORMATION AND INSTRUCTIONS	
<p>An inconvenience claim is authorized and payable when your TSP fails to pick up your shipment on the agreed date, fails to deliver on or before the RDD, provided you are in possession of residence and are available to receive the delivery, or when your shipment cannot be delivered out of storage within seven (7) Government Business Days (GBDs) of first contact date requesting delivery or within two (2) GBDs of the requested date when the requested date exceeds seven (7) GBDs from when the customer makes first contact requesting delivery.</p> <p>Your TSP will provide a simplified, receipt free process for you to file a baseline inconvenience claim for, you the DoW customer relocating on PCS orders, and any dependents traveling with you who are authorized travel on your PCS orders. Please submit your inconvenience claim package directly to the TSPs email address at: _____ (To be filled in by TSP)</p> <p>You may also seek reimbursement for miscellaneous expenses caused by shipment delays or issues preventing you from establishing your household. Eligible expenses include furniture/appliance rentals (including TVs), special medical equipment unavailable due to shipment delay for Exceptional Family Member Program (EFMP) participants or those with special medical needs, extended leases/mortgage payments at origin due to a missed pickup, and replacement of necessary items included in a UB shipment. Ineligible expenses include groceries and alcoholic beverages.</p> <p>All miscellaneous expense claims require full documentation with itemized lists and receipts.</p> <p>NOTE: Inconvenience claims are separate from claims associated with the loss and/or damage to personal property.</p> <p><u>Please contact your local transportation office for further assistance.</u></p> <p>Provide the following with your claim:</p> <ol style="list-style-type: none"> 1. Completed Inconvenience Claim Form. 2. Receipts associated with all UB shipments (mandatory). NOTE: UB shipment claims are NOT paid based on per diem and require receipts showing actual expenses. 3. If applicable, receipts for any personal expenses. <p>The baseline payment is 100% of the local per diem rate for Meals and Incidental Expenses (M&IE) for the DoW customer and 75% for dependents traveling with the customer on approved, funded relocation orders. M&IE per diem rates are posted at: https://www.travel.dod.mil/Travel-Transportation-Rates/Per-Diem/Per-Diem-Rate-Lookup/. Please contact your local transportation office for help in calculating your M&IE per diem rates.</p> <p>TSP is not liable for an inconvenience claim payment if:</p> <ol style="list-style-type: none"> 1. Delay was caused by 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. 2. Customer is not available for delivery (e.g. customer has not taken possession of their residence) on TSPs First Available Delivery Date. This unavailability may result in the shipment going into temporary storage in transit. 3. Delayed shipment is comprised entirely of alcohol. 4. Shipment is delayed due to the discovery of mold/infestation at time of pickup. <p>In the event of a catastrophic loss or in the event of requirement for mold remediation, inconvenience claim liability will terminate 15 days after payment is received for essential items</p>	
CUI (when filled in)	