

## APPENDIX B

### THE DEFENSE PERSONAL PROPERTY PROGRAM (DP3) TENDER OF SERVICE (TOS)

#### A. QUALIFICATIONS

1. General:

- a. Gender. The first person singular pronoun is used throughout this TOS and refers to a person, partnership, or corporation submitting such tender.
- b. TOS:
  - (1) I understand this TOS, the International Tender, and the Domestic Tariff are binding.
  - (2) I will submit to the Commander, Military Surface Deployment and Distribution Command (SDDC), the Electronic TOS Signature Sheet (ETOSSS) certifying I have read and understand the terms and conditions and agree to provide service as set forth in this TOS. I will retain the actual TOS for my files.
  - (3) As required on the ETOSSS, I agree to either certify I am not under common financial and/or administrative control with any other Transportation Service Providers (TSPs) or to provide a list of the TSP(s) with which I have a common financial and/or administrative control relationship. As used herein, the term “common financial and/or administrative control” means the power, actual as well as legal, to influence the management, direction, or functioning of a business organization. Circumstances surrounding organization or operation that may, but do not always, result in a common financial and/or administrative control relationship include the following:
    - (a) Majority or minority ownership
    - (b) Familial relationships
    - (c) Voting of securities
    - (d) Common directors, officers, and/or stockholders
    - (e) Voting or Holding trusts
    - (f) Associated companies
    - (g) Contract or debt relationships.
  - (4) I understand submission of this ETOSSS, hereafter referred to as Tender, is a prerequisite to my consideration for Department of Defense (DoD) approval for the movement of personal property; it does not obligate the government in the distribution of traffic; and such submission indicates I consider myself to be qualified, willing, and able to accept shipments from military activities and seek such shipments under the terms set forth herein. Changes, additions, and deletions are effective upon receipt of notification unless specifically stated otherwise.
  - (5) I agree to comply with all requirements of the DP3 TSP Qualification Program as prescribed by Headquarters (HQ) SDDC and the TSP Qualification Business Rules.
  - (6) I agree to maintain up-to-date documentation with SDDC. This includes the ETOSSS, financial data, changes in ownership, Certificate of Independent Pricing and Certificate of Responsibility, and all additional required certifications. Failure to maintain accurate documentation with SDDC may result in my DoD approval being revoked.

c. Unethical Acts:

I agree that the ETOSSS is signed with knowledge of the law that whoever, in any matter within the jurisdiction of any department or agency of the United States, knowingly and willfully:

- (1) Falsifies, conceals, or covers up by any trick, scheme, or device, a material fact;
- (2) Makes any false, fictitious, or fraudulent statements, or representation; or
- (3) Makes or uses any false writing or document knowing the same to contain any false, fictitious, or fraudulent statement or entry

will be subject to the provisions of this Tender (to include punitive action) and the penalties prescribed in the criminal law of the United States (i.e., 18 U.S.C. § 1001, Statements or Entries Generally).

d. Operating Authority:

- (1) I certify I hold all necessary operating authority issued in my name, from regulatory bodies, for the transportation of personal property and must provide copies of each authority to SDDC, or I am exempt from such regulatory certificate by operation of law or order of a regulatory body and, in addition to tariff and legal requirements, agree to the provisions of this Tender.
- (2) I agree to provide service to the entire region and rate areas for which I have rates on file.

e. Surface/Aerial Port Agents:

- (1) I understand and agree the facilities of the Continental United States (CONUS) and overseas surface/aerial port agents meet national/host country standards and codes with respect to fire safety, prevention and protection requirements; storage of combustible materials; and are utilized in accordance with (IAW) generally accepted warehousing practices. I understand the facilities are subject to inspection by competent authority; if facilities are found unsatisfactory, I will be subject to non-use until deficiencies are corrected or shipments are moved to an acceptable facility.
- (2) Upon request, I will submit to SDDC, electronic copies of my surface and aerial port rosters in the following manner:
  - (a) A listing of CONUS surface and aerial port terminal agents
  - (b) A listing of overseas surface and aerial port terminal agents
  - (c) A listing of overseas general agents.

f. Performance Bonds.

I will provide the performance bonds reflecting at least the minimum required by this program on a continuous basis to cover my legal liability. The bond will contain the statement that the bond company will provide the Commander SDDC, 30-day notice via the Defense Personal Property System (DPS) of any changes, expirations, or cancellations of said policy. The SDDC Performance Bond will be prepared and submitted electronically by my insurer. The following is the minimum performance bond coverage required:

Domestic Interstate \$50,000 or 2.5 percent of previous year domestic interstate revenue, whichever is greater.
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International \$150,000 or 2.5 percent of previous year international DoD revenue, whichever is greater.
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g. Cargo Liability Insurance.

I will provide the certificate of cargo insurance reflecting at least the minimum required by this program on a continuous basis to cover my legal liability. The certificate will contain the statement that the insurance company will provide the Commander SDDC, 30-day notice via the DPS of any changes, expirations, or cancellations of said policy. The underwriter of cargo insurance must have a policyholder’s rating of “A- (minus)” or better in the current Best’s Insurance Guide. The SDDC Insurance Certificate will be prepared and submitted electronically by the TSP’s insurer. The following is the minimum cargo liability coverage required:

Amount per Shipment		Amount Per Aggregate Losses/ Damages at Any One Place and Time
Domestic	\$50,000.00	\$150,000.00
International	\$50,000.00	\$150,000.00

h. Financial Information.

- (1) I will provide SDDC annual financial updates from my financial statements that have either been audited or reviewed by a Certified Public Accountant (CPA) via DPS. Financial statements must be prepared according to generally accepted accounting principles using the accrual basis, including balance sheets and profit/loss statements. Financial statements, audits, or review memorandums must include all referenced footnotes. Financial data must be submitted by my accountant or Chief Financial Officer (CFO) for a publicly held firm via the DPS. I must ensure statements are prepared and submitted in DPS by my CPA or CFO for publicly held firms, stating they are correct to the best of their knowledge. Data report must include my quick and debt to equity ratios. Should SDDC have financial questions, I may be asked to provide SDDC the financial statements and audit or review report prepared by the CPA. If these reports are requested, they must be submitted by me within 5 working days of the request and must include all referenced footnotes in the CPA’s report. Specific method of transmittal of these reports must be included within the request. I may voluntarily provide company tax returns in addition to the financial statements. These statements and other factors will be evaluated by SDDC to determine the need for additional action. These actions will be accomplished through the TSP qualification process.
- (2) I will submit my annual statements within 150-calendar days, of the year-end, normally defined as December 31, 20XX. If I desire to change my report date, I must coordinate the date with SDDC.
- (3) If I am a new TSP applying for initial approval, I must have the data in Paragraph A.1.h.(1) submitted by my accountants using the most recent data available at the time of application. These statements must meet SDDC’s minimal requirements as stated in TSPs Qualifications business rules.
- (4) Combined or consolidated statements embedding the finances of other companies will not be accepted. Letters of guarantee from a parent company will not be accepted.
- (5) Financial Ratios: All TSPs must meet and maintain the following financial ratios:
  - (a) Quick Ratio: 1 to 1 or better
  - (b) Debt to Equity: 4 to 1 or less.

## **B. MUTUAL AGREEMENTS/UNDERSTANDINGS**

### **1. Service:**

I will perform prudent traffic management to provide service IAW the provisions of this Tender.

### **2. Personnel:**

I will use only personnel qualified in their assigned duties in the handling of personal property. Company representatives must present a clean, professional appearance with the name of the company they represent on their attire. I understand smoking will not be allowed in the customer's residence, or within 10 feet of the customer's personal property.

I will not use prison labor, and/or if any of my personnel appear to be under the influence of alcohol or drugs, be in possession of firearms or drugs or uses abusive language during the handling of DoD customer's property, I will replace said individual(s) immediately with other qualified personnel.

### **3. Through Responsibility:**

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

### **4. Reports:**

I agree to provide reports to SDDC, as required and as needed.

### **5. Termination of Shipment:**

I understand a shipment may be terminated at any time by the PPSO. Such termination will not constitute a diversion. The point of termination will become the destination point, and all rates and charges will be computed accordingly.

### **6. Pickup at or Delivery to a Military Terminal:**

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 1 workday for military air terminals and not later than 5 working days for military water terminals from the date of receipt of notification. If the shipment is not removed within the specified time frame, the terminal Transportation Officer (TO) has the option of charging storage IAW the rate tender beginning on the second or sixth day, and/or terminating the Bill of Lading (BL) and issuing a new BL for onward movement by the same or a different mode/method of

transportation. Upon delivery of a shipment to a military air or ocean terminal, I agree to provide the terminal TO with a memorandum copy of the BL describing the shipment.

7. Use of a DoD Approved Alternate TSP:

- a. When I accept a shipment and find that because of unavoidable circumstances I am unable to physically transport the shipment, I will inform the PPSO via DPS and notify the customer of the name of the TSP to whom the shipment has been transferred. I will continue to be shown on the BL as the initial TSP and will accept through responsibility from time of pickup at origin to delivery at destination.
- b. I understand SDDC 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 will not be allocated shipments in DPS and are not to be used by other approved TSPs. I understand the use of aforementioned TSPs may result in punitive action against me (see Chapter 405, Quality Assurance, of this regulation). I may use approved TSPs and/or non-DoD approved TSPs. I understand the use of alternate TSPs that subsequently provide unsatisfactory service will negatively affect my Performance Score (PS).

8. Shipment In-Transit Status/Tracing Shipments:

I will trace shipments upon request from a PPSO or the customer and agree to acknowledge such a request and make a prompt report to the requester as to the location of the shipment within 1 business day from the initial request domestically and within 72 hours (3 business days) for international shipments.

9. Storage in Transit (SIT):

I understand SIT at origin and/or destination must be approved by the responsible PPSO designated representative. I will refer to the Shipment Management Business Rules, Chapter 402, of this regulation for further details and I will assume full responsibility for arranging for placement of the shipment in a DoD-approved storage facility.

10. Weighing of Shipments:

- a. I will weigh all shipments IAW the International Tender and Domestic Tariff and provide weight tickets to the origin PPSO within 7 working days after shipment pickup.
  - (1) Weighing of Professional Books, Papers, and Equipment (PBP&E). When PBP&E (also known as M-PRO or S-PRO), are included as part of the shipment, the weight of such articles will be annotated separately on the inventory; weight may be obtained using bathroom or platform-type scales. In the event scales are not readily available, a constructive weight of 7 pounds per cubic foot may be used for PBP&E. When a constructive weight is used for PBP&E, the symbol (C) will be inserted by the TSP/agent after the weight to indicate a constructed weight was used. Shipments may be weighed on certified platform or warehouse scale.
  - (2) Reweighing. I agree to reweigh a shipment upon request of the customer, origin/destination PPSO, and further agree to provide the ordering PPSO a legible copy of the weight tickets within 7 working days after the reweigh is performed. The shipment will be reweighed, whenever possible, before being placed in SIT. Upon request of the PPSO or customer to witness the reweigh, the TSP must provide reweigh date/time to give a reasonable opportunity for the interested parties to be present at the weighing. When a shipment is reweighed and the weight recorded is less than the net or gross weight secured at the initial weighing, I agree to invoice the government on the lower of the two net or gross weights at the time of billing. In the event the reweigh information is not available at the time of my initial submission, I will adjust

supplemental billings to reflect the reduced charges or voluntarily submit a refund based upon the new weight obtained.

- b. I will obtain and provide certified true copies of all weight tickets. I understand that failure to provide certified weight tickets is a violation of this Tender and may result in punitive action. When certified weight tickets are lost and otherwise unobtainable, the TSP must request PPSO approval to utilize a constructed weight to be paid for services rendered. 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. The TSP is required to submit a legible inventory, signed by the member or designated representative, of all items packed and transported at government expense. Upon PPSO approval, a constructed weight of 7 pounds per cubic foot per inventory line-item will be utilized to determine applicable shipment charges. The TSP must use the weight estimator located at [www.move.mil](http://www.move.mil) to obtain the applicable cubed weight for furniture and other items not normally packed within shipping cartons/containers.

11. Removal of Property from Facilities Disapproved by the PPSO:

When my facilities or the facilities of my SIT warehouse are disapproved for further use, and it is considered necessary by the PPSO to remove the personal property to prevent damage or contamination, I will immediately remove the property to a DoD-approved warehouse. The costs of such removal will be at no expense to the government or the customer.

12. Loss or Damage:

I will exercise care to prevent loss or damage of personal property in the process of packing and unpacking and will properly and amply protect personal property in my possession. I agree to pay, decline, or make a firm settlement offer in writing to the claimant within 60 days after receipt thereof IAW the International Tender and Domestic Tariff and will complete payment to the claimant within 30 days of receipt of notice the claimant has accepted full or partial payment. If the claim is not settled within the 60-day period, I will, at that time and at the expiration of each succeeding 30-day period while the claim remains pending, advise the claimant in writing of the status of the claim and the reasons for delay in making final disposition. I will request an extension from the claimant in writing. If the Government is the claimant, I understand the Government claims office can proceed to collect the claim by administrative offset, if it is not settled within 60 days of receipt or within an agreed extension time. I will ensure DPS is updated with final action taken, including date and total amount of the settlement.

13. Inconvenience Claims:

- a. I hereby reaffirm it is my responsibility to pick up on the agreed date and deliver personal property shipments on or before the RDD as reflected on the BL, and to meet the agreed upon delivery date out of SIT. My failure to do so can cause serious inconvenience to DoD customers and their family, and can result in the expenditure of funds by the customer for lodging, food, and/or rental/purchase of household necessities.
- b. I agree to acknowledge receipt of an inconvenience claim filed by a customer or a PPSO within 7 calendar days from the date of receipt. I further agree to reimburse the customer within 30 days from receipt for reasonable out-of-pocket expenses while awaiting the delivery of their Household Goods (HHG) or Unaccompanied Baggage (UB) that result from my failure to pick up on the agreed dates and deliver on or before the RDD as stated on the BL or correction notice thereof. I am not liable for costs if a 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 5, Code J, or Code T shipments that were

caused by the Government and my negligence did not contribute to the delay. When supported by receipts, my maximum liability for lodging and meal expenses will not exceed the daily lodging and meal per diem rate, based on the number of dependents in the customer's family (e.g., the customer and spouse would be expected to share one room in a hotel; additional dependents, depending on age and sex, maybe require additional rooms). I will document the claim fully with an itemized list of charges and accompanying receipts for charges incurred. For a missed pickup, charges will be computed from the first day of the missed pickup as specified on the BL and will be payable through the actual pickup date. For failure to deliver on or before the RDD, charges will be computed starting on the first day after the RDD as specified on the BL, and will be payable through the date of actual delivery of the shipment. I am not responsible for payment of an inconvenience claim when a shipment is ordered into SIT at destination, unless the need for SIT is a direct result of my failure to deliver on or before the RDD. For example; if the customer is available to accept delivery after the RDD and they are officially ordered away prior to arrival of the shipment, I agree to reimburse the customer through the day prior to the customer's departure from the area. I also agree that I may be liable for an inconvenience claim, should a shipment be placed in SIT without my notifying the customer.

- c. Expenses: Out-of-pocket expenses are expenses incurred by a customer and their dependents because they are not able to use necessary items in their shipment to establish their household. Expenses include but are not limited to lodging, meals, and laundry service, as well as furniture and/or appliance rental (to include rental of a television) and/or purchase of items such as towels, pots, pans, paper plates, plastic ware, and napkins. A request for reimbursement of alcoholic beverages in any quantity is prohibited. If I purchase or reimburse tangible household items such as towels, pots, and pans, I may make arrangements to reclaim those items upon delivery of the customer's shipment.
- d. I am not liable for costs if a 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 5, Code J, or Code T shipments that were caused by the Government and my negligence did not contribute to the delay.
- e. In the event of a disputed claim, the origin PPSO (for missed pickup) or destination PPSO (for delivery) will make every effort to resolve the dispute between the customer and the TSP. Should I disagree with the PPSO resolutions, I may appeal the case to SDDC within 10 days of notification from the responsible PPSO. I understand the decision of SDDC is final and the claim must be settled within 10 days from the date of the SDDC final decision. If SDDC determines the claim is valid, and I refuse to pay or resolve the claim, SDDC may place my company in non-use and convene a TSP Review Board to determine whether further punitive action should be taken.

14. Statement of Accessorial Services Performed:

My representative will prepare a DD Form 619, Statement of Accessorial Services Performed, Figure B-1, itemizing accessorial services performed and furnish the customer or customer's representative a copy when such services are required and separately charged. An invoice supporting the type of service performed must support appliances serviced by a third party. No accessorial services will be billed when such services are included in single factor rates. All accessorial services must be requested and approved by the PPSO in DPS.

15. 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.

16. Substitute Documents in Lieu of Lost BL:

If the original BL is lost or destroyed, I will request and be provided a certified true copy of the issuing office's copy for use as a substitute billing document. If the original copy of the BL is located and made available to me before settlement is made, I will return the certified copy to the issuing office. If the original BL is found after settlement, I will forward the original BL to the issuing office for proper voiding.

17. Billing Procedures:

For services rendered, I agree to bill the Service/Agency finance office responsible for payment of the transportation charges IAW procedures disseminated by the Commander, SDDC or other Services.

18. International Shipments:

- a. I understand, if I am unable to use a vessel or aircraft of United States (U.S.) registry, I must certify the use of foreign flag vessel/aircraft prior to start of the movement as indicated in the International Tender. Upon request, I will furnish a copy of the certification during invoicing.
- b. Transportation Service Providers and their associated port agents, overseas general agents, and/or other responsible parties must ensure that the shipper's Social Security Number (SSN), the shipper's rank/grade, the words "DoD Personal Property, DoD Shipment or Military Shipment," or the Government Bill of Lading (GBL) number is not utilized (entered) in the "Marks and Numbers," "Description of Goods," or any other fields in the Automated Manifest System (AMS) or the Automated Commercial Environment (ACE). This ensures compliance with Homeland Security Customs and Border Protection guidance for safeguarding Personally Identifiable Information (PII). I understand that my failure to do so is a violation of this Tender and places unnecessary risks on impacted customers.

19. Unusual Occurrences (Strikes, Port Congestion, Fires, Pilferage/theft, Vandalism, and Similar Incidents):

- a. In the event of incidents of major significance producing significant loss, damage or delay resulting from strikes, port congestion, fires, pilferage, vandalism, and similar incidents, I will notify the origin and destination PPSO and SDDC by Electronic Mail (e-mail) of the incident not later than the first working day upon discovery. If the incident occurred en route to final destination, I will notify the PPSO responsible for the area where the incident occurred. In addition, I will provide the following detailed information via e-mail, within 5 working days after the incident or discovery thereof, to all the parties previously notified.
  - (1) Type of incident
  - (2) Location of incident
  - (3) Last name, first name, middle initial, grade, and Service/Agency of shipper
  - (4) BL number and date issued
  - (5) Standard Carrier Alpha Code (SCAC)
  - (6) Code of service
  - (7) Origin TO
  - (8) Destination TO
  - (9) Date shipment received by TSP

- (10) RDD
  - (11) Date and time of incident or discovery thereof
  - (12) Amount of loss and extent of damage
  - (13) Current status of shipment(s), including new Estimated Time of Arrival (ETA)
  - (14) Name of vessel or flight information
  - (15) Location of the shipment(s) (i.e., port and pier location) and date the vessel arrived or warehouse location or air terminal, plus the container owner's name and serial number of sea container.
- b. I will furnish addressees reports of significant changes in the status of shipments, as they occur, by e-mail. An after action report that provides a final assessment of the loss or damage incurred, the delays encountered, and the final disposition of the personal property shipments involved must be sent to addressees.

### 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. Shipments will not be scheduled by the TSP or the PPSO for pickup or delivery on Saturdays, Sundays, U.S. holidays, or foreign national holidays unless there is a mutual agreement between the customer, the PPSO, and the TSP. RDDs will not be established on Saturdays, Sundays, U.S. holidays, or foreign national holidays. I will not begin pickup or delivery at the customer's residence before 0800 hours or after 1700 hours without prior approval of the PPSO and the customer. I agree to provide information on the afternoon preceding the scheduled pickup or delivery as to whether the service will be performed in the morning (0800 to 1200) or in the afternoon (1200 to 1700) of the following day. This data will be based upon the best information available and will be provided upon telephone request of the PPSO or the customer. I further agree I must not begin any service that will not allow completion by 2100 hours without prior approval of the PPSO and the customer.
- b. Pre-Move Survey:
  - (1) I agree to perform pre-move surveys on all shipments. I will conduct an in residence pre-move survey on all domestic shipments estimated at 4,700 pounds or more and all international shipments estimated at 3,200 pounds or more that are within a 50-mile radius of the servicing facility. This requirement applies to all shipments with a minimum notice of 5 business days in advance of the shipment pickup date. Telephone surveys may be made on short-fuse shipments and shipments of lesser weight and/or those with pickup points exceeding 50 miles from the servicing facility. I agree to make initial contact with the customer within 3 business days of shipment award date and to provide the customer with contact and pre-move information. 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 RDD information) as soon as possible but NLT 3 business days prior to the pickup date. For short-fuse shipments, I agree to conduct a pre-move survey (physically or telephonically) and enter pre-move data (e.g., estimated weight, agreed upon pack/pickup dates, and RDD information) in DPS as soon as possible but NLT 1 business day prior to the first scheduled pack/pickup date.

- (2) I understand, I must enter the pre-move weight and the agreed pack and pickup dates in DPS before the BL can be printed.
- c. Shipment Arrival/Delivery/Delays:
  - (1) Upon shipment arrival at the destination, I agree to record the arrival and/or delivery in DPS and to notify and coordinate delivery of the HHG with the customer. In the event the shipment arrives at the destination on a weekend or holiday, I may contact the customer to ascertain if delivery can be made. If I am unable to contact the customer after 2 hours domestically or 3 hours internationally and in the event the delivery cannot be accomplished, I agree to submit a request for storage approval via DPS.
  - (2) When I know for any reason it will be impossible for me to meet the schedule 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 last known location of the shipment and to furnish an estimate of the delay expected beyond the RDD. In addition, I agree to update DPS with the following prior to the missed pickup date and/or before expiration of the RDD:
    - (a) New scheduled pickup date
    - (b) For missed RDDs
      1. Last known location of the shipment
      2. Cause for delay
      3. New ETA
  - (3) For those shipments that arrive after the RDD, I agree to deliver IAW requirements of the applicable solicitation or tender.
2. Preparation of Articles:
  - a. I understand all articles having surfaces liable to damage by scratching, marring, soiling, or chafing must be wrapped at time of loading at residence in textile or paper furniture pads, covers (other than burlap), or other acceptable wrapping materials. When storage of these articles is necessary, they must be afforded the same protection against damage.
  - b. Items of unusual nature such as, but not limited to, wall units, water beds, grandfather clocks, hot tubs, pool tables, pipe organs, plasma TVs and satellite dishes may require special service by a third party. I understand accessorial requiring pre-approval (as detailed in the Appendix A, Third Party Payment System), must be entered into DPS and approved by the PPSO.
  - 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 delivery at the destination, except items that are outdoors, such as swing sets, other playground equipment, television and radio antennas, and similar articles. My labor charges or third-party service for the disassembly/assembly must be reviewed by and approved by the PPSO within DPS. I also agree to utilize the services of reputable professionals with a proven track record of satisfactory performance.
    - (1) All nuts, bolts, screws, small hardware, and other fasteners removed from articles by the TSP in the preparation 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”).

- d. I understand it is the customer's responsibility to assure waterbeds are properly drained. I may refuse waterbeds not properly drained.
  - e. Legs or other articles removed from furniture must be properly wrapped, bundled together, and identified (i.e., dining room table legs, six each) and listed as a separate item on the inventory.
  - f. I am not required to remove/place property from/in an attic, crawl space or similar storage area and am not required to go into areas that:
    - (1) Are not accessible by a permanent stairway (ladders are not considered a permanent stairway);
    - (2) Are not adequately lighted;
    - (3) Do not have a finished floor; or
    - (4) Do not allow a person to stand erect.
3. Packing Requirements:
- a. Packing. I understand I am liable and responsible for all packing. I have the responsibility to inspect all prepacked goods to ascertain the contents, condition of the contents, and only articles not otherwise prohibited by the Tariff/Tender are contained in the shipment. Furthermore, when I determine goods require repacking, such packing must be performed by me. In all cases, the inventory must reflect items where I am entitled to bill for the full pack/unpack charges. I understand the use of damp, wet, or unclean packing materials is prohibited. If the material is not new, all marks pertaining to any previous shipment must be completely obliterated, and all material must be free of any substance injurious to the articles being packed or to the owner. I agree to use the best commercial practices in selecting packing materials, and agree to use containers that meet military specifications when required. I further understand I must use only personnel who are trained in appropriate methods of packing/unpacking.
  - b. Materials. I understand all materials referred to in this chapter must be new or in sound condition and new material must be used for packaging mattresses, box springs, linens, bedding, and clothing. Mattress bags may be used provided they are in new condition.
4. Manner of Packing:
- a. All packing by my company must be performed in a manner requiring the least cubic measurement, producing packages that must withstand normal movement without damage to container or contents, and at a minimum of weight. Further, the number and weight of containers must not be greater than necessary to accomplish efficient movement. At the customer's request, articles may be packed in original containers by my packers, when furnished by the customer, provided the containers are considered in good condition for shipping purposes.
  - b. 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 carefully into regular cartons and must be properly sealed at residence. Clothing normally on hangers in closets and draperies must be packed in wardrobes 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 nontemporary storage, the wardrobe used for storage is acceptable and no transfer is necessary.
- c. Mirrors, Pictures, and Paintings (Glass-Faced or Other Than Glass Faced Paintings), Glass or Stone Table Tops, and Similar Fragile Articles Requiring Crating or Similar Protection. These articles must be wrapped and packed in a crate or a fiberboard carton. I understand, prior to performing accessorial crating services I must obtain authorization from the PPSO.
- d. Rugs and rug pads must be properly rolled, (not folded) for shipment and must not be subsequently folded or bent to an extent causing damage to the rug.
5. Inventory:
- a. I agree to:
    - (1) Prepare an accurate, legible Household Goods Descriptive Inventory, listing all items received, including contents of cartons (automated inventories or similar documents that provide equal or better information are acceptable), in coordination with the customer or the customer's representative. I must provide the customer or customer's representative with the opportunity to identify in writing high-risk or high-value items or the optional use of a high-risk or high-value inventory.
    - (2) Use extreme care in listing articles of furniture and packing containers; listing of articles must be as specific as possible to include make, model, color, and serial number when visible on the outside of the article. The listing of upholstered furniture and rugs must be specific as to color and description (e.g., striped or floral, number of cushions, approximates size).
    - (3) Identify containers by type and cube with an indication of general contents (e.g., linens, pots, and pans; 2 cubic feet).
    - (4) Not use words such as "household goods/personal property" or other general descriptive terms in the preparation of the inventory.
    - (5) List and describe item(s) of property to the extent necessary to properly identify it (them).
    - (6) Ensure that my representative will use diligence to record any unusual conditions and that special care is exercised to ensure the inventory reflects the true condition of the property. The "Exception Symbols" and "Location Symbols," as shown on the Household Goods Descriptive Inventory must be used to describe the conditions, such as marred, scratched, soiled, worn, torn, gouged, and etc. If the condition of any article contained in the shipment is such that the use of one or more exception symbols is unnecessary, the omission of these symbols will indicate good condition except for normal wear.
    - (7) 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. In addition, use of the term "consumables" will be used on the inventory when shipment of consumables is authorized for movement on a BL. All PBP&E and/or consumable items will be identified as such on the inventory, together with the cube and weight of the container; a line entry item for each container (e.g., carton M-PRO/S-PRO, 6 cubic ft., 150 lbs). All PBP&E items identified by the member, member's spouse or employee

will be separated from other items of the shipment. PBP&E must be segregated between the military member's PBP&E and spouse PBP&E, placed in separate boxes or cartons, marked, weighed and inventoried separately. The total weight of the PBP&E must be entered into DPS. If the shipment contains consumables, the total weight of all consumables will be entered into DPS. When it is impossible or impractical to weigh the PBP&E or consumables, a constructive weight, based on 7 pounds per cubic foot, will be used.

- (8) List on the inventory the general contents of dressers or chests of drawers and/or identify on the inventory as "empty" if there are no contents.
- (9) Annotate mopeds and motorcycles on the inventory as one line item listing the serial number, make, model, year, and odometer reading.
- (10) Annotate each privately owned firearm on the inventory by make, model, caliber or gauge, and serial number.
- (11) Annotate the inventory to show any overage, shortage, and damage found, including visible damage to external shipping containers each time custody of the property changes from a TSP to a storage contractor, from a storage contractor (warehouse man) to a TSP or from one TSP to another.
- (12) I agree for shipments moving in door-to-door container service, if the customer or PPSO permits me to partially containerize the shipment at the warehouse, each item removed from the residence must be annotated on the inventory as Containerized at Warehouse (CW).
- (13) I agree to secure from the storage contractor two legible copies of the non-temporary storage inventory and in conjunction with the storage contractor, check each item of the storage lot IAW with such inventory. If, at the time each item is checked, there is a difference in condition of the item from that listed on the non-temporary storage inventory, I must prepare an Exception Sheet, and such differing conditions will be noted thereon. When an original inventory is unavailable or illegible, and it is necessary to make a new inventory, I must indicate any differences as to condition of individual items, as compared with the non-temporary storage inventory. In the event the opinions of my driver and storage contractor's representative differ as to shortages/overages or condition of an item(s), both opinions must be listed on my Exception Sheet and separately identified as to source. Both parties must sign and date the Exception Sheet, each retaining a legible copy for their respective files. Such Exception Sheet must remain an internal industry document. In the event a claim is filed with the military activity, I must provide legible copies of the Exception Sheet, if any, to the concerned claims officer upon request.
- (14) I must use the same inventory prepared at origin to verify delivery at destination.
- (15) 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.
- (16) I agree to identify items disassembled or serviced by my company at origin and record such items on the Household Goods Descriptive Inventory form. In addition, if the customer disassembles/services an item, I will annotate the inventory accordingly.

- (17) 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.
  - (18) 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.
  - (19) Use of bingo cards/check off sheets. I agree that I may use bingo cards/check off sheets as internal company documents only. However, bingo cards/check off sheets are not to be signed by members/employees and should not be used to record loss/damage.
6. Condition of Vehicles and Container Protection:
- I agree that the interiors of vehicles and containers used to transport personal property must be clean and must be provided with clean pads, covers and other protective equipment to ensure safe transit and delivery of personal property. Vehicles and containers must be maintained to ensure they are free from holes or other conditions that could permit the entry of water and to ensure doors, when closed, fit tightly and securely. All wooden containers and commercially-designed containers that are not of a weather-proof nature must be properly protected from the elements when inclement weather conditions exist.
7. Split Shipments:
- If it is necessary to split a shipment for the 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 and provide one copy to the customer at time of pickup. In addition, one copy must be provided to the origin or destination PPSO upon request.
8. Tailgate Loading:
- I understand that tailgate loading of personal property is not the preferred method of transportation. When tailgate loading is necessary, I agree to ensure property is protected from the weather elements and the load must not extend beyond the sides or end of the tailgate or above the top of the exterior surface of the vehicle.
9. Containers:
- a. I agree to use the best commercial practices in selecting containers to safeguard movement of personal property and I agree to use containers that meet military specifications when required. I understand that TSP-owned/leased commercially-designed shipping containers are authorized provided they meet or exceed Military Specification PPP-B-601.
    - (1) I agree to use security seals on all containerized shipments. All exterior HHG/UB containers/cartons must be sealed with accountable seals at the customer’s residence, unless containerization at the warehouse is authorized by the customer or servicing PPSO. Applicable seal control numbers must be entered on the inventory and cross-referenced to each container utilized. For UB, I agree to use two seals, as a minimum per container/carton, and seals must secure the access overlap top and ends. If only two seals out of a set of four are used, the seals not used must be destroyed at the time of sealing or given to the customer. For HHGs, wooden containers must have a minimum of four seals per container and seals must secure the access overlap door and side panels. Commercially-designed shipping containers of permanent structure must be locked and sealed using a commercially approved tamper-evident device.

- (2) For all containerized shipments entering the Defense Transportation System (DTS) through a DoD operated aerial or seaport, I agree to complete Military Shipping Label (MSL) and documentation requirements as follows:
- (a) Transportation Control and Movement Document (TCMD). I agree, upon receipt of the three copies of the TCMD from the origin shipping office, to fill in Blocks 22, 23, and 24 with the actual pieces, weight, and cube data. If for some reason obtaining actual data will delay transmission of TCMDs beyond the specified transmission time frames, an estimated weight and cube data is authorized on personal property shipments from commercial vendors. When estimated data are used, the pieces field must be annotated with “EEEE”. Upon providing this actual or estimated information to the origin shipping office, I agree not to move the shipment until a release is issued by the origin shipping office. Upon receiving the release, I must place one copy of the TCMD in a waterproof pouch (marked for the outloading air and water terminal) on the number one container, present a copy to the receiving office at the air or water terminal, and retain a copy for my own use.
  - (b) ITGBL HHG and UB containers for shipments entering the DTS (Codes 5, T, and J). I agree to complete an MSL and affix it on one side and one end of the container, except for duffel bags and similar packages, which must have an MSL affixed to one surface. The MSL requires human-readable information as well as linear and two-dimensional bar codes. The human-readable and linear bar coded portions of the MSL are prepared by the TSP or TSP’s agent as described below and the two-dimensional bar code is prepared IAW Appendix R. If the shipping container does not lend itself to application of the label, or if the label would cover or interfere with other required markings, attach the label to a general purpose tag or a placard. The general purpose tag or placard must be tied, wired, or otherwise fastened to the shipment unit or movement conveyance.
  - (c) Place the following listed human readable data and Code 39 linear bar codes on each MSL. Provide the human readable unit of measure in U.S. standard terms (e.g., pieces, inches, feet, and pounds) for measured items and round up the data values to the nearest whole number with leading zeros suppressed. Also see MIL-STD 129, Department of Defense Standard Practice, Military Marking for Shipment and Storage, <http://www2.dla.mil/J-6/DLMSO/eLibrary/Manuals/milstds.asp>, and American National Standard for Material Handling (ANSI) MH10.8.1, Linear Bar Code and Two-Dimensional Symbols Used in Shipping, Packaging, Receiving, and Transport Applications.
    - 1 Transportation Control Number (TCN): Human-readable and linear bar code using 1/2-inch-high Code 39 format.
    - 2 From: The consignor Department of Defense Activity Address Code (DODAAC) and in-the-clear address.
    - 3 Transportation Account Code (TAC), BL Number, and TSP.
    - 4 Piece Number: Piece number of this shipment (of Total Pieces) and a linear bar code using 1/2-inch-high Code 39 format. Do not zero fill. Piece Number and Total Pieces may be expressed as “Piece Number of Total Pieces” to save space on the label.
    - 5 Total Pieces: Total number of pieces in this shipment unit. Do not zero fill.

- 6 Weight: Actual gross weight (this piece) with unit of measure. Do not zero fill.
- 7 Date Shipped: Four-position code or in-the-clear date.
- 8 RDD: Three-digit Julian Date.
- 9 Cube (ft): Cube (this piece) with unit of measure. Do not zero fill.
- 10 POE/CCP/Ship To: Three-digit air/water POE code, and enough space for five lines of up to 35 characters for the in-the-clear address.
- 11 Transportation Priority: Bold text 3/4 inches tall.
- 12 POD: Three-digit air/water POD code or blank.
- 13 Type Service: In-the-clear text (e.g., TGBL CD J). The clear-text descriptions may be derived from the personal property TCN field 15 descriptions.
- 14 Tare Weight (lb): Weight of container before loading personal property.
- 15 Net Weight (lb): Weight of personal property loaded into a container.
- 16 TCMD Information: Linear bar code, Code 39 format.
- 17 Consignee/Mark For: Customer's name followed by the consignee DODAAC and/or Mark For in-the-clear address, and linear bar code using 1/2-inch-high Code 39 format.

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

- b. The TSP may optionally stencil marking in addition to the MSL on outside containers. Freehand marking is not acceptable. Marking must be proportional to the available space on the container.
- c. Container Marking/Labeling for Non-DTS Shipments:
  - (1) I agree to stencil or label ITGBL (Codes 4, 6, 7, and 8) containers. Individual shipment markings must be stenciled or labeled on two surfaces (one side and one end panel) of each container or IAW other applicable specifications as ordered by the PPSO. When using labels, the TSP must ensure labels are adhered to the container by a water resistant adhesive and a clear water resistant vinyl spray is then applied to each label. The label must be printed on 8.5" x 11" stock with a minimum font size of 36 pt. If the shipping container does not lend itself to application of the label, or if the label would cover or interfere with other required markings, attach the label to a tag or a placard. The tag or placard must be tied, wired, or otherwise fastened to the shipment unit or movement conveyance.
  - (2) Place the following data on each stencil or label. Provide the unit of measure in U.S. standard terms (e.g., pieces, inches, feet, pounds for measured items) and round up data values to the nearest whole number with leading zeros suppressed. Also see Military Standard-129.
    - (a) FROM: Name of Origin PPSO
    - (b) BL: B/L Number
    - (c) Piece Number: Piece number of this shipment and total number of pieces
    - (d) Weight: Actual gross weight with unit of measure

- (e) RDD: Required Delivery Date (Julian Date)
- (f) Cube (ft): Cube of this piece with unit of measure
- (g) Code of Service
- (h) Tare: Weight of container before loading personal property
- (i) Net: Weight of property loaded in container
- (j) TSP: TSP Standard Carrier Alpha Code (SCAC) code
- (k) To: Name of Destination PPSO
- (l) For: Customer's last name, first name.

**NOTE:** SSN must not be stenciled or on the label of the container. Failure to comply will be considered a violation and action must be taken by the PPSO.

- (3) Any old markings must be permanently obliterated before the container's arrival at the customer's residence. One copy of the customer's order must be placed in each container used to ship UB. When an order applies to more than one customer, the name of the customer to whom the UB belongs must be identified.

#### 10. Documents Provided the PPSO:

- a. I understand I must provide weight tickets to the PPSO not later than 7 workdays after the pickup date and maintain all supporting documents for audit and dispute purposes. I further understand according to individual Service policies, as soon as possible, but not later than 7 workdays after the pickup date, I must furnish the origin PPSO supporting shipment documentation (see note). Other associated documents, such as the inventory and customer signed DD Form 619, etc., are randomly requested for PPSO review or must be provided to the PPSO as required by Service policy, by either electronic or manual means.
- b. Weight tickets must be legible, be signed by the person performing the weighing, and contain required information as outlined in the applicable domestic tariff and/or international tender. If the shipment is to be delivered prior to the submission of the aforementioned documents, the origin PPSO must be advised of the weight via DPS and/or telephone prior to delivery.

**NOTE:** Air Force and Navy documentation requirements are:

- (1) For Domestic shipments processed by an Air Force or Navy shipping office: Weighted BL (Gross/Tare/Net/Pro Gear Weights) Weight Tickets, DD Form 619, DD Form 619-1, Statement of Accessorial Services Performed (Storage-In-Transit Delivery and Reweigh), [Figure B-4](#), Inventories and Third Party Invoices.
  - (2) For International shipments processed by an Air Force or Navy shipping office: Weighted BL (Gross/Tare/Net/Pro Gear Weights), Weight Tickets, Inventories, and Third Party Invoices.
- c. Documents to be provided to the origin Air Mobility Command aerial port. The port agent/contractor must provide TCMD data in connection with delivery of shipment to the aerial port.

#### 11. Documents Provided the Customer:

- a. At the time of pickup, I must furnish the customer or the customer's representative:
  - (1) Electronic or hard-copy of the BL upon request.
  - (2) A legible copy of the Household Goods Descriptive Inventory and a copy of the High Value Household Goods Inventory (if used).

- (3) One legible copy of DD Form 619 (if applicable).
- b. At the time of delivery, I must furnish the customer or the customer's representative:
  - (1) A legible copy of the DD Form 619-1 if SIT, reweigh services, or other accessorial services are performed enroute or at destination.
  - (2) For shipments originating from non-temporary storage, I must furnish the customer or their representative a legible copy of the Household Goods Descriptive Inventory.
  - (3) One copy of the DoD Defense Personal Property Program Notification of Loss or Damage AT DELIVERY, [Figure B-2](#), and the DoD Defense Personal Property Program, Notification of Loss or Damage AFTER DELIVERY, [Figure B-3](#), documents. I must ensure all identified loss/damage is identified on the document, as applicable.

12. [SIT](#):

- a. In addition to the packing requirements contained in this tender for preparing personal property for transportation, when a shipment is placed in SIT in the CONUS, I agree to the following:
  - (1) Storage. When a shipment is placed into SIT, the warehouseman will have until the close of business of the third working day following the date the SIT control number is issued to complete the handling-in services. Personal property must be stored on skids, dunnage, pallet bases, elevated platforms, or similar storage aids maintaining a minimum of at least 2 inches clearance from the floor to the bottom portion of the stored property. This elevation requirement will apply after the 3-day handling-in period. Items waiting for the completion of the handling-in services must be protected at all times. In addition, the property will not be stored in contact with exterior walls. Trash cans, extension ladders, lawn mowers, TV antennas, swing sets, and other like items are excluded from this requirement.
  - (2) Shipping Containers. The contents of containerized shipments must not be removed from containers when placed in SIT.
  - (3) Identification. All lots of loose Domestic HHGs must be properly identified. Proper identification must consist of customer's name, BL number, and SIT control number. Such identification must be in plain view on each lot. Containerized HHG (Codes 2, 4, 5, 6, and T) and UB (Codes 7, 8, and J) are exempt from this requirement provided containers are marked IAW [Paragraph C.9.c.](#)
  - (4) Rugs and Carpets. Rugs and carpets must be stored on racks in a horizontal position (rolled up in tubes) without folding any portion of the rug, carpet, or padding.
- b. Upholstered or Overstuffed Furniture.
  - (1) Items stored loose on racks must be placed in an upright (normal) position and covered or protected against dust. No boxes, cartons, or other items may be placed upon this type furniture.
  - (2) When items are placed in individual storage rooms or when containers are employed for warehouse storage, they will have protection, padding, blocking, and bracing to preclude damage from any pressure against the upholstery, including pressure from its own weight as well as from conditions external to the container. The use of shrink/stretch-wrap is allowed but not required.

13. Unloading And Unpacking At Destination:

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. All articles disassembled by the TSP or originating from nontemporary storage 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 when convenient 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. The unpacking service and removal of debris must be performed to the customer's satisfaction at the time the goods are delivered to the residence unless specifically waived in writing by the customer or customer's agent. The waiver will be held in my files for further reference.

14. Recording Loss And Damage:

I will record loss/damage revealed while unloading and/or unpacking. When unloading and/or unpacking articles at the destination residence, I will, in coordination with the customer or the customer's authorized agent, inspect each article for damage and check the inventory against possible loss of or damage to articles. A record will be made of any difference in count and condition from that shown on the inventory prepared at origin, and such record will be jointly signed by my representative and the customer or the customer's authorized agent. Such record of count and condition will be indicated on the DoD Defense Personal Property Program Notification of Loss or Damage AT DELIVERY, [Figure B-2](#), and the DoD Defense Personal Property Program Notification of Loss or Damage AFTER DELIVERY, [Figure B-3](#), documents, as applicable. One copy will be furnished to the customer or the customer's authorized agent. In case of missing items, tracer action will be initiated immediately and the PPSO and customer will be advised in writing of the results within 30 days from the date of delivery of the shipment. Every effort will be made to locate missing articles/items before recommending the submission of a claim by the customer. I agree, provided claims action has not been initiated, to forward to the customer by expedited means, missing articles/items when located, at no additional cost to the government or the customer. In the event articles/items are located subsequent to claims action by the customer and/or the government, I will hold the articles/items at the point of location, notify the destination PPSO, and await disposition instructions. When articles/items are returned to the customer, any claims that have been paid in favor of the customer will be readjusted in my favor.

15. Removal of Debris:

Subject to Paragraph 13 above, I must remove from the customer's premises all of my unused, empty containers, packing materials and other debris accumulated incident to packing/unpacking and loading/unloading.

16. 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 HQ SDDC. 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 HQ SDDC detailed descriptions of this quality control system.

## D. CERTIFICATION

### 1. Violations:

Any substantial violation of this Tender, or failure to perform IAW the DTR Part IV, DP3 Business rules, the International Tariff and Domestic Tender, and/or other legal requirements, may be used as the basis for punitive action by a PPSO or SDDC. I also understand that the severity of the violation and/or repeated violations of this Tariff/Tender, as determined by the Commander, SDDC, may be used as justification for non-use or termination of this TOS, without which I am not permitted to participate in further DoD personal property traffic.

### 2. Effective Date:

This TOS will be effective on the date approved by the Commander, SDDC, and will be applicable to shipments of personal property that I accept for movement and servicing in DP3 as phased in, including shipments on BLs, or purchase orders, and will form a part of the conditions thereof.

### 3. Terms and Conditions:

- a. It is mutually agreed and understood between the U.S. Government and TSPs, including Forwarders, who are parties to BL that:
  - (1) 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.
  - (2) Except as provided in 41 CFR 101 or as otherwise stated hereon, the BL is also subject to the same rules and conditions as govern commercial shipments made on the usual forms provided therefore by the TSP.
  - (3) All parties to the BL (TSPs, freight forwarders, or their representative), recognize that this shipment is made under the auspices of the U.S. Government, agree to forego any liens that may arise from any cause whatsoever and not to detain or impound this shipment made on the usual forms provided therefore by the TSP.
  - (4) The TSP will in no way demand prepayment of charges nor make any collection of charges at the time of delivery.
  - (5) Interest will accrue from the voucher payment date on overcharges made hereunder and paid at the same rate in effect on that date as published by the Secretary of the Treasury pursuant to the Debt Collection Act of 1982.
- b. General instructions and administrative directions:
  - (1) 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.
- c. All accessorial or special services must be requested and approved in DPS prior to performance of service or use of special service.

CONTAINS INFORMATION SUBJECT TO THE PRIVACY ACT OF 1974, AS AMENDED.

<b>STATEMENT OF ACCESSORIAL SERVICES PERFORMED</b>				OMB No. 0702-0022 OMB approval expires May 31, 2011			
<p>This form is required only when accessorial services are chargeable to the Government. Carrier will enter complete information or "None" in columns. "Unit Price" and "Charge" columns may be omitted when charges are itemized on the Standard Form 1113.</p> <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, Executive Services Directorate, Information Management Division, 1155 Defense Pentagon, Washington, DC 20301-1155 (0702-0022). 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><b>PLEASE DO NOT RETURN YOUR COMPLETED FORM TO THE ABOVE ORGANIZATION.</b></p>							
1. GOVERNMENT BILL OF LADING NUMBER		2. DATE OF PICKUP AT ORIGIN (YYYYMMDD)		16. ACCESSORIAL SERVICES			
3.a. NAME OF OWNER (Last, First, Middle Initial)				PACKING, PACK MATERIALS AND UNPACKING (1)	NUMBER (2)	UNIT PRICE (3)	CHARGE (4)
b. SSN		c. RANK OR GRADE		a. DISH PACK			
4. ORIGIN OF SHIPMENT		5. DESTINATION OF SHIPMENT		b. CARTONS (Less than 3 cubic feet)			
6.a. ORDERING ACTIVITY/INSTALLATION NAME		b. LOCATION		c. CARTONS (3 cubic feet)			
7.a. NAME OF CARRIER		b. NAME OF AGENT (Last, First, Middle Initial)		d. CARTONS (4-1/2 cubic feet)			
8. SIGNATURE OF CARRIER'S REPRESENTATIVE		9. DATE (YYYYMMDD)		e. CARTONS (8 cubic feet)			
10. CARRIER'S SHIPMENT REFERENCE NO.		11. AGENT OR DRIVER CODE		f. CARTONS (8-1/2 cubic feet)			
12. PROFESSIONAL BOOKS, PAPERS AND EQUIPMENT (PBP&E) INCLUDED IN SHIPMENT (If not included, write "None".)		LBS.		g. WARDROBE (Not less than 10 cubic feet)			
13. STORAGE-IN-TRANSIT (SIT)		a. STORED AT (1) CITY (2) STATE		h. MATTRESS, CRIB			
		b. SIT SERVICES PROVIDED AT (X one)		i. MATTRESS (Not exceeding 39" x 75")			
		ORIGIN DESTINATION OTHER		j. MATTRESS (Not exceeding 54" x 75")			
DATES (YYYYMMDD):		f. NUMBER OF DAYS		k. MATTRESS (39" x 80")			
c. IN		d. ORDERED OUT		l. MATTRESS (Exceeding 54" x 75")			
e. DELIVERED OUT		g. NET WEIGHT		m. TOTAL			
h. REQUESTED DELIVERY DATE (YYYYMMDD)		i. SHIPMENT ORDERED INTO AND OUT OF SIT ON DATES INDICATED AND AUTHORIZED BY SIT CONTROL NO.		n. TOTAL SUBJECT MAX-PAK \$ /cwt			
j. WAS STORAGE POINT FOR CARRIER'S CONVENIENCE (X one)		YES NO		o. GRANDFATHER CLOCK CARTONS			
14. REWEIGH CERTIFICATION (If applicable)		a. NUMBER		p. CORRUGATED CONTAINERS (Special constr.)			
b. ORIGINAL GROSS		c. REWEIGH GROSS		q. BOXES - WOODEN CRATES (Not over 5 cu.ft.)			
d. ORIGINAL TARE		e. REWEIGH TARE		r. BOXES (Over 5 cu.ft./not over 8 cu.ft.)			
f. ORIGINAL NET		g. REWEIGH NET		s. BOXES (Over 8 cu.ft.) (Gross cu.ft.)			
15. APPLIANCES SERVICED (Owner/Agent must initial each entry separately.)		TYPE a.		t. CRATES (Cubic feet (Minimum charge: )			
		MAKE/MODEL NO./MANUFACTURER b.		u. CARTONS, DOUBLE WALL (PPP-B-1364) & TRIPLE WALL (PPP-B-640) (Not over 4 cu.ft.)			
		OWNER/AGENT INITIALS c.		v. CARTONS (Over 4 cu.ft./less than 7 cu.ft.)			
				w. CARTONS (7 cu.ft./less than 15 cu.ft.)			
				x. TOTAL PACKING CHARGE			
				y. LABOR (Describe service in "Remarks" (Enter number of man-hours)			
				z. (X as applicable) EXTRA DELIVERY			
				EXTRA PICKUP AUXILIARY SERVICES			
				aa. PIANO/ORGAN CARRY SERVICE			
				bb. ELEVATOR/STAIR/EXCESS DISTANCE			
				cc. SERVICING APPLIANCES/OTHER ARTICLES (As itemized and initialed in Item 15)			
				dd. OTHER (Describe in "Remarks")			
				ee. TOTAL ACCESSORIAL SERVICE CHARGES			
17. REMARKS							
18. STATEMENT OF OWNER, MILITARY INSPECTOR/TRANSPORTATION OFFICER							
a. MATERIALS WERE FURNISHED/ACCESSORIAL SERVICES WERE PERFORMED				b. SIGNATURE (Do not sign until Carrier has completed column 16(2).)		c. DATE SIGNED (YYYYMMDD)	
AT ORIGIN OTHER (Explain)							
AT DESTINATION							
19. TRANSPORTATION OFFICER CERTIFICATION. I CERTIFY THAT SHIPMENT SERVICES WERE ACCOMPLISHED AS SHOWN BELOW.							
a. SERVICES ACCOMPLISHED (X as applicable)		(3) REWEIGH CERTIFICATION		(6) WAITING TIME		(9) OTHER (Specify)	
(1) ACCESSORIAL SERVICES (Listed in Item 16)		(4) THIRD PARTY SERVICES		(7) UNPACKING SERVICE (Baggage only)			
(2) STORAGE-IN-TRANSIT		(5) BULKY ARTICLE CHARGE		(8) OVERTIME LOADING/UNLOADING CHARGE			
b. SIGNATURE OF TRANSPORTATION OFFICER				c. TITLE (Print or type)		d. DATE SIGNED (YYYYMMDD)	

DD FORM 619, MAY 2008

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

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

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

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

CONTAINS INFORMATION SUBJECT TO THE PRIVACY ACT OF 1974, AS AMENDED.

STATEMENT OF ACCESSORIAL SERVICES PERFORMED (STORAGE-IN-TRANSIT DELIVERY AND REWEIGH)		OMB No. 0702-0022 OMB approval expires May 31, 2011	
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, Executive Services Directorate, Information Management Division, 1155 Defense Pentagon, Washington, DC 20301-1155 (0702-0022). 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.			
<b>PLEASE DO NOT RETURN YOUR COMPLETED FORM TO THE ABOVE ORGANIZATION.</b>			
DISTRIBUTION: 1. ORIGINAL COPY TO CARRIER. 2. COPY TO PROPERTY OWNER.		3. ADDITIONAL COPIES MAY BE MADE FOR CARRIER'S USE.	
1. GOVERNMENT BILL OF LADING NUMBER	2. DATE OF PICKUP AT ORIGIN (YYYYMMDD)	13. STORAGE-IN-TRANSIT (SIT)	
3.a. NAME OF OWNER (Last, First, Middle Initial)		a. STORED AT (City and State)	b. SIT SERVICES WERE PROVIDED AT (X as applicable)
b. SSN	c. RANK OR GRADE	DESTINATION <input type="checkbox"/> OTHER <input type="checkbox"/>	
4. ORIGIN OF SHIPMENT	5. DESTINATION OF SHIPMENT	c. DATE IN (YYYYMMDD)	d. DATE OUT (YYYYMMDD)
6.a. ORDERING ACTIVITY/ INSTALLATION NAME	b. LOCATION	e. NUMBER OF DAYS	f. NET WEIGHT
7.a. NAME OF CARRIER	b. NAME OF AGENT (Last, First, Middle Initial)	g. THIS SHIPMENT WAS ORDERED INTO AND OUT OF SIT ON DATES INDICATED HEREON AND AUTHORIZED BY SIT CONTROL NUMBER:	
8. SIGNATURE OF CARRIER'S REPRESENTATIVE	9. DATE (YYYYMMDD)	SIT IN EXCESS OF 90 DAYS WAS AUTHORIZED (X) <input type="checkbox"/> YES <input type="checkbox"/> NO	
10. CARRIER'S SHIPMENT REFERENCE NO.	11. AGENT OR DRIVER CODE	h. SIGNATURE OF TRANSPORTATION OFFICER	
12. REMARKS		i. DATE (YYYYMMDD)	
		14. REWEIGH CERTIFICATION	
		a. ORIGINAL GROSS	b. REWEIGH GROSS
		c. ORIGINAL TARE	d. REWEIGH TARE
		e. ORIGINAL NET	f. REWEIGH NET
		g. THIS SHIPMENT WAS ORDERED FOR REWEIGH AND SERVICES WERE ACCOMPLISHED AS SHOWN ABOVE.	
		(1) SIGNATURE OF TRANSPORTATION OFFICER	(2) DATE (YYYYMMDD)
		15. ADDITIONAL SERVICES	
		(1) NUMBER	(2) UNIT PRICE
		(3) CHARGE	
		a. LABOR - NUMBER OF MAN-HOURS (Describe services in "Remarks")	
		b. PIANO/ORGAN OR EXCESS CARRY SERVICES	
		c. OTHER (Describe in "Remarks")	
16. CONSIGNEE'S STATEMENT OF DELIVERY AND LOSS OR DAMAGE			
Notice is hereby given to the carrier to whom this statement of accessorial services performed is surrendered that the shipment was received in condition as shown below and that claim, if any, will be made for the value of such loss and/or damage as indicated.			
a. DESCRIPTION OF LOSS OR DAMAGE		b. ACTUAL OR ESTIMATED WEIGHT	
17. WAIVER Unpacking and removal of packing material, boxes/cartons, and other debris is hereby waived.		a. INVENTORY NUMBERS	b. SIGNATURE
18. CERTIFICATION. I have received the property described on this form:			
a. FROM (Name of Transportation Company)	b. AT (Actual Point of Delivery)	in apparent good order and condition except as noted above.	
c. SIGNATURE OF CONSIGNEE OR AUTHORIZED AGENT		d. DATE OF DELIVERY (YYYYMMDD)	

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**Figure B-4. DD Form 619-1, Statement of Accessorial Services Performed  
(Storage-In-Transit Delivery and Reweigh)**