

## CHAPTER A-402

### SHIPMENT MANAGEMENT

#### A. INTRODUCTION

1. This chapter describes the DoD shipment management and distribution methodology for the Defense Personal Property Program (DP3). Procedures for traffic distribution, shipment award/acceptance, shipment delivery, and temporary storage are provided.
2. This chapter also describes the Defense Personal Property System (DPS) as it relates to the management of domestic household goods (dHHG), international household goods (iHHG), unaccompanied baggage (UB), the movement of One-Time-Only (OTO), Mobile Home One-Time-Only (MOTO), Boat One-Time-Only (BOTO), special solicitations, and Volume Move (VM) shipments within the Continental United States (CONUS) and/or Outside the Continental United States (OCONUS).
3. Direct Procurement Method (DPM), shipments going into non-temporary storage (NTS), and shipments moving under intra-theater tenders will be processed using eTOPS IAW current policy standards.

#### B. SELECTION OF METHOD AND MODE OF SHIPMENT

When the Personal Property Shipping Office (PPSO) determines a shipment must move by the DPM, or the DPM is the only method available in accordance with (IAW) the Personal Property Consignment Instruction Guide (PPCIG), the provisions of Chapter 404 of this regulation apply. When the PPSO determines that movement by preferred air (Transportation Priority Two [TP-2]) is necessary to meet the customer's requirements, the following apply:

1. [Army-Sponsored Shipments](#). All requests for TP-2 airlift to/from other than hard-lift areas must be routed to HQ Army G-4, ATTN: DALO-FPT.
2. [Air Force-Sponsored Shipments](#). The provisions of Air Force Policy Directive AFPD 24-6, [Distribution and Traffic Management](#), apply. All requests for TP-2 airlift to/from other than hard-lift areas must be routed through the Major Command to JPPSO-SC, 3515 S. Gen McMullen, Ste 160, San Antonio, TX 78241, 210 321-4200; DSN: 954-4200; fax: 210 321-4259. Advance Transportation Control and Movement Document (ATCMD) clearance documents must be submitted to the Shipper Service Control Office (SSCO) or overseas Area Clearance Authority (ACA) for TP-2 shipments, to and from other than hard-lift areas, and must include a TH-9 trailer card identifying the airlift approval authority (i.e., JPPSO-SAT/DIR 123456Z Dec 14).
3. [Navy-Sponsored Shipments](#). For Navy-sponsored air shipments, the provisions of Naval Supply Systems Command (NAVSUP) Publication (Pub) 490, [Transportation of Personal Property](#), apply. All requests for TP-2 airlift to/from other than hard-lift areas must be routed through the NAVSUP Household Goods (HHG) Division.
4. [Marine Corps-Sponsored Shipments](#). For Marine Corps-sponsored air shipments, the Marine Corps policy concerning air shipments of HHG and unaccompanied baggage (UB) is contained in Marine Corps Order (MCO) P4600.39, [Marine Corps Personal Property Transportation Manual](#), Paragraph 3204.
5. [Coast Guard-Sponsored Shipments](#). Coast Guard policy concerning air shipments of HHG and UB is contained in Commandant Instruction (COMDTINST) M4050.6, [Coast Guard Personal Property Transportation Manual](#), Paragraph 2001.

## C. OUTBOUND

### 1. Traffic Distribution:

- a. These instructions are applicable to the transport of DoD personal property in the various markets (i.e., dHHG, iHHG, and UB). There are Traffic Distribution List (TDL) Transportation Service Providers (TSP) for every Code of Service (COS) under every channel combination. [Paragraph C.1.b](#) below describes channels. The number of TSPs in any given channel varies based on the number of DoD-approved TSPs with an acceptable Best Value Score (BVS). TSPs are ranked from highest BVS to lowest BVS in each of these TDLs.
- b. Channel Types. There are four general channel categories, and each contains many specific origin/destination combinations.
  - (1) [CONUS to CONUS](#). The origin state (four states [California, Florida, Texas, and Alaska] are split into separate rate areas for originating shipments to destination region). (Destination regions are a combination of states). There are 13 destination regions in CONUS, plus intrastate and Alaska.
  - (2) [CONUS to OCONUS](#). Origin CONUS state to OCONUS destination country.
  - (3) [OCONUS to CONUS](#). OCONUS origin country to CONUS destination state.
  - (4) [OCONUS to OCONUS](#). OCONUS origin country to OCONUS destination country.
- c. The DoD assigns a rate area to a given state, country, or geographic portion of each. Internationally, rate areas are from the origin country to the destination country or state. For international channels, there will be a separate TDL for each COS.

**NOTE:** Definitions of COS can be found in [Table A-402-3](#).

### 2. Shipment Allocation (Routing and Booking):

- a. DPS ensures all shipments are ready for booking and available to the correct PPSO based upon their Area of Responsibility (AOR). Shipment allocation involves determining the available COS meeting the desired pickup date while taking into account the customer's required delivery date (RDD). Code 2 service is available for use at the discretion of the PPSO based on market conditions and when Code D capability reaches capacity without excess costs to the customer.
- b. A customer may request Code 2 service; however, they are subject to excess cost if Code D service is available.
- c. PPPO/PPSO communication with the customer is necessary to determine if they are a candidate for a Code 2 shipment.
  - (1) Criteria must be met to be considered for a Code 2 shipment:
    - (a) Shipments:
      - 1 without a direct delivery address at the time of booking,
      - 2 where the customer requests the shipment be placed into SIT, or
      - 3 with a direct delivery address, and the member's planned leave or a TDY in transit prevents acceptance of a direct delivery at destination.

- (b) Shipments estimated at 10,000 lbs or less in Peak Season (15 May – 30 Sep) or 3,000 lbs or less in Non-Peak Season (1 Oct – 14 May).
- (c) Shipments moving greater than 800 miles.
- (d) Shipments that do not contain extra-large items that will not fit in a standard liftvan.
- (2) If a Code 2 shipment is not available due to TSP blackout or non-availability, PPSOs should consider awarding as a Code 2 short fuse shipment if the member has flexibility, before offering the shipment as a Code D.
- (3) Exclusion Criteria:
  - (a) Situations where the customer's requirements will result in potential excess costs (e.g., overweight, alternate locations, etc.).
  - (b) Shipments where the customer intends to have a direct delivery and will provide an address after booking. PPSO/PPPO shall ask this of the customer as some customers may not have their address at time of booking but will have it before shipment pickup.
- (4) Customer Requested Code 2: Shipment requires the PPPO/PPSO to conduct a cost analysis between Code 2 and Code D unless shipment meets the Code 2 criteria above.
- (5) Code 2 Transit Times: PPSOs must add 5 days to the standard domestic transit time for Code 2 shipments due to additional logistical requirements.
- d. After the shipment COS is selected, the shipment can be offered. DPS determines the next TSP to offer the shipment for the particular channel and COS, based on the BVS rankings and existing allocations. Shipment offers consider the comparison between TSP blackout dates and desired pickup date. After DPS determines the next TSP to be allocated a shipment, the shipment is offered to the TSP.
- e. dHHG and iHHG. DPS distributes shipments to qualified TSPs in a round robin rotation based on BVS. TSPs in each Quality Band receive a set number of shipments, with TSPs in the higher Quality Bands receiving more shipments. At the beginning of each annual rate cycle, United States Transportation Command (USTRANSCOM) develops a Minimum Performance Score (MPS) for each market. TSPs with scores above the MPS are divided into four Quality Bands in highest to lowest BVS order, with more TSPs assigned to the first Quality Band if the number of TSPs in a market is not divisible by four. Shipments are awarded to TSPs as specified in [Table A-402-1](#). For example, in a market with 10 TSPs in each Quality Band, all 10 TSPs in the first band are assigned a shipment in round robin fashion until each TSP has been assigned five shipments. The next available shipment is assigned to the first TSP in the second Quality Band. After all TSPs above the MPS have been assigned their allotted number of shipments, the allocation process starts again with the top TSP in the first Quality Band.
- f. A customer requested (preferred) TSP must be within the current allocation quality band. If a customer's preferred TSP is in the current allocation quality band, the PPSO assigns the shipment to the preferred TSP. The preferred TSP shipment allocation counts as an assigned shipment in the rotation. If the customer's preferred TSP is not in the current allocation Quality Band, the PPSO assigns the shipment to the next available TSP and notifies the customer that their preferred TSP was ineligible.
- g. UB. The same Quality Band and distribution framework discussed for dHHG/iHHG is used for UB shipments. However, the volume of shipments per assignment in that market is

higher. The higher volume assignments enable consolidation of shipments in high volume lanes. Shipments are awarded to TSPs as specified in [Table A-402-2](#).

h. [VM and OTO](#). DPS solicits VM and OTO rates from TSPs as required for the following types of shipments:

- (1) VM (Domestic and International)
- (2) OTO (International)
- (3) MOTO (Domestic)
- (4) BOTO (Domestic and International).

**NOTE:** The PPSOs must submit VM and OTO requests through DPS. USTRANSCOM reviews requests and solicits rates from TSPs using DPS. VM requests are solicited from TSPs in an active status with current rates on file for that channel. TSPs must submit a VM rate that is lower than their current rate on file for that market and channel.

(5) The process/distribution logic for VM is as follows:

(a) [For Domestic VM](#):

- 1 All rates submitted by TSPs for the VM must be lower than their discount rate on file for that Channel-COS combination in that market.
- 2 TSPs must file a lower rate for both line-haul (LH) and storage-in-transit (SIT) than their rate on file for that same Channel-COS combination in that market.
- 3 DPS ensures TSPs provide VM rates lower than their current rate on file for that Channel-COS combination. Higher rates are rejected.
- 4 DPS establishes a Rate Score (RS) for all TSPs with acceptable rates for each VM request.
- 5 DPS combines the RS with the current PS for the market to establish a unique BVS used for the VM.
- 6 DPS ranks TSPs based on their BVS (from highest to lowest).
- 7 PPSOs will then award shipments IAW BVS rankings, and the minimum and maximum daily tonnage requirements. PPSOs may select an alternate TSP to handle volume above the amount handled by the primary TSP if required.

**NOTE:** Refer to Section 3, VM of the Domestic 400NG Tariff for additional details (<https://dps.move.mil/cust>).

(b) [For International VM](#):

- 1 For International VM, a Single Factor Rate (SFR) is used IAW Chapter 9 of the International Tender.
- 2 TSPs must file a SFR lower than their SFR for that same Channel-COS combination in that market.
- 3 DPS establishes a RS for all TSPs with acceptable rates for each VM request.
- 4 DPS combines this RS with the current PS for the market to establish a unique BVS which will be used for each VM solicitation.
- 5 DPS ranks TSPs based on their BVS (from highest to lowest).

6 PPSOs will then award shipments IAW BVS rankings, and minimum and maximum daily tonnage requirements. The PPSO may select an alternate TSP to handle volume above the amount handled by the primary TSP if required.

**NOTE:** Refer to Chapter 9, the VM section of the International Tender, for additional details (<https://dps.move.mil/cust>).

(6) Process/distribution logic for Special Solicitation:

(a) Special Solicitation rates are solicited for those channels that involve infrequent movement of personal property to domestic and international destinations or channels that have special requirements. For example, CONUS To/From Singapore is a Special Solicitation group. TSPs are required to submit rates for all channels within this group (i.e., Origin Rate area From/To Destination rate area).

**NOTE:** TSPs are required to service all channels within this Special Solicitation group.

(b) TSPs with the highest BVS are considered the “Primary” and are allocated all the shipments in that Special Solicitation group. The remaining TSP(s) are considered “Alternates”. In the event the primary TSP cannot accept all tonnage/shipments, the Alternate TSP with the next highest BVS is offered the tonnage accordingly.

**NOTE:** For details on special solicitation channels, refer to the Rate Filing Instructions for TSP on the USTRANSCOM website (<https://dps.move.mil/cust>).

3. Shipment Award. DPS offers shipments to qualified TSPs in a round robin rotation based on BVS. DPS offers the shipments to the TSP electronically based on customer-unique shipment indicators such as the type of shipment, desired pickup and delivery dates, and the origin to destination combination (channel) information obtained during counseling. DPS provides shipment codes (Surface and Air), based on information obtained during counseling and/or other pertinent data resident in DPS. Shipment selection is made based on the approved mode that meets all the time parameters. If the PPSO elects to override the shipment award to the next BVS (e.g., customer preferences or traffic management decision), the DPS shipment record must contain proper justification. The PPSOs can offer shipments to TSPs manually or automatically via DPS.

a. Manual Booking Process:

(1) At a minimum DPS determines:

- (a) The channel based on origin-destination
- (b) International or Domestic
- (c) HHG or UB
- (d) MOTO/BOTO
- (e) Eligible for an established VM
- (f) Available modes (e.g., COS for surface and/or air)
- (g) Estimated cost for each available COS
- (h) Applicable transit time for each available COS
- (i) Desired pickup date and RDD.

- (2) DPS displays all possible COS and the PPSO then selects the COS (e.g., Code 2, 4, 5, 6, 7, 8, D, I, T, or J) for the shipment.
  - (3) DPS notifies the TSP of the shipment offer in their work queue.
- b. Automatic Booking Process:
- The PPSO must obtain approval from their Service HQ prior to selecting the automatic booking option in DPS. If selected, DPS automatically routes and books all eligible shipments as follows:
- (1) DPS identifies the channel (origin-destination)
  - (2) Identifies whether the shipment is iHHG or UB or dHHG
  - (3) Determines the best value COS to meet shipment requirements
  - (4) DPS then offers the shipment to the TSP according to the BVS process within the Quality Band.
- c. Short-Fuse Shipments: Defined as shipments requiring pickup within 5 Government Business Days (GBD). DPS offers the shipment electronically to all TSPs in that market. TSPs that have entered “blackout dates” during this period receive shipment notifications as well. The shipment is awarded to the first TSP to accept the shipment. This shipment is a “bonus” and is not counted against the TSP’s scheduled shipment distribution. If no TSP accepts a short-fused shipment within 24 hours, DPS alerts the PPSO of the “Non-Response.” The PPSO must take action to ensure the customer’s shipment is serviced (e.g., contact a TSP willing to accept the shipment and subsequently award that TSP the shipment in DPS, contact the customer to obtain alternate dates, or ship via DPM or Personally Procured Move [PPM]).
- d. Blackout Dates: Dates in which a TSP cannot accept a new shipment offer. Use of blackouts provides TSPs with the flexibility required to manage workloads, while maintaining a pool of available TSPs for expected DoD shipments. TSPs may modify blackout dates (by three-digit Zone Improvement Code (ZIP) code) for specific origin PPSO’s Bill of Lading Office Code (BLOC) and destination region combinations by shipment category in DPS. The TSP may enter blackout dates 6 months in advance (e.g., on 1 January the TSP can blackout dates through 30 June). DPS allows real-time updates of blackout dates to prevent shipment assignment conflicts. If a TSP misses a shipment offer because the date is blacked out, the TSP is assigned an “administrative shipment” and is not offered another shipment until the next scheduled offer within that Quality Band.
- e. Weekend/Holiday Schedule: DPS tracks holidays at each BLOC worldwide since holidays and weekend’s impact allowable pickup and delivery dates. PPSOs can enter and/or modify the holiday schedule for their AOR. The PPSOs can override the default scheduling rules to allow a pickup or delivery on a holiday or weekend.
- f. RDD: DPS establishes the RDD (Pickup Date + Transit Time = RDD). Rule exceptions:
- (1) The customer enters a DDD and/or arrival date earlier than the calculated transit time for the COS available. If the TSP agrees to the earlier desired delivery date, the DDD becomes the RDD. If the TSP does not agree, the calculated RDD by DPS will be the pickup + transit time. If the PPSO is aware the customer requires a delivery date shorter than the transit time, the PPSO will contact the next-in-line TSP prior to offering the shipment. The PPSO will only offer the shipment if the TSP agrees to the earlier transit time.



- (2) The customer enters dates for desired pickup and/or delivery. In these instances, the following chronology of events would apply:
  - (a) During Counseling: Establish the customer desired shipment dates (origin and destination) (to include pickup and RDD).
  - (b) During Booking: Preferred shipment date.
  - (c) During Pre-Move: TSP and the customer agreed dates. (This becomes the established DPS RDD.)
  - (d) Actual Pickup and Delivery Dates: The dates the shipment is actually picked up and delivered.
4. Rejection of Shipment Offers:
  - a. Shipment refusals are not allowed in the DP3 (except for short-fused shipments or shipments with RDDs less than the established days) because of the utilization of TSP blackout dates. If a TSP refuses a shipment, the TSP may be declared ineligible to receive shipments in that PPSOs market for 30 calendar days. Multiple refusals may lead to disqualification. DPS monitors TSP responses to shipment offers to ensure acceptance within 24 hours after the shipment has been assigned (excluding weekends and holidays). DPS considers domestic and international time zones when determining acceptance with 24 hours.

**NOTE:** USTRANSCOM may modify shipment refusal procedures as industry capacity situations change. USTRANSCOM will issue a Customer Advisory 10 GBDs prior to any changes taking effect.
  - b. If the TSP fails to accept a shipment offer within the required time:
    - (1) DPS sends a notification to the PPSO Quality Assurance (QA) and Outbound section and generates a “Notice of Non-Response” to the TSP indicating the TSP’s failure to accept the shipment in a timely manner. DPS marks the e-mail “URGENT” and sends the notification to the TSP provided e-mail addresses.
    - (2) DPS charges the TSP with a shipment allocation and makes the shipment available for offer to the next TSP.
    - (3) DPS does not “automatically” suspend the TSP from the market. This action must be taken by the PPSO to ensure the “Non-Response” was not due to a system problem.
    - (4) If not system-related, the PPSO initiates a “Letter of Suspension” (DD Form 1814, Transportation Service Provider (TSP) Notice of Warning/Suspension/Reinstatement/Cancellation, [Figure A-402-5](#)) to the TSP citing the “Non-Response” constitutes a “Refusal.”
5. Cancellation:
  - a. The following information details shipment cancellation procedures. A cancellation may occur either as a result of a TSP’s actions or inactions, or when the PPSO determines that a shipment must be canceled in the interest of the Government.

**NOTE:** Shipment(s) canceled within 5 GBDs of the pickup date are considered short notice when being reallocated and are not chargeable against the new TSP on the TDL.

    - (1) When the PPSO determines a shipment must be canceled in the interest of the Government, the PPSO will immediately notify the TSP (either telephonically or electronically) and process the shipment cancellation in the DPS (Shipment Management

work queue). DPS will return the TSP to the TDL without shipment charge and the TSP will be considered for the next available shipment offering over the same channel.

6. Shipment Pull-Back/Turn-Back:

The following information outlines the PPSO shipment pull-back/turn-back procedures. A shipment pull-back may occur as a result of a TSPs actions or inactions or when the PPSO determines that a shipment must be pulled back in the interest of the Government. A shipment turn-back occurs as a result of TSP actions or inactions. These procedures are applicable to both domestic and international shipments. At the PPSO's discretion, shipments may be pulled back (e.g., cancel the bill of lading [BL]) provided packing services have not been performed. Shipments pulled back within 5 GBDs of the pickup date are considered short notice when being reallocated and are not chargeable against the new TSP on the TDL.

**NOTE:** If packing services have been performed, the original BL will be retained for payment IAW Appendix A, Third Party Payment System of all services performed.

- a. Pull-back: The PPSO must notify the TSP of the pull-back and perform pull-back actions in DPS (Shipment Management queue). When the PPSO determines that a shipment must be pulled back from a TSP in the interests of the Government, the shipment will not be charged to the TSP on the TDL. DPS will return the affected TSP to the TDL and the TSP will be considered for the next available shipment offering over the same channel.
- b. Shipments that are pulled-back/turned-back based on actions or inactions of the TSP are charged against the TSP on the TDL. When a suspension action occurs against a TSP, at the PPSO discretion, all shipments awarded to the affected TSP from the BLOC may be pulled-back and reallocated to other eligible TSPs. PPSO will consider all available information and whether or not the TSP has the ability to service shipments in question before the shipments are pulled-back.
- c. The PPSO must notify the TSP (either telephonically or electronically) of the shipment pull-back and perform pull-back actions in DPS (Shipment Management queue). If the shipment is turned-back by the TSP, the PPSO must perform pull-back functions in DPS. In both cases, the PPSO must notify the customer of the changes and provide new servicing TSP information.

**NOTE:** When a shipment(s) is reallocated, the new TSP must contact the customer as soon as possible and meet all DP3 requirements.

- d. In the event a turn-back or any other failure to service a shipment results in the Services reimbursing the customer for an Actual Cost Reimbursement Personally Procured Move, the TSP may be held responsible to reimburse the government for costs above the TSP's rates to service that shipment.

7. Pre-Move Survey:

- a. The pre-move survey allows the TSP to address the customer's specific needs and concerns, in addition to guiding the customer in the preparation of his or her move from an administrative and practical perspective.
- b. The pre-move survey:
  - (1) Establishes the volume of goods to be transported (Weight)
  - (2) Assesses necessary packing material
  - (3) Identifies special packaging requirements (Crates)



- (4) Ascertains any other difficulties (e.g., if access to the house is difficult [Shuttle, crane required])
- (5) Confirms or establishes agreed-upon pack and pickup dates.
- c. I agree to perform a pre-move survey on all shipments, either in residence, virtually, with customer's consent, e.g., email or software consent, or telephonically. I will conduct a pre-move survey either electronic or physical and provide the government and customer weight estimates on all shipments 5 days from accepting the shipment but NLT 9 days prior to the first scheduled pack/pickup date, whichever is later. For shipments ordered less than 9 days prior to the first scheduled pack/pickup date, weight estimates must be provided NLT 3 days prior to the first scheduled pack/pickup date. For shipments ordered less than 3 days prior to the first scheduled pack/pickup date, weight estimates must be provided NLT 1 day prior to the first scheduled pack/pickup date. I agree to make initial contact with the customer within 3 GBDs of the shipment award date to provide the customer with contact and pre-move information, including on shipments originating from NTS. Subject to the customer's availability, I agree to complete the pre-move survey and update DPS with the pre-move survey data (estimated weight, agreed upon pack/pickup dates, and delivery date information) as soon as possible but NLT 3 GBDs prior to the pickup date and NLT 1 GBD prior for short fuse shipments. 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.
- d. The PPSO may initiate QA action for failure to perform a pre-move survey if the TSP has not entered required pre-move survey data IAW the above guidelines.

**NOTE:** TSPs will notify the PPSO when the customer is unavailable for the pre-move survey. Upon notification from the TSP, the PPSO will make every attempt to contact the customer and provide the TSP updated customer contact information (if applicable). The PPSO must verify the customer's pre-move availability prior to issuing administrative action against the TSP for failure to meet the above timelines.

8. Accessorials:

The process is outlined in Appendix A, Third Party Payment System, for the management of pre-approval of services submitted by the TSP. DPS tracks pre-approvals requested by a TSP. Pre-approvals can be requested on both origin and destination services. TSPs enter the accessorial services requiring pre-approval in DPS. DPS displays all the accessorials for which pre-approval has been requested, along with the pre-approval status. Pre-approval records are assigned a status of "Pending" when they are created, and "Approved" or "Denied" according to PPSO action. DPS uses the pre-approval data to compare with services submitted for final approval. Pre-approved and pre-denied services are flagged accordingly. The PPSO is required to approve or disapprove accessorials within 3 GBDs and/or prior to services being performed, whichever is earlier.

9. SIT at Origin:

- a. Temporary storage will be used when it is in the best interest of the customer, as a result of circumstances at the destination area, or when it is in the best interest of the Government. The TSP must request SIT at origin in DPS. All shipments placed in SIT at origin must be approved by the PPSO.
- b. The origin PPSO can manage SIT as follows:
  - (1) The PPSO outbound receives a TSP request to place shipment in SIT
  - (2) The PPSO outbound approves or denies the TSP request

- (3) The PPSO outbound enters the SIT data
- (4) DPS generates the SIT control number
- (5) DPS determines the SIT expiration date based upon the date the shipment placed in SIT
- (6) Update and extend the SIT
- (7) Convert storage cost from Government expense to customer's expense (see Note 1).

**NOTE 1:** The PPSO must maintain visibility of the shipment until delivery out or other final disposition has been arranged. The PPSO must contact the customer before converting shipments to commercial storage.

**NOTE 2:** Refer to the Domestic 400NG Tariff and/or the International Tender for further details.

- c. A Standard Form (SF) 1200, Government Bill of Lading Correction Notice, [Figure A-402-1](#), must be issued after the customer provides a destination delivery address to terminate SIT and release property for LH movement. Shipments released from SIT origin are moved on the BL that was issued at the time of shipment award. The PPSO at the origin must issue the SF 1200 to establish a new RDD and provide the number of days the SIT was utilized at the origin. When a shipment is released from the origin SIT, the following formula is used to calculate the number of days used and the remaining number of days authorized at destination:
  - (1) Days SIT Used = Shipment Release Date minus (–) Date Placed in Storage + 1 day.
  - (2) Remaining Days SIT Authorized At Destination = Days SIT Authorized minus (–) Days SIT Used.

**NOTE:** Shipments removed from SIT at the origin should not be placed into SIT at destination. When a shipment must be placed into SIT at destination due to reasons beyond the control of the customer, the TSP must obtain approval for the SIT at destination from the PPSO. The transaction appears in DPS as a SIT approval that the destination PPSO must approve or deny. After the PPSO approval, DPS issues a SIT control number.

10. Excess Costs:

- a. DPS determines excess costs for customer shipments. The PPSOs must inform the customer that excess costs exist and collect if possible. DPS identifies potential excess costs at both origin and/or destination.
- b. When the system determines that excess costs may occur, the customer will be initially notified after the shipment has been picked up and weighed, or at destination prior to shipment delivery.
- c. Examples of the excess costs are: Excess weight, excess distance, multiple shipments, mobile home excess costs, and boat/trailer excess costs.

**NOTE:** Refer to the Joint Travel Regulations (JTR) for further details on excess costs.

- d. DPS calculates the excess cost based on the actual shipment weight and displays the amount of excess cost to be collected from the customer. If/when the PPSO is responsible for collecting excess costs; the PPSO must enter the payment collection information into DPS.
  - (1) If the customer is “In a Pay Status” at destination, DPS calculates and notifies the Service finance office for collection. The Service finance office has access to all shipment related data in DPS and can generate excess cost reports.

- (2) If the customer is not “In a Pay Status” at destination, DPS calculates the excess cost based on the actual shipment weight and displays the amount of excess cost to be collected from the customer. The customer must be notified of the excess cost and if/when the PPSO is responsible for collecting excess costs, the PPSO must enter the payment collection information into DPS.

**NOTE:** When it is determined that possible excess cost may occur, DPS prints the following text in the fields. In Block 25 of the BL, the words “PAYING OFFICER REVIEW” are printed in the remarks section. DPS also places an “X” in Block 34 of the BL and provides the following annotations:

- (a) For “Excess Distance” and/or “Excess Weight,” – Places an “X” in Block 34 of the BL and displays the following text in Block 25: “PAYING OFFICER REVIEW”.
- (b) For Mobile Home Shipments – Places an “X” in Block 34 of the BL for “Other Costs” and in Block 25 displays the following text “PAYING OFFICER REVIEW” and “Cost of Mobile Home exceeds costs of moving full JTR weight allowance”.
- (c) For Boat/Trailer shipments – Places an “X” in Block 34 of the BL for “Other Costs” and in Block 25 displays the following text “PAYING OFFICER REVIEW” and “Costs of moving Boat/Trailer exceeds the cost of moving authorized JTR weight allowance, possible excess costs exist for which the customer may be liable.”
- (d) For Multiple Shipments – Places an “X” in Block 34 of the BL for “Other Costs” and in Block 25 displays the following text “PAYING OFFICER REVIEW”.
- (e) For Accessorial Services related excess costs – Places an “X” in Block 34 of the BL for “Other Costs” and displays the following text in Block 25: “PAYING OFFICER REVIEW”. The PPSO must identify what accessorial charges are the responsibilities of the customer.

**NOTE:** If the only shipment the customer has is a PPM, the shipment is not included in the computation for excess costs. However, if the customer has multiple shipments to include a PPM move, the weight of the PPM shipment must be used in the excess costs computations.

#### 11. Updating Shipment Information:

Shipment changes may include administrative changes (contact, shipment information) (i.e., cancellations, terminations, pull-backs, and diversions).

- a. DPS allows the customer/alternate to edit orders information, contact information, and/or shipment information. The customer can also modify data submitted on their shipment application(s) if the shipment has not been validated by the PPSO counselor. If the shipment has been validated, the following rules apply:
  - (1) DPS advises the customer: “One or more of the shipments associated with this set of orders has been moved beyond the counseling process and may have been routed and/or awarded to a TSP. For this reason, changes to the counseling data cannot be made at this time. Please contact your responsible outbound PPSO for assistance with any changes.”
    - (a) DPS advises the customer that the data cannot be modified and is “read-only.”  
Exception: The customer can update customer contact and dependent data at any time.

- (2) The PPSO is required to make changes to the shipment record.
  - (a) If the requested changes are made prior to the TSP conducting the pre-move survey, the PPSO can make the necessary changes in DPS and the TSP receives notification of the changes via DPS. The BL cannot be printed until after the pre-move survey data has been entered by the TSP. After the pre-move survey has been performed and the shipment record updated, the BL reflects the modification entered by the PPSO.
  - (b) If the requested changes are made after the TSP has performed the pre-move survey and the BL has been printed, the PPSO must generate a SF Form 1200 to make the necessary changes.
  - (c) If the customer requested change to the desired pickup date and the date requested is “blacked-out,” DPS alerts the PPSO that the date is not available with that TSP and the PPSO must:
    - 1 Contact the TSP to see if they can still handle the shipment. If the TSP is available, the PPSO must update DPS with the new date(s).
    - 2 If the TSP is not available on the new date(s), the PPSO must pull-back and offer the shipment to another TSP who is available during the period requested by the customer. The original TSP is not charged a “refusal,” and the next available shipment in that channel must be offered to the original TSP if they are not blacked out.

#### 12. Printing Outbound Shipment Documentation:

DPS provides for the accountability, usage, issuance, preparation, and distribution of all documentation generated in DPS. DPS ensures forms are properly prepared prior to printing. The following DPS generated documents support DP3.

- a. U.S. Government Bill of Lading-Privately-Owned Personal Property (PPGBL), [Figure A-402-13](#), and Bill of Lading (BL). Used for the acquisition of authorized transportation and related services from commercial TSPs for the movement of DoD-sponsored personal property shipments, mobile homes, and POVs eligible for movement on a BL. The BL is generated by DPS and available to the PPSO, TSP, and the customer.

**NOTE:** The TSP must provide an electronic or hard-copy BL to the customer prior to completion of shipment pickup.
- b. SF Form 1200, Government Bill of Lading Correction Notice, [Figure A-402-1](#). When transportation charges are affected by an alteration or correction, the SF Form 1200 must be prepared in DPS and available to the PPSO and TSP.
- c. DD Form 1780, Shipment Evaluation and Inspection Record, [Figure A-402-2](#). Evaluation of TSP performance begins when the origin PPSO awards a shipment to the TSP. Acceptance of the offer binds the TSP to perform IAW the general terms established by the DoD and agreed upon by the TSP and the specific terms contained on the BL and the applicable rate solicitation.
- d. DD Form 619, Statement of Accessorial Services Performed, [Figure A-402-3](#). Used by the TSP to support billings for materials and services.
- e. DD Form 1671, Reweigh of Personal Property, [Figure A-402-4](#). Provides USTRANSCOM and the Service with information concerning the accuracy of weight determinations on personal property shipments. DD Form 1671 is prepared by the PPSO and must be used to report the results of shipment reweighs.

- f. DD Form 1814, Transportation Service Provider (TSP) Notice of Warning/Suspension/Reinstatement/Cancellation, [Figure A-402-5](#). Used to notify the TSP of a warning, suspension, reinstatement, cancellation action. The letter of suspension must state the customer's name, BL number, and the exact violation and/or rate solicitation paragraph violated on the shipment or shipments resulting in the action.
- g. DD Form 1800, Mobile Home Inspection Record, [Figure A-402-6](#). Describes a mobile home's condition before and after shipment. The origin PPSO must prepare a DD Form 1800 for each mobile home shipment and provide that document to the TSP with the BL. The TSP completes the origin portion of the form at the time of pickup. The TSP at destination completes the destination portion. Sections of the form are reserved for the origin and destination PPSOs when a visual inspection of the mobile home is made by the PPSO.
- h. DD Form 1384, Transportation Control and Movement Document, [Figure A-402-7](#). TCMDs are multi-purpose forms used to control the movement of cargo (personal property) within the DTS. DPS generates the DD Form 1384 for personal property shipments.
- i. DD Form 1857, Temporary Commercial Storage at Government Expense, [Figure A-402-8](#). Used by the customer to request additional storage at government expense via DPS when personal property in temporary storage at government expense cannot be withdrawn prior to the storage expiration date.
- j. DD Form 1131, Cash Collection Voucher, [Figure A-402-9](#). Generated by DPS when the Government is required to collect, or the customer wishes to provide money for excess cost. This is normally, but not exclusively, used for customers in a non-pay status.
- k. DD Form 139, Pay Adjustment Authorization, [Figure A-402-10](#). Generated by DPS to collect charges incurred by the customer for services not authorized at Government expense (i.e., excess packing, crating, hauling, storing, unpacking, uncrating). Collection is normally accomplished through the issuance of a DD Form 139 for a customer in a pay status. This form can also be used for customers in a non-pay status to route collection action through the necessary financial institutions.
- l. DD Form 1412, Inventory of Articles Shipped in House Trailer, [Figure A-402-11](#). An original and three copies of DD Form 1412 must be prepared. An inventory is required to substantiate any claim for loss or damage to the interior contents of the mobile home.
- m. DD Form 1863, Accessorial Services – Mobile Homes, [Figure A-402-12](#). The PPSO, upon the request of the customer, may authorize the TSP to perform additional requirements not included in the MOTO rate, either by a third-party service or negotiated rate. Services performed must be listed on DD Form 1863, certified by the PPSO or customer, and shown on the BL. The customer will not sign for accessorial services on DD Form 1863 at the origin or destination unless the TSP has actually performed those services.

## D. INBOUND

### 1. Updating Shipment Information:

Shipment changes include administrative changes (i.e., contact, shipment information, terminations, pull-backs, and diversions). Business rules follow:

- a. The customer/or alternate can edit contact and/or shipment information. DPS saves all changes in the database and updates the shipment record. The customer/or alternate can make the following modifications to their shipment record:
  - (1) Contact and sponsor data (e-mail addresses, phone numbers)

- (2) Shipment information (delivery address if currently blank)

**NOTE:** All other changes must be coordinated with the destination PPSO.

- b. The PPSO can edit shipment orders, contact, and/or shipment information. DPS saves all changes in the database. The PPSO can make the following modifications to shipment records:

- (1) Customer contact and sponsor data
- (2) Shipment information (e.g., address, phone number)
- (3) Update customer's orders information when in receipt of amended/adjusted/revoked orders.

**NOTE:** DPS maintains an audit trail of all the changes made to the shipment record including when changes were made and who made said changes. The TSP can update shipment addresses and phone numbers of the customer or alternate after the shipment has been picked up and is in transit to the destination.

## 2. Shipment Arrival:

- a. When a shipment arrives at the destination location, the TSP coordinates delivery directly with the customer. The TSP records the arrival and delivery of the shipment in DPS. The TSP must make at least one final first attempt to telephonically contact the customer prior to other electronic notifications. For further information regarding delivery coordination, see the Tender of Service.
- b. The PPSO must monitor the status of all inbound shipments that have arrived in DPS and are awaiting disposition (e.g., delivery to residence or SIT approval). The TSP must enter the following information in DPS:
  - (1) Arrival date
  - (2) Weight of shipment (For international shipments: pieces, weight, and cube)
  - (3) Enter whole or split shipment information
  - (4) Enter "Requested" and/or "Actual" delivery date
  - (5) Attempted delivery date.

## 3. Shipment Delivery:

- a. The TSP must be in regular contact with the customer throughout the entire process. If the customer has requested a direct delivery (with address), the TSP will affect delivery as requested. If the customer has not previously provided a delivery address for the shipment, the customer should enter the information directly into DPS as soon as is known. This updates the customer contact information and provides the TSP and PPSO information and ensures the shipment is delivered directly to their residence, preventing unnecessary SIT. DPS will update the shipment queue with a status change for the shipment arrival and any subsequent delivery. In all cases, except when a delivery is scheduled and executed on the same day, the TSP will enter the scheduled delivery date (including all changes) into the DPS as soon as possible but NLT the close of business on the day prior to the scheduled delivery date. After the shipment has been delivered, the TSP must enter the actual delivery date in DPS within 3 GBDs.
- b. If a customer wishes to have a shipment delivered out of SIT, the customer may request a delivery from SIT by accessing DPS and entering their delivery address and date. The customer can also contact the PPSO to request delivery and the PPSO must annotate the



- customer's delivery address and date in DPS. DPS will send the delivery request to the TSP work queue and the TSP must confirm the delivery date in DPS within 1 GBD. DPS will send the scheduled delivery confirmation notification to the customer and the PPSO work queue. If the customer telephonically contacts TSP to request delivery, the TSP will update DPS with the scheduled delivery date and delivery address within 2 GBDs or by close of business the day prior to the scheduled delivery, whichever occurs first.
- c. The PPSO must monitor the status of all inbound shipments that have been scheduled for delivery in DPS and ensure the actual delivery dates and delivery addresses are entered in DPS within the required time frames as indicated above. For TSPs not meeting this requirement, the PPSO must take administrative actions IAW DTR IV, Chapter A-405, Quality Assurance.
4. Partial Delivery:
- a. Into SIT:
- (1) The customer or designated alternate must contact the TSP to request a partial delivery. A DPS notification is sent to the TSP and PPSO containing the following:
- (a) Inventory item number(s) requested
  - (b) Requested delivery date
  - (c) Delivery address.
- (2) The TSP must deliver the requested item(s) to the partial delivery address and deliver the remaining items into SIT. The TSP must confirm the partial delivery request in DPS and notification will be sent to the customer and the PPSO. In all cases, except when a delivery is scheduled and executed on the same day, the scheduled delivery date (including all changes) will be entered into the DPS by the TSP as soon as possible but NLT the close of business on the day prior to the scheduled delivery date. DPS will monitor the remaining property in storage.
- b. From SIT:
- (1) The customer must contact the TSP to request a partial delivery from SIT. A DPS notification is sent to the TSP and the PPSO containing the following information:
- (a) Inventory item number(s) requested
  - (b) Requested delivery date
  - (c) Delivery address.
- (2) The TSP must deliver requested item(s) to the customer and enter the actual delivery date in DPS. The TSP must enter the weight removed and the weight remaining in SIT into DPS. DPS monitors the property in storage.
5. SIT:
- a. Requesting SIT: The PPSO may use SIT when it is necessary to meet the customer's requirements. Although SIT is normally used at destination when a shipment arrives before the customer has established a delivery address, it also may be used at origin or at an intermediate point when determined by the PPSO to be in the best interest of the customer and the Government. Subject to PPSO approval, the TSP may use any DoD-approved SIT facility listed in DPS. All SIT and related charges are based on the destination city or installation shown in Block 18 of the BL unless authorized by the servicing PPSO. Requests

for extension of SIT for employees are accomplished IAW the JTR, Paragraph 054307. Requests for extension of SIT for members are accomplished IAW the JTR, Paragraph 0518.

When SIT is extended, the PPSO must notify the TSP of the extension and the projected termination date. A DD Form 1857, [Figure A-402-8](#), must be submitted by the customer to the PPSO for an authorized extension. The PPSO can view and/or print the DD Form 1857.

**NOTE:** SIT for DoD employees must be specifically authorized in their orders and may not exceed 60 days (CONUS-to-CONUS shipment) or 90 days (shipment involving an OCONUS origin or destination), unless additional storage is authorized. Not more than one 90-day storage extension may be authorized for a DoD employee without explicit authority from the Per-Diem, Travel and Transportation Allowance Committee.

- (1) DPS provides the following for the management of SIT:
  - (a) Approving/denying request for SIT
  - (b) Updating and extending SIT
  - (c) Providing for partial deliveries out of SIT
  - (d) Generating reports on shipments placed in SIT
  - (e) Generating SIT correspondence (i.e., shipment arrival notice, expiration notice).
- (2) SIT Control Number. There is one SIT control register in DPS for SIT shipments. Upon approval of SIT, DPS furnishes a SIT control number to the TSP. The nine digit SIT control number is constructed as follows:
  - (a) The first two positions are the last two digits of the calendar year in which the shipment enters SIT (e.g., if the shipment is placed in SIT during calendar year 2014, the first two digits are 14).
  - (b) The third, fourth, and fifth positions represent the Julian date for the calendar day in which the shipment enters SIT (e.g., if the shipment is placed in SIT on November 9 [Julian date is 313], the third, fourth, and fifth digits are 313).
  - (c) The last four digits will indicate the numerical sequence of the shipments entering SIT for that day (e.g., if the shipment is the eleventh shipment placed in SIT on that day, the last four digits are 0011).
- (3) DPS maintains a SIT control log for recording all SIT authorizations. The log contains the following information:
  - (a) SIT control number
  - (b) Customer name
  - (c) COS
  - (d) Storage location
  - (e) Dates ordered in and out of SIT
  - (f) SIT expiration date:

SIT extension. DPS provides advance notification to all customers that SIT expires within 30 days. The SIT period starts from the date entered into SIT and ends on the date the entitlement ends (unless the entitlement is extended). For example, if a shipment goes into SIT on 1 June and the authorization ends on 1 September, then DPS provides notification to the customer not later than 1 August. DPS also sends

a SIT authorization expiration notification to the PPSOs work queue. The PPSO must take necessary action to deliver, extend, or convert the shipment to commercial storage in DPS. DPS allows the customer or alternate to request additional storage, as necessary. A DD Form 1857, [Figure A-402-8](#), must be completed by the customer in DPS. DPS then notifies the PPSO of the customer's request for additional SIT. After the DD Form 1857 has been approved by the PPSO, DPS sends notification to the TSP that the storage has been extended and advises the TSP of the new expiration date.

b. [Rules for Placing Shipments in SIT](#):

- (1) [Customer Requested a Direct Delivery \(during counseling\) and a Direct Delivery Address is Printed on the BL](#): The TSP is authorized SIT after a percentage (see solicitation) of the shipment's transit time (some exceptions may apply [e.g., customer's home becomes unavailable or customer is unable to accept delivery]). The TSP must arrive the shipment in DPS. TSP may request SIT approval once they have determined that the customer is no longer available for delivery. DPS will send a SIT approval request to the PPSO. The PPSO must review to determine whether the applicable percentage of the Government's transit time has been met and will approve/disapprove SIT accordingly. If SIT is approved by the PPSO, DPS will issue the SIT number.
- (2) [No Direct Delivery Requested or Delivery Address \(Printed on the BL\)](#): Upon shipment arrival at destination, the TSP must arrive the shipment in DPS. The TSP will provide 24 hours' notice for delivery, and cannot deliver a customer's personal property to SIT without customer approval unless 2 documented unsuccessful attempts to contact the customer are made 6 hours apart. The TSP will be required to provide a first available delivery date with both notifications. Once the TSP has determined the customer is not available to accept delivery, the TSP must request SIT approval via DPS and DPS will issue the required SIT number to the TSP.

**NOTE:** When approved by the PPSO, SIT is authorized effective the date the shipment is offered for delivery by the TSP and not on the date it arrives at destination, unless the shipment is offered for delivery on the same day it arrives at destination.

- (3) [Release Out of NTS](#): If the shipment is a release out of NTS, it should not be placed in SIT at destination. However, if SIT is required (e.g., customer's house becomes unavailable, customer hospitalized) the TSP may request SIT via DPS.
- (4) [SIT for Split Shipments](#). If a shipment arrives at destination as a split shipment and the customer is unavailable to receive any portion, SIT may be authorized separately on each portion. DPS issues a separate SIT control number for each portion of the split shipment. The TSP must obtain a separate weight ticket and a separate SIT control number for each portion of the split shipment.

**NOTE:** Refer to the Domestic 400NG Tariff and/or the International Tender for detailed business rules on split shipments.

- (5) [SIT at Origin](#): SIT at origin can be initiated by either the PPSO or the TSP through DPS. DPS sends a notification to the PPSO work queue and e-mail. After the PPSO approves the request, DPS issues a SIT control number to the TSP.
  - (a) If a shipment is released from SIT at origin, it should not be placed into SIT at destination. However, if SIT is required due to reasons beyond the control of the customer (e.g., customer's house becomes unavailable, customer hospitalized), SIT can be authorized.

- (6) **Direct Delivery Change:** If a direct delivery request is changed because the customer cannot accept direct delivery, the TSP must request SIT through DPS. DPS sends notification to the PPSO work queue and e-mail. After the PPSO approves the request, DPS issues a SIT control number to the TSP.

The customer may change their direct delivery request by deleting their delivery address in DPS via the customer work queue. If the delivery address is removed prior to the arrival of the shipment and the TSP has contacted or attempted to contact the customer within the required 24 hours, the TSP can request SIT approval in DPS. DPS sends notification to the PPSO work queue and e-mail. After the PPSO approves the request, DPS issues a SIT control number to the TSP.

c. **Converting SIT:**

- (1) Shipments remain in SIT until converted to the customer's expense by the PPSO and is not retroactive. The PPSO cannot convert a shipment to commercial storage prior to contacting the customer or their duly appointed representative. DPS tracks the date the customer was contacted and informed of SIT conversion to customer expense. After the shipment converts to the customer expense, DPS processes the shipment delivery out of SIT; however, DPS maintains visibility of the shipment while in storage at the customer's expense. When converted to customer expense, the customer is still entitled to delivery out of storage paid for by the Government.

**NOTE:** Members of the DoD community can normally be located at <https://dod411.gds.disa.mil/>. Active duty Coast Guard members can be located at <https://www.uscg.mil/locator/>.

- (2) The TSP's responsibility for a shipment and its liability under the BL for a shipment in SIT terminates and the warehouse becomes the final destination of the shipment on midnight of the day specified in the notice the TSP receives through DPS advising the Government the shipment has terminated. The notice of termination is not retroactive.

**NOTE:** For detailed business rules on SIT, refer to the Domestic 400NG Tariff and/or the International Tender.

6. **Request Accessorials:**

- a. See Appendix A-A, Third Party Payment System, regarding the management and approval of services submitted by the TSP. DPS tracks services for which approval is requested by a TSP. Pre-approval can be requested for both origin and destination services. The TSPs must enter the accessorial services in DPS to obtain approval. DPS displays all accessorials requiring pre-approval and the pre-approval status. Pre-approval records are assigned a status of "Pending" when they are created. After reviewing, the PPSO must change the status to "Approved" or "Denied" according to the required action. After accessorial services are received by DPS for final approval prior to costing and payment, DPS compares the pre-approval data to the services submitted for final approval. Services pre-approved are flagged as pre-approved. Services denied are flagged as pre-denied.
- b. DPS notifies the PPSOs electronically when actions need to be taken. This includes the following:
- (1) E-mails sent to a PPSO up to four times a day or as needed. Times are relative to the time zone of the PPSO.
- (2) Notifications provide a summary of the number of each type of outstanding item (e.g., pending approval, overdue).

- (3) Notifications include notice of services submitted for pre-approval that must be acted on by the PPSO.
- (4) E-mails include notice of services submitted for approval that are overdue (e.g., more than 3 GBDs since submission by TSP) for action by the PPSO.

**NOTE:** E-mail notifications are only sent if the PPSO has outstanding actions.

7. Reweigh:

- a. If the customer requests a reweigh from either the PPSO or the TSP, the request must be entered in DPS as a pre-approval. The PPSO must approve or deny the accessorial. The PPSO will make every effort to witness ordered reweighs. The following applies:
  - (1) If a customer believes their shipment will exceed or be within 90 percent of their weight allowance, the customer may request a reweigh.
  - (2) The PPSO may order a reweigh when possible excess costs exist or when the accuracy of the weight is in question.
  - (3) DPS does not allow reweighs on HHG shipments weighing less than 500 pounds or UB shipments weighing less than 100 pounds, unless the customer is near or has exceeded the authorized weight allowance.
  - (4) The PPSO and the customer may observe shipment weighing. Upon request, the TSP must advise either the PPSO or the customer of the time and specific location for each weighing and provide reasonable opportunity for interested parties to be present at the weighing.
- b. The TSP must enter the reweigh information (e.g., gross; tare; net weights; weight ticket number (if applicable); and reweigh date) into DPS and submit weight tickets to the ordering PPSO within 7 working days. DPS generates a DD Form 1671, Reweigh of Personal Property, [Figure A-402-4](#), and the form may be printed if required.

8. Printing Shipment Documentation:

- a. DPS ensures the procedures and provides guidance for the use, issuance, preparation, and distribution of all documentation. The following documentation is generated by DPS in support of DP3.
  - (1) DD Form 1780, Shipment Evaluation and Inspection Record, [Figure A-402-2](#). Evaluation of the TSP performance begins when the origin PPSO offers a shipment through DPS to the TSP. Acceptance of the offer binds the TSP to perform IAW the general terms established by the DoD and agreed upon by the TSP and the specific terms contained on the BL and the rate solicitation.
  - (2) DD Form 619, Statement of Accessorial Services Performed, [Figure A-402-3](#). This form supports TSP billings for materials and services not included in the LH transportation or SFR.
  - (3) DD Form 1671, Reweigh of Personal Property, [Figure A-402-4](#). This form provides USTRANSCOM and the Service with information concerning the accuracy of personal property shipments weights. DD Form 1671 is used to report the results of shipment reweighs.
  - (4) DD Form 1814, Transportation Service Provider (TSP) Notice of Warning/Suspension/Reinstatement/Cancellation, [Figure A-402-5](#). This is used to notify the TSP of a warning, suspension, reinstatement, or cancellation action. The letter of suspension must state the customer's name, the BL number, and the exact violation

and/or rate solicitation paragraph violated on the shipment or shipments resulting in the suspension action.

- (5) DD Form 1857, Temporary Commercial Storage at Government Expense, [Figure A-402-8](#). This form is used to request additional storage at the Government's expense via DPS, when HHG in temporary storage at the Government's expense cannot be withdrawn prior to the SIT expiration date. Additional storage for not more than an additional 90 days may be authorized by the PPSO or such other officer as the Service may designate.
- (6) DD Form 1131, Cash Collection Voucher, [Figure A-402-9](#). DPS generates this form when the PPSO is required to collect money from the customer for excess cost.
- (7) DD Form 139, Pay Adjustment Authorization, [Figure A-402-10](#). This form is generated by DPS to collect charges incurred by the customer for services not authorized at the Government's expense and for the collection of excess costs. Collection is normally accomplished through the issuance of a Pay Adjustment Authorization (DD Form 139) for the customer in a pay/non-pay status at destination.

## E. DIVERSIONS

### 1. General:

The following details diversion procedures. The term "diverted" or "diversion" is a change to a new destination point more than 30 miles from the original destination point in transit but does not include shipments in SIT at destination and OTO shipments. If a shipment is diverted to a warehouse for SIT at a point other than original destination, the warehouse is considered the destination point, and transportation charges to the warehouse are assessed according to the rate solicitation. If instructions are received to change the destination of a shipment that is in SIT at destination, transportation guidelines under the provisions of pickup/delivery transportation applies.

### 2. Proper Execution of Diversions for Domestic Shipments:

The following outlines the procedures for those shipments involving domestic diversions:

- a. Order/Authorization Issuance Activity issues a new order/authorization or amendments to current order/authorization for the customer while their shipment is in transit.
- b. The customer must immediately contact and provide a copy of the new order/authorization issued to the origin PPSO. If this information is disclosed to any PPSO other than the origin PPSO, the notified PPSO will process the diversion and notify the origin PPSO within 24 hours.
- c. PPSOs must take the following actions:
  - (1) Send an inquiry to the TSP to find where the shipment is physically located and advise them to hold the shipment at that point.
    - (a) The TSP must locate the shipment en route and effect the change desired.  
The TSP is not held responsible for failure to effect the change ordered, unless such failure is due to error or negligence of the TSP or its employees.
    - (b) Determine the location of the shipment en route to determine the Diversion Point.  
The Diversion Point is the closest county/city combination of the closest BLOC AOR.
  - (2) Create a Diversion Certificate and contact the TSP of the diversion.



- (a) The PPSO must submit an order for diversion and provide the Diversion Certificate to the TSP.
  - (b) The TSP must affix the Diversion Certificate and other required documents to support billing charges.
  - (c) Rates for the channel from origin PPSO to Diversion Point and from Diversion Point to new destination PPSO will be IAW solicitation/tender.
- (3) Contact the original destination PPSO of the customer's diversion.  
Provide documentation that the diversion did indeed occur.
- (4) Contact the new destination PPSO of the customer's diversion and forward the Diversion Certificate.
3. Proper Execution of Diversions for International Shipments:

The following outlines the procedures for those shipments involving international diversions:

- a. Order/Authorization Issuance Activity issues a new order/authorization or an amendment to current order/authorization to the customer while customer's shipment is in transit.
- b. The customer must immediately contact and provide a copy of the order/authorization to the PPSO of the change in assignment. If this information is disclosed to any PPSO other than the origin PPSO, it is the notified PPSO's responsibility to process the diversion and to notify the origin PPSO within 24 hours.
- c. The notified PPSO must do the following:
  - (1) Create the Diversion Certificate. The Certificate must provide the authenticity of the diversion and the information required to be disclosed to the appropriate parties.
  - (2) Contact the TSP of the diversion.
    - (a) The PPSO must submit an order for diversion and the Diversion Certificate to the TSP.  
The TSP must affix the Diversion Certificate and other documents to support billing charges.
    - (b) The TSP must provide diligent effort to locate the shipment and effect the change desired.  
The TSP is not responsible for failure to effect the change ordered, unless such failure is due to error or negligence of the TSP or its employees.
    - (c) Determine the location of the shipment en route to determine the Diversion Point.  
A diversion is made only at a water or aerial port of embarkation (POE), a water or aerial port of debarkation (POD), or a destination point.
    - (d) Rate for the channel from the origin PPSO to the Diversion Point and from the Diversion Point to the new destination PPSO will be IAW solicitation/tender.
  - (3) Contact the original destination PPSO of the customer's diversion.
  - (4) Contact the new destination PPSO of the customer's diversion and forward the Diversion Certificate.

4. Diversions Scenarios:

The following section highlights different scenarios that may occur when handling diversion shipments.

a. International shipments with CONUS origin.

(1) Shipment diverted at CONUS water or aerial POE.

(a) Diverted to a CONUS destination point.

- 1 There must be no diversions to a CONUS destination point.
- 2 Shipment must be terminated at the POE and the international nature of the movement ceases.
- 3 Movement to the CONUS destination point must be effected under domestic procedures (Code 2 or DPM).

(b) Diverted to a different overseas rate area using the same (original) POE where the diversion is effected. Use of the TSP's SFR from the origin to the new overseas rate area.

(c) Diverted to a different overseas rate area using a different (new) POE.

- 1 Use the LH rate table from the origin to the original POE where the diversion is effected.
- 2 Use the TSP's SFR from the original POE where the diversion is effected to the new overseas rate area.

(2) Shipment diverted at an overseas water or POD.

(a) Diverted to a CONUS destination point.

- 1 There must be no diversion to a CONUS destination point.
- 2 The shipment must be terminated at the POD and reshipped to the CONUS.

(b) Diverted to an overseas destination point in the same overseas rate area as the original destination point. Use the TSP's SFR from the origin to the destination rate area (no change in SFR).

(c) Diverted to an overseas destination point in another rate area.

- 1 There must be no diversion.
- 2 Shipment must be terminated at the POD and the PPSO must contact USTRANSCOM for further instructions.

(d) Diverted to an overseas destination point in another overseas rate area which uses a different POD but no further over water transportation is required.

(3) Diverted to an overseas destination point in another rate area.

(a) There must be no diversion.

- 1 Shipment must be terminated and the PPSO must contact USTRANSCOM for further instructions.

- (b) Diverted to an overseas destination point in another overseas rate area which uses a different (new) POD and where further over water transportation is required.
  - 1 There must be no diversion to a new overseas rate area requiring further over water transportation.
  - 2 This shipment must be terminated at the POD IAW Termination of Shipment.
  - 3 Use of the intertheater or intratheater rate and procedure from the POD where termination is effected to the new destination point.
- (4) Shipments diverted at overseas destination.
  - (a) Diverted to a CONUS destination point.
    - 1 There must be no diversion to a CONUS destination point.
    - 2 Shipment must be terminated at the overseas destination point and reshipped.
  - (b) Diverted to an overseas destination point in the same overseas rate area as the original destination point.
    - 1 Use the TSP's SFR from the origin to the destination rate area. (No change in the SFR.)
    - 2 Use applicable LH rate table (see International Tender) for mileage rate between the original and the new destination.
    - 3 A handling charge equal to the warehouse handling charge applies.
  - (c) Diverted to an overseas destination point in another rate area.
    - 1 There must be no diversion.
    - 2 Shipment must be terminated and the PPSO must contact USTRANSCOM for further instructions.
  - (d) Diverted to an overseas destination point in another overseas rate area which requires further over water transportation.
    - 1 There must be no diversion. The original SFR applies.
    - 2 Shipment must be reshipped IAW rules for reshancements.
- b. Shipments with Overseas Origins:
  - (1) Shipment diverted at overseas water or aerial POE.
    - (a) Diverted at an overseas POE, on an intertheater or intratheater movement, to a destination point in the CONUS.
      - 1 There must be no diversion.
      - 2 The shipment must be terminated at the overseas POE. Use the intertheater transportation rate and procedure from the origin to overseas POE where termination is effected. Termination of Shipment applies.
      - 3 Reshipment to the new CONUS destination is made under the provisions of Reshipments.
    - (b) Diverted at the overseas POE from a destination point in one CONUS rate area to a new destination point in another CONUS rate area.
      - 1 Use the TSP's SFR from the origin to the new CONUS rate area.





## F. TSP MODULE

### 1. Shipment Award/Offer:

- a. DPS awards shipments to qualified TSPs in a round robin rotation based on BVS. DPS offers the shipment to the TSP based on the customer-unique shipment indicators, including type of shipment, desired pickup and delivery times, transit time, and the origin to destination combination (channel) information obtained during counseling. TSPs see only those shipments with their Standard Carrier Alpha Code (SCAC) assigned. DPS notifies the TSP in the DPS work queue when new or updated booking requests and cancellations are posted. DPS monitors the TSP response to shipment offers to ensure timely acceptance (24 hours).
- b. If the TSP fails to respond to a shipment offer within 24 hours from the date/time offered,
  - (1) DPS notifies the PPSO QA and PPSO Outbound in DPS and generates an e-mail to the TSP indicating that the TSP failed to respond in a timely manner to the shipment award (“Notice of Non-Response”). DPS marks the e-mail “URGENT” and sends it to the TSP-provided e-mail addresses.
  - (2) DPS allocates the TSP a shipment and offers the shipment to the next available TSP.
  - (3) DPS does not “automatically” remove the TSP (inactivate the TSP) from the system or market. This is an overt action by the PPSO to ensure that the “Non-Response” was not due to electronic failure.
  - (4) Following confirmation by the PPSO QA that the “Non-Response” was not due to a system problem, a DD Form 1814 must be issued and the TSP immediately suspended for 30 days out of that market BLOC(s).

**NOTE:** At the time the shipment is awarded, the BL number is assigned but DPS does not allow the forms to be printed. The BL is not accessible for printing until after the TSP has entered the pre-move survey data (e.g., agreed upon pack/pick-up dates, estimated weights). At this time, DPS allows the TSP and PPSO user(s) to print the BL.

### 2. Shipment Refusal:

Shipment refusals are not permitted in the DP3 except for short-fused shipments (i.e., pickup within 5 GBDS or less, or shipments with a shortened transit time) since the TSP can perform daily updates of blackout dates. If a TSP refuses a shipment, the TSP may be ineligible to receive shipments in that category for 30 calendar days. DPS determines the next TSP to receive an offer because of refusals.

TSPs will enter the name and phone number of the origin representative within DPS at the time of shipment acceptance. TSPs must update (when applicable) any changes to the origin representative servicing the shipment prior to performing the pre-move survey.

**NOTE:** USTRANSCOM may modify shipment refusal procedures as industry capacity situations change. USTRANSCOM will issue a Customer Advisory 10 business days prior to any changes taking effect.

### 3. Pre-Move Survey:

- a. The pre-move survey ensures the successful movement of a shipment. The pre-move survey is used to:
  - (1) Establish the volume of goods to be transported (Weight).
  - (2) Make provisions for any special packaging according to the goods (Crates).



- (3) Ascertain any other difficulties, for example if access to the house is difficult (e.g., shuttle, crane required).
    - (4) Confirms or establishes agreed-upon pack and pickup dates.
  - b. The TSP must attempt to make initial contact with the customer within 3 GBDs of shipment booking to provide the customer with their contact and pre-move information. DPS sends a notification to the customer providing the TSP's name and telephone number. If necessary, the customer can directly call the TSP regarding the pre-move survey. The TSP is required to conduct an in residence pre-move survey on all domestic shipments estimated at 4,700 pounds or more and international shipments estimated at 3,200 pounds or more within a 50-mile radius of their servicing facility. This requirement applies to all shipments with a 5-GBD minimum notice 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 their servicing facility. Subject to customers availability, the TSP must complete the pre-move survey and update DPS with pre-move survey data (estimated weight, pack/pickup dates, and RDD information) as soon as possible but NLT 3 GBDs prior to the pickup date. For short-fuse shipments: The TSP is required to conduct pre-move survey (physically or telephonically) and enter pre-move data (e.g., estimated weight, pack/pickup dates, including all changes) in DPS as soon as possible but NLT 1 GBD prior to the first pack/pickup date. The TSP must enter the pre-move weight and the agreed pack and pickup dates before the BL can be printed.
4. Requesting Accessorials:
  - a. DPS supports the process outlined in Appendix A-A, Third Party Payment System, for the management of approval of services submitted by the TSP. DPS provides tracking of TSP requested pre-approval services to receive PPSO approval prior to performing the service. Pre-approvals can be requested on both origin and destination services. The TSPs and/or their agents must enter the accessorial services for pre-approval. Pre-approval records are assigned a status of "Pending" when they are created. DPS displays all pre-approval requested accessorials and the status of the pre-approval. The PPSO must change the status to "Approved" or "Denied". DPS uses the pre-approval data to compare against services submitted for final approval. If it is determined a service was pre-approved, it is flagged as being pre-approved. If it is determined that a service was denied, it is flagged as being denied.
5. Requesting SIT:

**NOTE:** All shipments placed in SIT must be approved via DPS.

  - a. SIT is used at destination when a shipment arrives before the customer has established a delivery address. However, it may be used at the origin or at an intermediate point when considered by the PPSO to be in the best interest of the customer and the Government. Subject to PPSO approval, the TSP may use any DoD-approved SIT facility. SIT and related charges are based on the destination city or installation shown in Block 18 of the BL unless authorized by the servicing PPSO. DPS will allow the TSP to place a shipment into SIT with approval as follows:
    - (1) Customer Requested a Direct Delivery (during counseling) and Direct Delivery Address is Printed on the BL. Upon arrival at destination, the TSP must arrive the shipment in DPS. If the TSP is unable to coordinate delivery with the customer within the required 24 hours, the TSP may submit a request for approval of storage in DPS. DPS will send a SIT approval request to the PPSO. The PPSO will review request and determine to

approve/disapprove SIT accordingly. If SIT is approved by the PPSO, DPS will issue the SIT number.

- (2) No Direct Delivery Requested or Delivery Address (Printed on the BL): Upon shipment arrival at the destination, the TSP must arrive the shipment in DPS and telephonically contact the customer within the required 24 hours. Once the TSP has determined the customer is not available to accept delivery, the TSP may submit a request for SIT approval in DPS and DPS will issue the required SIT number to the TSP.
- (3) If the shipment is a release out of NTS, it should not be placed in SIT at destination. However, if SIT is required (e.g., customer's house becomes unavailable, customer hospitalized) the TSP must request SIT via DPS.
- (4) A shipment released from SIT at the origin should not be placed into SIT at destination. However, SIT can be authorized due to reasons beyond the control of the customer (e.g., customer's house becomes unavailable, customer hospitalized). SIT must be approved via DPS.
- (5) Direct delivery changed (e.g., customer can no longer accept direct delivery therefore the shipment must be placed into SIT at destination). After the TSP requests SIT, DPS notifies the PPSO in their work queue that approval is pending.
- (6) SIT for Split Shipments. If a shipment arrives at destination as a split shipment and the customer is unavailable to receive any portion, SIT may be authorized separately on each portion. DPS issues a separate SIT control number for each portion of the split shipment. The TSP is required to obtain a separate weight ticket and a separate SIT control number for each portion of the split shipment. The cost of weighing each portion is borne by the TSP. The Government does not pay the minimum weight as applicable to storage for portion of split less than the minimum weight. There is no partial delivery authorized for employees. After the TSP requests SIT, DPS notifies the PPSO in their work queue that approval is pending.

**NOTE:** Refer to the Domestic 400NG Tariff and International Tender for detailed business rules on split shipments.

6. Extending SIT:

A customer or alternate can request additional SIT, as necessary through DPS. A copy of DD Form 1857, [Figure A-402-8](#), must be completed by the customer in DPS. The DD Form 1857 is forwarded to the PPSO for approval. DPS sends notification to the PPSO of the customer request for additional SIT. When SIT is extended, the PPSO must notify the TSP of the extension and the projected termination date. After the DD Form 1857 has been approved by the PPSO, DPS sends notification to the TSP that the storage has been extended and advises the TSP of the new expiration date. When an extension is denied, the PPSO must notify the customer that their request for additional storage has been denied. In addition, the PPSO must advise the customer of the current storage expiration date and their responsibility to arrange for delivery or continued storage at the customer's expense.

7. Converting SIT:

- a. When a SIT shipment is close to the expiration date, DPS notifies the customer that the storage must be extended or storage will convert to their expense. DPS tracks the date the customer was contacted and informed that SIT will be converted to customer's expense. The PPSO cannot convert a shipment to commercial storage prior to contacting the customer or their duly appointed representative. After converted to customer's expense, DPS processes

the shipment as a delivery out of SIT. DPS maintains visibility of shipment while in storage at the customer's expense (see Note 1).

- b. The TSP's responsibility for a shipment and its liability under the BL for a shipment in SIT terminates, and the warehouse becomes the final destination of the shipment on midnight of the day specified in the DPS notification advising TSP the shipment will terminate. The notice of termination is not retroactive.

**NOTE 1:** When converted to customer's expense, the customer is still entitled to delivery out of storage paid by the Government.

**NOTE 2:** For detailed business rules on SIT, refer to the domestic and international tariffs.

## 8. Updating Shipment Information

Shipment changes include administrative changes (e.g., contact, shipment information, cancellations, terminations, pull-backs, and diversions). The TSP can modify shipment information (addresses, phone numbers, weights) submitted by the customer or alternate after the pre-move survey has been performed. The following applies:

- a. DPS allows the TSP to make modifications to data submitted by the customer or alternate:
  - (1) After the pre-move survey has been performed and the TSP has confirmed the "actual dates" with the customer or alternate, the TSP must update the shipment record in DPS to reflect the actual pack and pickup dates.
  - (2) After the pre-move survey has been performed, if the TSP determines the estimated weight provided was incorrect, the TSP must update the shipment record in DPS to reflect the new estimated shipment weight.
  - (3) After the pre-move survey has been performed, if the TSP receives notice that the customer or alternate has a delivery address and now requests a direct delivery, the TSP must update the shipment record in DPS to reflect the new address and planned/agreed delivery date.
  - (4) If the requested changes are made after the TSP has performed the pre-move survey and the BL has been printed, the TSP must update the shipment information and DPS notifies the PPSO of the shipment changes. The PPSO must generate a SF Form 1200, [Figure A-402-1](#), to make the necessary changes and DPS must send notification to the TSP.

### b. Weights:

- (1) The TSP must weigh each shipment and enter the gross, tare, and net weight of all shipments in DPS after the shipment has been picked up. The TSP must submit weight tickets, reflecting gross, tare, and net weights properly certified IAW solicitation/tender to the ordering officer with documentation according to Service requirements within 7 working days.

When scales are not available or their use is not practical, and/or weight tickets have been lost, the application of a constructive weight of seven pounds per cubic foot may be used when approved by the responsible PPSO. (Refer to DTR App A-B).

- (2) PBP&E (also known as PRO or PRO-Gear) is included as part of the shipment, as follows:
  - (a) The TSP is required to enter the weight of the PBP&E into DPS. If the shipment contains consumables, the total weight of all consumables will be entered into DPS.

- (3) If the TSP fails to enter the shipment weights, DPS does not allow completion of the following actions:
  - (a) Invoicing for payment
  - (b) Updating in-transit information
  - (c) Entering shipment arrival information
  - (d) Requesting SIT at destination (if required)
  - (e) Scheduling delivery.

c. Shipment Status:

- (1) The TSP must access DPS to enter in-transit information for all personal property moving from origin to destination. Shipment status includes:
  - (a) Updated status codes (e.g., counseled, booked, in transit)
  - (b) En route status (the TSP enters comments on current location of shipment)
  - (c) ETA at destination
  - (d) Delivery information (i.e., RDD and delivery date)
  - (e) For shipments that enter the DTS, the TSP must provide the date the shipment entered into the DTS and the date the shipment was received from the DTS.
- (2) After the TSP enters the shipment weight information in DPS, the shipment status code changes to “IT” (in transit). At this time, the TSP can:
  - (a) Invoice for payment
  - (b) Update in transit information
  - (c) Enter shipment arrival information
  - (d) Request SIT at destination (if required)
  - (e) Schedule delivery.
- (3) After the TSP enters the actual delivery date in the DPS, the shipment status changes to “Delivered Complete.” At that time:
  - (a) TSP can invoice for destination services
  - (b) Customer can complete Notice of Loss and Damage
  - (c) Customer can initiate claim
  - (d) Customer completes the Customer Satisfaction Survey (CSS).

**NOTE:** DPS maintains an audit trail of all changes made to the shipment record to include who made changes and when changes were made. After the shipment has been picked up and is in transit to the destination, the TSP can only update shipment addresses and phone numbers of customers. The TSP cannot update the e-mail address of the customer or alternate since there may be a conflict of interest with the CSS.

9. Printing Shipment Documentation:

The following documentation is generated in DPS to support DP3.

PPGBL, [Figure A-402-13](#). Used for the acquisition of authorized transportation and related services from commercial TSPs for the movement of DoD-sponsored personal property

shipments, mobile homes, and POVs eligible for movement on a BL. The BL is generated by DPS and is available to the PPSO, TSP, and the customer or alternate.

**NOTE:** The TSP cannot print the BL until the pre-move survey information has been entered in DPS.

10. Preparation of the BL:

- a. The following preparation instructions are keyed to the numbered Blocks appearing on the BL. When different entries are required due to different methods of shipment (i.e., through Government bill of lading [TGBL], DPM, mobile home, or privately owned vehicle [POV]), instruction by shipment method is provided. In all other cases, the entry data provided is the same for all methods of shipments.
  - (1) Block 1, Transportation Company and Agent Tendered To. Enter the full business name of the initial LH TSP to which the shipment is tendered. The business name must include the words “company,” “incorporated,” or “limited.” These words may be abbreviated as CO., INC., and LTD. No other company or TSP abbreviation, initial, or symbol may be used.
  - (2) Block 2, SCAC. Enter the four-position SCAC assigned to the initial LH TSP by the National Motor Freight Traffic Association.
  - (3) Block 3, Service Code.
    - (a) TGBL/ITGBL Shipments. Enter the COS; such as code D, 2, 4, or J.
    - (b) Mobile Homes. Enter the code “S”.
  - (4) Block 4, Shipment Number. When more than one shipment is made for an individual customer, the BLs must be numbered in the same sequence as the DD Form 1299, Application for Shipment and/or Storage of Personal Property, [Figure A-402-15](#) (for example, 1 of 3, or 2 of 3). When only one shipment is made, enter “1 of 1”.
  - (5) Block 5, Date B/L Issued. Enter the calendar date (day, month, and year) (e.g., 4 December 2014) on which the first entry is made in preparing the BL.
  - (6) Block 6, Requested Packing Date. Enter the calendar date (day, month, and year) (e.g., 5 December 2014) on which the TSP is to begin packing a TGBL shipment.
  - (7) Block 7, Requested Pickup Date.
    - (a) TGBL. Enter the requested pickup date or the date on which the TSP has agreed to pick up the shipment (e.g., 6 December 2014).
    - (b) DPM.
    - (c) Enter the date the shipment is picked up at the customer’s residence
    - (d) NTS facility, in cases where such pick up is performed by a DPM packing contractor.
    - (e) Enter the scheduled date of pickup by the common TSP in all other cases (e.g., pickup at SPOE or APOE or TO installation facility).
  - (8) Block 8, RDD. Enter the RDD (day, month, and year) that the shipment is required at the destination shown in Block 18 (e.g., 19 December 2014).
  - (9) Block 9, No entry required.

- (10) Block 10, Property Owner’s Name, SSN, and Rank and Pay Grade. Enter the customer’s name (last, first, middle initial), SSN (last four only), rank, and pay grade. Also enter the customer’s status (PCS, TDY, SEP, RET) and the unit and activity to which assigned.
  - (a) If the member’s grade is E-4 or below, indicate the maximum authorized weight allowance per the JTR.
  - (b) For Navy shipments only, enter the customer’s rank or rate code. This code is the one-digit alpha character immediately following the abbreviation and subhead in the accounting data contained in the customer’s orders.
  - (c) For customer, enter “WD” (with dependents) or “WOD” (without dependents).
  - (d) For deceased customer or deceased dependent(s) of a customer, annotate “BLUEBARK” immediately following the name.
  - (e) For early return of dependents, enter dependents name, followed by “dependent of” and sponsors name, SSN (last four only), rank, and pay grade.
- (11) Block 11, Authority for Shipment. Enter the authority for shipment as shown on the customer’s orders (such as order number, paragraph number, and order issuing agency).
- (12) Block 12, Date of Order. Enter the date the orders were issued.
- (13) Block 13, Extra Pickup/Delivery. When an extra pickup/delivery is requested, cross out the service not applicable and enter the complete address.
- (14) Block 14, Department/Agency. Enter the sponsoring military Service/Agency or other Agency.
- (15) Block 15, Transportation Control Number. Enter the Transportation Control Number (TCN) for shipments that will move in the DTS.
  - (a) The TCN will be constructed IAW procedures set forth in this Regulation, Part II.
  - (b) The 15th position of the TCN requires a code that designates the shipment as a Code 5, J, T, or DPM shipment. For example, following is the list of current type shipment codes authorized:
    - B – Unaccompanied baggage (DPM)
    - J – Unaccompanied baggage (TGBL) – Code J
    - H – Household goods (DPM)
    - K – Household goods (TGBL) – Code 5 (for surface) and Code T (for air)
    - P – POV.
- (16) Block 16, No entry required.
- (17) Block 17, Full Name of Shipper. Enter the full name of the military installation or activity making the shipment.



- (18) Block 18, Consignee. Enter name, destination, delivery address, and rate area code (e.g., US11, US12, US13). Information must be as specific as possible (i.e., city, installation, county, state, country). Rate area code is only required on ITGBL shipments.
- (a) TGBL Shipments.
- 1 Consigned to the customer. Enter the customer's name (last name, first name, and middle initial), rank/grade, and activity to which assigned (shipments destined overseas--spell out the name of the activity and country—do not show APO/FPO number) or delivery address, including the street, city, county, state, or country, and ZIP code.
  - 2 Consigned to the customer's agent. Enter the full name of the customer's designated agent, followed by the word "agent", and the delivery address, including the street, city, county, state, country, and ZIP code.
  - 3 Consigned to a Commercial NTS Facility. Enter the full business name and address of the commercial storage contractor, including the street, city, county, state, and ZIP code.
  - 4 Consolidated Shipments. A separate BL will be issued for each customer's lot in the consolidated shipment. The individual BL must be cross-referenced by inserting the following statement in Block 27: "This is a consolidated shipment comprised of BL numbers:" (list all other BL numbers involved in the consolidated shipment).
- (b) DPM Shipments.
- 1 DPM shipments are consigned IAW the PPCIG. For DPM shipments entering the DTS, the CONUS SPOE or APOE will be entered. The final overseas destination must appear in Block 20.
  - 2 For shipments to the SPOE, the DDD the shipment is required at the SPOE must be entered.
- (c) Mobile Homes. Enter the customer's name (last name, first name, and middle initial) (or the full name of the customer's agent followed by the word "agent"), and the delivery address, including the street, city, county, state, and ZIP code.
- (d) POVs. Enter the customer's name (last name, first name, and middle initial) (or the full name of the customer's agent followed by the word "agent"), and the delivery address, including the street, city, county, state, and ZIP code, or, if destined to a port, the ocean terminal.
- (19) Block 19, From. Complete address at point of pickup and rate area code (e.g., US11, US12, US13). Rate area code is only required on ITGBL shipments.
- (a) Shipments from Residence. Enter the exact location of the property to be shipped, including the street, city, or military installation, county, state, country, and ZIP code.
  - (b) Shipments from Storage or Contractor's Facility. Enter the name of the commercial or government warehouse facility, including the street, city, county, state, country, and ZIP code. For shipments from NTS, enter the stored net weight, lot number, and service order number.
- (20) Block 20, Responsible Destination Installation/Office.
- (a) BLOC. Enter the destination TO BLOC in the designated block in Block 20.

- (b) TGBL and DPM Shipments. Enter the name of the responsible destination TO, state, ZIP code, or country, APO/FPO number, and the commercial telephone number.
  - (c) DPM Shipments entering the DTS. For DPM shipments entering the DTS, the final overseas destination TO must be entered, not the CONUS SPOE/APOE, which appears in Block 18.
  - (d) Consolidated DPM Shipments entering the DTS. Enter the responsible destination TO and BLOC receiving the largest shipment by weight.
- (21) Block 21, Bill Charges To: Enter “Bill To: US Bank Third Party Payment System” only.
- (22) Block 22, Via:
- (a) TGBL Shipments. Leave blank.
  - (b) DPM Shipments.
    - 1 INTL/AIR/COMM/DPM Shipments. Show the complete routing from the origin to the final destination as provided by the initial TSP.
    - 2 All Other DPM Shipments. Only the name of the originating TSP is necessary unless it is to the advantage of the government to specify the connecting TSPs. It is the obligation of the originating TSP to forward shipments over a route providing the lowest published charges within the mode. When it is necessary to route shipments, routing must be selected by experienced transportation personnel who are aware of various tariff restrictions and limitations to ensure that services are obtained at the lowest possible cost.
  - (c) POVs. The same instructions apply as those shown under “All other DPM Shipments.”
  - (d) Mobile Homes. For mobile home shipments, enter the method of movement (e.g., stowage, lowboy).
- (23) Block 23. No entry required.
- (24) Block 24, Appropriations Chargeable:
- (a) Army Shipments. Enter the movement designator code from the customer’s orders. Also, for ITGBL shipments enter the four-digit Transportation Account Code (TAC). TACs are available via the Internet. The URL is <https://beis.csd.disa.mil/beis-html/frontpage.html>.
  - (b) Air Force Shipments. Enter the accounting data from the customer’s travel order. For ITGBL shipments, enter the TAC. The URL is <https://beis.csd.disa.mil/beis-html/frontpage.html>.
  - (c) Navy Shipments. Enter the four-digit TAC shown in the customer’s orders. TACs are available via Internet. The URL is <https://beis.csd.disa.mil/beis-html/frontpage.html>.
  - (d) Marine Corps Shipments. Enter the line of appropriation and Standard Document Number from the customer’s orders. Marine Corps TAC guidance can be found at <http://www.marines.mil/Portals/59/MCO%204610.37F.pdf>.
  - (e) Coast Guard Shipments. Enter the accounting data indicated on the customer’s travel order. It is normally located in Block 9 of the Coast Guard Form 5131,

Standard Travel Orders for Military Personnel, Figure A-402-14, or specified in the body of a letter-format travel order.

- (f) All Other DoD Shipments. Enter the accounting data from the customer's orders. Also, for all ITGBL shipments enter the four-digit TAC shown in the customer's orders. Show the word "TAC" followed by the four-digit code. TACs are available via Internet. The URL is <https://beis.csd.disa.mil/beis-html/frontpage.html>, then select "TAC/LOA Inquiry (2875 Required)", users are required to obtain a login ID and password.
- (25) Block 25, Remarks.
- (a) SIT:
- 1 TGBL Shipments Authorized SIT. If SIT was used at the origin, enter "\_\_\_\_ days SIT were used at origin".
  - 2 Shipments from NTS. If SIT was used, enter "\_\_\_\_ days temporary storage were used at origin".
  - 3 Shipments Not Authorized SIT. Enter "SIT not authorized".
- (b) Export and Import Annotations. For shipments originating in the CONUS and destined overseas, enter "For Export". For shipments moving by air, originating overseas, and destined for the CONUS, enter "Imported by Air".
- (c) Unpacking at Destination. When the TSP does not perform packing services at origin and unpacking services are required at destination, enter "Unpacking Required at Destination." This applies to shipments moving from NTS and UB shipments when unpacking of UB is requested by the customer and authorized by the PPSO. When unpacking is authorized on the BL, the TSP/agent will prepare a DD Form 619, [Figure A-402-3](#), for labor charges. The customer must initial the DD Form 619 to verify that unpacking services were performed. If the BL for a shipment from NTS is not annotated, the destination TO will authorize unpacking services on the DD Form 619.
- (d) TGBL Notification:
- 1 Direct Delivery Requested. If the customer has made advance arrangements with the origin TO for direct delivery to the destination residence, enter: "Direct Delivery Authorized."
  - 2 Direct Delivery Not Requested. Enter "Before effecting delivery to a residence or placing in storage, the TSP must notify the TO specified in Block 20".
  - 3 BLUEBARK Shipments. Enter "Direct Delivery is not authorized". The TSP must contact the TO specified in Block 20 for instructions.
- (e) Retrograde Shipments When Intermediate SIT Is Involved. Enter: The TSP must request disposition instructions from the TO at the CONUS military ocean or air terminal.
- (f) Mobile Homes:
- 1 Enter "Necessary repairs and services are authorized, not to exceed \$150 total (tire or tube replacement is excluded) without prior approval of the origin TO or customer. The total specified may be greater than \$150 if authorized by the customer, in writing, at the time of counseling."

- 2 Also enter amounts paid by the origin TO on a local contract for accessorial services not performed by the customer or the TSP.
  - 3 Army, Air Force, Marine Corps, and other Agencies personnel not remaining in a pay status—insert the entitlement cost basis (maximum allowable cost) of the mobile home shipment.
  - 4 For Navy personnel, the cost basis is not shown.
- (g) Special Authorization:  
For shipments made from or consigned to a point not specified in the customer’s orders, enter “Shipment authorized from (city/military installation, county, and state/country) to (city/military installation, county, and state/country).” For Army shipments, enter “Shipment to authorized destination would have been under (enter USTRANSCOM rate solicitation) at a total cost of \$ (enter total charges).”
- (h) Use of Government-Owned Containers. When government-owned containers are used for shipments moving in TGBL service, enter the statement from the rate solicitation. Also enter the number and type of containers used.
- (i) Administrative Weight Limitation. For shipments to or from OCONUS where administrative weight limitations are in effect, enter the following notation: “Maximum administrative weight allowance for household goods/unaccompanied baggage is (insert weight).”  
**NOTE:** Weight limitations for Navy shippers are listed on the customer’s orders.
- (j) NTS. When a shipment is consigned to a NTS facility, enter “For Nontemporary Storage.”
- (k) Firearms. When the shipment contains firearms, enter “This Shipment Contains Firearms.”
- (l) Nonperformance of Interior Packing. When no packing of interior boxes (such as cartons, drums, and dish packs) is performed on international containerized shipments moving under SFRs, annotate the BL with the solicitation item number and the statement, “Apply (show \$ amount) per net cwt reduction to the SFR.”
- (m) DPM and Code 5 Shipments Moving Through CONUS Military Ocean Terminals (MOTs). Enter the pre-lodge, pre-delivery notification requirements as set forth by the MOT in the PPCIG, Volume I (CONUS).
- (n) POVs. Enter the year, make, serial number, license number, and any other information necessary to identify the POV.
- (o) Reweigh Required. When it is determined by the PPSO that a reweigh is necessary, or when a reweigh is requested by the customer at origin, the PPSO must annotate the BL with the words “REWEIGH REQUIRED”.
- (p) DDD/ETA at POE. For Code 5 and T shipments, enter “DDD: (insert date) at the POE.” Compute the date from the ETA (Block 16) shown on the TCMD.
- (q) In-Transit Contact Information. During counseling, enter customer in transit contact information (i.e., cell phone number, e-mail address) to assist in communications regarding the move.

- (r) Boat Shipments:
- 1 For all boat/trailer shipments, the following statement should appear “SHIPMENT CONTAINS BOAT.”
  - 2 Block 25 – If the user indicated during counseling that they are “Willing to Pay for Accessorial Services,” the system should annotate the following statement in the remarks section: “Member is responsible for Accessorial Services.”
- (26) Block 26, Packages:
- (a) TGBL Shipments. Enter 1 LOT.
  - (b) DPM Shipments. Enter the number and type of containers (e.g., 1 FL – 2 CTNS).
  - (c) Mobile Home Shipments. Enter “1 EA” for Mobile Homes.
  - (d) POVs. Enter 1 VO.
- (27) Block 27, Description of Shipment. Enter the words “Household Goods,” “Unaccompanied Baggage,” and “Personal Effects”; for “Mobile Home,” enter the statement “Mobile Home with personal effects as indicated on the inventory” and the length, width, and height (feet and inches). If the mobile home has an expando, indicate “expandable” and specify type (such as single, double, or triple room and one side or both sides). Also, display the “make, model, year, and serial number.”
- (28) For POVs, show the property classification and National Motor Freight Classification/Standard Transportation Commodity Code number.
- (a) TGBL Containerized Shipments. The TSP must enter the total number of containers and total cube, along with dimensions.
  - (b) DPM Shipments. After HHG or personal effects, the DPM contractor must enter the aggregate weight and cube of the total number of each different type of container shown in Block 26.
  - (c) Mobile Homes. After “Mobile Home with personal effects as indicated on the inventory,” enter the length, width, and height of the mobile home in feet and inches. If the mobile home is the expando type, indicate “expandable” and specify type (such as single, double, or triple room and one side or both sides). Also, enter the make, model, year, serial number, current license number, state, and year issued. If additional space is required, use the “remarks” block.
  - (d) DPM or POV Consolidated Shipments. A single BL with continuation sheets must be issued. Enter “This is a consolidated shipment. See continuation sheet.” Each individual shipment lot must be identified on the continuation sheet, and the customer’s name, rank/grade, SSN (last four only), delivery address, and authority for shipment must be specified.
  - (e) Boat Shipments. (Commodity) for boats. The system will print “This shipment contains a Boat” if the shipment contains a boat only and “This shipment contains a Boat/Trailer” if the shipment contains a boat and trailer.
- (29) Block 28, Weight:
- (a) TGBL Shipments. The TSP must enter the gross, tare, and net weight in this column. The net weight includes the weight of PBP&E and Consumable Items (CONS).
  - (b) DPM Shipments. Enter the total gross, tare, and net weights of the shipment.

- (c) [PBP&E](#). PBP&E must be weighed separately and the weight must be inserted in the space provided.
  - (d) [CONS](#). CONS must be weighed separately and the weight is annotated in the space provided for PBP&E weight. CONS precede this weight in order to distinguish between the weight of consumables and PBP&E.
  - (30) [Blocks 29 and 30, For Use by Destination TSP Only](#). The TSP must enter these data elements for billing.
  - (31) [Block 31, Tariff or Special Rate Authorities](#). Enter the special rate authority and for ITGBL shipments, the rate per cwt (such as, RS I-8/\$52.50 cwt) and, for domestic shipments enter percentage (such as RS D-5/95%). For all OTO shipments (O/M/BOTO), enter the words “OTO”, the TSP’s “rate tender number,” and the OTO “rate.”
  - (32) [Block 32a, Issuing Officer](#). Enter the name and title of the issuing TO. Signature of the issuing TO is not required.
  - (33) [Block 32b, Issuing Office](#). Enter the BLOC and full name of the military installation or activity issuing the BL.
  - (34) [Block 33a, Name of Transportation Company](#). Enter the same information as in Block 1.
  - (35) [Block 33b, Date of Receipt of Shipment](#). The TSP must enter the actual date the shipment is picked up.
  - (36) [Block 33c, Signature of Agent/Driver](#). The TSP/agent or driver must sign the BL acknowledging receipt.
  - (37) [Block 33d, PER](#). If the agent’s name is signed by the agent’s authorized representative, the initials of the representative must appear in this block.
  - (38) [Block 34, For Use of Paying Officer](#). The TO must check the block to identify the reason for any excess cost involved in the shipment. The “Remarks” block must be used to fully explain the reason for the excess cost. Block 34 must be marked for all Navy-sponsored shipments that include a boat or mobile home.
  - (39) [Blocks 35a through 35g, Certificate of TSP Billing for Charges](#). The TSP authorized to bill for charges must complete this portion of the BL after delivery has been accomplished.
  - (40) [Block 36, Special Services Ordered \(Reverse of BL\)](#). The issuing TO must enter any special services authorized.
- b. [Preparation of the SF Form 1200](#):  
See [Table A-402-4](#).

## **G. ADDITIONAL INFORMATION FOR ALASKA SHIPMENTS**

- 1. [Domestic Shipments](#):
  - a. dHHG shipments to/from CONUS and Alaska are identified as COS “D” or COS “2” (except OTO locations in Alaska [e.g., Adak, Nome, and Bethel])
  - b. HHG shipments to/from Alaska can be moved either by Land (Alaska-Canadian Highway) or via Land-Sea-Land (Seattle or Tacoma water ports). TSPs will select the mode (L and or Land-Sea-Land) during acceptance of the Alaska shipment. The PPSO will validate that the



TSP's invoice reflects the actual route used. For example, if the TSP used the land mode to move the shipment, then the TSP must invoice based on land rates.

- c. Intrastate (Alaska-to-Alaska) shipments (e.g., Anchorage to Fairbanks) are classified by applicable rate area (e.g., US8101000, US8190100, US8050500, and US8030400) to Region 15.
- d. VM to/from Alaska or intrastate Alaska can move as COS "D" or COS "2". See 400NG Tariff for guidance.
- e. 400NG applies to all domestic moves (except OTO shipments) to/from/within Alaska.

**NOTE:** There are no UB moves under the domestic program.

2. International Shipments:

- a. Shipments to/from Alaska OTO areas and UB VM between CONUS and Alaska should be routed as follows:
  - (1) HHG shipments will be routed as iHHG using COS "4".
  - (2) UB shipments will be routed as UB using COS 7, 8, or J.
- b. OTO, VM, iHHG, and UB shipments to/from Alaska from OCONUS locations will be routed as follows:
  - (1) iHHG move as COS 4, 5, 6, or T.
  - (2) UB move as COS 7, 8, or J.

3. Mobile Homes to/from Alaska:

- a. Mobile homes moving between CONUS and Alaska must be booked as Code "S" and must be solicited under the OTO program.
- b. Mobile homes are not authorized for movement under the international program.

4. Boat and Trailer to/from Alaska:

Boats and/or boat trailers requiring OTO movement because of size limitations are shipped under the International OTO program for shipments moving between CONUS and Alaska, and for all boats moving between OCONUS and Alaska.

## H. ADDITIONAL INFORMATION

1. Excess Weight Calculations: For Domestic, iHHG and UB shipments excess weight calculation examples see JTR Paragraph 051306 Excess Charges.
2. Excess Distance:
  - a. The following is an example of the DPS excess distance calculations when a customer elects to ship property between other than authorized locations. Customer contemplating shipment of personal property other than between authorized locations must be advised of possible excess cost. Excess costs may occur even if the distance is less than the distance between authorized locations. The initial excess costs are calculated using the estimated weight during counseling and recalculated based upon the actual weights after the shipment has been picked up. DPS "flags" all shipments having potential excess costs. The PPSO is only required to attempt collection of excess costs from the customer when they are no longer in a "Pay Status" (Separation). Paragraph b is an example of the DPS calculation of excess cost involving excess distance.



b. Estimated Excess Costs:

- (1) Determine the mileage between authorized origin and destination as follows:
  - (a) Authorized Origin and Destination: Alameda, CA, to New Orleans, LA.
  - (b) Total Miles: 2,285 miles.
- (2) Determine shipment cost between authorized origin and destination as follows:
  - (a) Actual Origin and Destination: Alameda, CA, to New Orleans, LA.
  - (b) Mileage: 2,285 miles.
  - (c) Estimated Weight of shipment: 17,000 lbs (170 cwt).

**NOTE:** Cost is determined as follows:  $GCC = \text{Average (Avg) LH Cost} + \text{Avg. Packing/Unpacking Cost}$

- (3) Determine the mileage between requested origin and destination as follows:
  - (a) Requested Origin and Destination: Alameda, CA, to Norfolk, VA.
  - (b) Total Miles: 2,989 miles.
- (4) Determine shipment cost between requested origin and destination as follows:
  - (a) Requested Origin and Destination: Alameda, CA, to Norfolk, VA.
  - (b) Mileage: 2,989 miles.
  - (c) Estimated Weight of shipment: 17,000 lbs (170 cwt).

**NOTE:** Cost is determined as follows:  $GCC = \text{Avg. LH Cost} + \text{Avg. Packing/Unpacking Cost}$ .

- (5) Estimated Excess Distance Cost Computation will be calculated as follows:
  - (a) Estimated Shipment Cost (4): \$18,059
  - (b) Estimated Shipment Cost (2): -\$17,007
  - (c) Estimated Excess Cost to the customer: \$1,052

c. DPS determines the Actual Costs as follows:

- (1) Determine the mileage between authorized origin and destination as follows:
  - (a) Authorized Origin and Destination: Alameda, CA, to New Orleans, LA.
  - (b) Total Miles: 2,285 miles.
- (2) Determine shipment cost between authorized origin and destination as follows:
  - (a) Actual Origin and Destination: Alameda, CA, to New Orleans, LA.
  - (b) Mileage: 2,285 miles.
  - (c) Actual Weight of shipment: 17,000 lbs (170 cwt).

**NOTE:** Cost is determined as follows:  $GCC = \text{Avg. LH Cost} + \text{Packing/Unpacking Cost}$ .

- (3) Determine the mileage between requested origin and destination as follows:
  - (a) Requested Origin and Destination: Alameda, CA, to Norfolk, VA.
  - (b) Total Miles: 2,989 miles.

(4) Determine shipment cost between requested origin and destination as follows:

(a) Requested Origin and Destination: Alameda, CA, to Norfolk, VA.

(b) Mileage: 2,989 miles.

(c) Actual Weight of shipment: 17,000 lbs (170 cwt).

**NOTE:** Actual Cost is determined as follows: LH Cost + Packing/Unpacking Cost.

(5) Excess distance computation is calculated as follows:

(a) Actual Requested Shipment Cost (4): \$18,059

(b) Authorized Shipment Cost (2): -\$17,007  
(Use the Average LH rate for the channel)

(c) Total Excess Cost: \$1,052

<b>GOVERNMENT BILL OF LADING CORRECTION NOTICE</b>		DATE NOTICE PREPARED
1. GBL NUMBER	2. DATE GBL WAS ISSUED	3. TOTAL WEIGHT SHOWN ON GBL
4. ORIGIN <i>(As shown in "Origin" block on GBL.)</i>		5. DESTINATION <i>(As shown in "Destination" block on GBL.)</i>
6. ROUTE <i>(Complete routing shown on GBL.)</i>		7. ISSUING OFFICE <i>(As shown on GBL under "For use of Issuing Office.")</i>
8. TO: <i>(Name and address of carrier/activity to which directed, including ZIP Code.)</i>		<b>9. Complete Items 9a, b, and c only when correction is made after transportation charges have been paid.</b> a. D.O. VOUCHER NUMBER b. D.O. VOUCHER DATE c. D.O. SYMBOL
10. FROM:		
11. BILL OF LADING NOW READS <i>(Show the information as it reads prior to correction.)</i>		12. CORRECT BILL OF LADING TO READ <i>(Show how the corrected information should read.)</i>
13. AUTHORITY FOR CORRECTION <i>(Tariff and item numbers; classification and item number; or other authority for making the change.)</i>		
14. REMARKS <i>(Pertinent information not otherwise provided on the form. If more space is required, use reverse side of this form.)</i>		
15. INFORMATION COPY TO <i>(Name and address, including ZIP Code.)</i>		16. SIGNATURE AND TITLE OF INITIATING OFFICIAL
		17. CARRIER REPRESENTATIVE'S SIGNATURE <i>(Require when notice is initiated by shipper and transportation charges are affected.)</i>

NSN 7540-01-140-5524

STANDARD FORM 1200 (8-82)  
 Prescribed by GSA, FPMR (41 CFR) 101-41.3

**Figure A-402-1. SF Form 1200, Government Bill of Lading Correction Notice**

SHIPMENT EVALUATION AND INSPECTION RECORD <i>(Read Privacy Act Statement and Instructions on the back of this form before completing.)</i>					1. DATE (DDMM/YYYY)
2. CUSTOMER'S NAME (Last, First, Middle Initial)		3. GRADE/RANK	4. AGENCY	5. TSP NAME	SCAC
6. BILL OF LADING NUMBER		7. ORIGIN INSPECTION OFFICE GBLOC		8. DESTINATION INSPECTION OFFICE GBLOC	
9. CODE OF SERVICE					
10. PICKUP ADDRESS <i>(Street, City, State/Country, ZIP/Postal Code)</i>			11. DELIVERY ADDRESS <i>(Street, City, State/Country, ZIP/Postal Code)</i>		
NON-TEMPORARY STORAGE (X) <input type="checkbox"/>					
12. PICKUP DATE (DDMM/YYYY)	13. MISSED PICKUP (X one) <input type="checkbox"/> YES <input type="checkbox"/> NO		14. REQUIRED DELIVERY DATE (RDD) <i>(DDMM/YYYY)</i>	15. MISSED RDD (X one) <input type="checkbox"/> YES <input type="checkbox"/> NO	
16. DATE IN STORAGE-IN-TRANSIT (SIT) (DDMM/YYYY)	17. DATE OUT OF SIT <i>(DDMM/YYYY)</i>	18. DELIVERY DATE (DDMM/YYYY)		19. WEIGHT	
20. LOSS/DAMAGE <i>(If applicable)</i>				21. CUSTOMER SATISFACTION (X one)	
20a. TYPE		20b. SOURCE		<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> UNKNOWN	
22. SHIPMENT INSPECTION <i>(Explain all marked Tender of Service (T/S) Violations in Remarks.)</i>					
(X) VIOLATION		(X) VIOLATION			
22a. Failed to perform Pre-Move Survey		22n. Failed to provide required documents to Customer			
22b. Improperly packed/loaded shipment		22o. Failed to unpack/reassemble			
22c. Improper/inadequate packing material		22p. Failed to comply with SIT requirements			
22d. Prepared inventory improperly		22q. Containers not properly marked			
22e. Prepared DD619 improperly		22r. Failed to protect containers from weather			
22f. Used unqualified personnel		22s. Failed to pack/weigh/enter PBP&E on inventory/Bill Lading/DPS			
22g. Improperly serviced/deserviced appliances		22t. Failed to update shipment status in DPS			
22h. Folded/Failed to properly roll rug(s)		22u. UB/HHG containers failed to meet specifications			
22i. Failed to record Loss/Damage		22v. Failed to notify PPSO of inability to meet RDD			
22j. Failed to weigh shipment as prescribed		22w. Failed to trace within regulatory requirements			
22k. Failed to remove packing materials/debris		22x. Failed to notify PPSO of arrival/delivery			
22l. Failed to reweigh when requested/as required		22y. Failed to containerize at residence			
22m. Failed to provide required documents to PPSO		22z. Other <i>(Describe in Block 23)</i>			
23. REMARKS					
24. LOCATION OF INSPECTION (X)					
<input type="checkbox"/> ORIGIN <input type="checkbox"/> DESTINATION					
25a. PRINTED NAME OF INSPECTOR <i>(Last, First, Middle Initial)</i>			25b. SIGNATURE OF INSPECTOR		25c. DATE SIGNED <i>(DDMM/YYYY)</i>

Figure A-402-2. DD Form 1780, Shipment Evaluation and Inspection Record

<b>PRIVACY ACT STATEMENT</b>		
<p><b>AUTHORITY:</b> JTR Ch 1-6 &amp; Appendixes, DTR 4500.9-R, and E.O. 9397.</p> <p><b>PRINCIPAL PURPOSE(S):</b> The purpose of this document is to evaluate and inspect shipment details and account for any violations of the Service Provider (SP) tender of service; and to act as supporting documentation for any action arising from an SP's unsatisfactory performance.</p> <p><b>ROUTINE USE(S):</b> Information contained in this system of records may be provided to a SP in the course of adjudication or other action taken for unsatisfactory performance reasons.</p> <p><b>DISCLOSURE:</b> Voluntary; however, failure to provide the requested information may result in lack of action taken for unsatisfactory performance reasons.</p>		
<p><b>INSTRUCTIONS</b></p> <ul style="list-style-type: none"><li>a. The surveillance of services via inspections is a critical component of the Defense Personal Property Program and necessary to ensure that DoD customers continue to receive the quality service promised by this program and provided by industry.</li><li>b. The DD Form 1780 must be used by inspectors to record any Tender of Service violations found on outbound and inbound shipments. Inspectors are required to enter observations and evaluations of shipments on the Origin Inspections or Destination Inspections Section under the Quality Assurance Management module in the Defense Personal Property System (DPS).</li><li>c. The DD Form 1780 applies to both domestic and international shipments, including one-time-only shipments and special solicitations, which are part of the TSP performance file and maintained in DPS.</li><li>d. Shipments not moving via DPS require a DD Form 1780 to be completed manually. DD Form 1780 does not apply to DPM shipments.</li></ul>		
DD FORM 1780 (BACK), FEB 2024	PREVIOUS EDITION IS OBSOLETE.	Page 2 of 2 <input type="button" value="Reset"/>

**Figure A-402-2. DD Form 1780, Shipment Evaluation and Inspection Record (Cont'd)**






<b>REWEIGH OF PERSONAL PROPERTY</b>		REPORT CONTROL SYMBOL	1. DATE (YYYYMMDD)	
2. MEMBER NAME (Last, First, Middle Initial)		3. RANK	4. SSN	
5. NAME OF ORIGIN INSTALLATION			6. GBLOC CODE	
7. NAME OF DESTINATION INSTALLATION			8. GBLOC CODE	
9. CARRIER NAME			10. SCAC CODE	
11. ITEMS REWEIGHED				
CONTROL NUMBER (GBL) a.	ORIGIN WEIGHT b.	DESTINATION WEIGHT c.	REWEIGH WITNESSED (Y or N) d.	CODE OF SERVICE e.

DD FORM 1671, SEP 1998 PREVIOUS EDITION IS OBSOLETE. Adobe Professional 8.0  
 COPY DESIGNATION (X)  Copy 1 - MTMC ADP Operations Division  Copy 2 - Finance Office  Copy 3 - Origin ITO  Copy 4 - ITO Reweigh File

Reset

**Figure A-402-4. DD Form 1671, Reweigh of Personal Property**

TRANSPORTATION SERVICE PROVIDER (TSP) NOTICE OF		1. DATE (DDMMYYYY)
<input type="checkbox"/> WARNING <input type="checkbox"/> SUSPENSION <input type="checkbox"/> REINSTATEMENT <input type="checkbox"/> CANCELLATION		
2. FROM		3. TO
SECTION I - SHIPMENT DATA		
4. CUSTOMER'S NAME		5. BILL OF LADING (BL)
SECTION II - TSP ACTION		
6.		
<input type="checkbox"/> 6a. DUE TO THE VIOLATIONS CITED BELOW, YOU ARE HEREBY WARNED THAT A REPETITION OF THE TYPE OF SERVICE PROVIDED IN SECTION I ABOVE WILL SERVE AS A BASIS FOR YOUR SUSPENSION.		
<input type="checkbox"/> 6b. DUE TO THE VIOLATIONS CITED BELOW, YOU ARE HEREBY SUSPENDED AT THIS ACTIVITY UNTIL PROOF OF CORRECTIVE ACTION IS PROVIDED AND ACCEPTED BY THIS OFFICE.		
<input type="checkbox"/> 6c. YOU WILL BE REINSTATED TO THE LIST OF TSPs ELIGIBLE TO SERVE THIS ACTIVITY ON THE DATE SHOWN BELOW.		
7. TENDER OF SERVICE VIOLATIONS/REMARKS		
8a. NAME OF TRANSPORTATION OFFICER (Last, First, Middle Initial)	8b. SIGNATURE OF TRANSPORTATION OFFICER	9. DATE OF ACTION (DDMMYYYY)
		

**Figure A-402-5. DD Form 1814, Transportation Service Provider (TSP) Notice of Warning/Suspension/Reinstatement/Cancellation**

**INSTRUCTIONS**

A. - E. **Administrative Actions.** The DD Form 1814 is sent to the TSPs via the Defense Personal Property System (DPS).

**Letter of Warning (LOW).** The LOW must state, as a minimum:

1. Customer's name,
2. Bill of Lading (BL) number, and
3. The DP3 rules and DoD regulations indicating the violation on the shipment(s)

**Letter of Suspension (LOS).** The LOS must state the following to substantiate the suspension:

1. Customer's name,
2. BL number,
3. The DP3 rules and DoD regulations indicating the violation on the shipment(s)
4. Enter into DPS Notes (QA Management module): "Failure to provide corrective action within 30 days from the effective date of a suspension may result in the LOS remaining in effect, until corrective action has been provided and accepted".

**Non-Use Action.** Temporarily suspending a TSP from all or specified business actions within Defense Personal Property Program by USTRANSCOM. Only USTRANSCOM can issue non-use action to TSPs. Transportation Office (TO) can recommend to USTRANSCOM the immediate non-use of a TSP

**Letter of Reinstatement/Cancellation.** When the TO or USTRANSCOM is satisfied that the TSP has taken corrective action, the TO or USTRANSCOM shall issue a letter of reinstatement to advise the date reinstatement will be effective. Notification to TSP is made via DPS.

**Figure A-402-5. DD Form 1814, Transportation Service Provider (TSP) Notice of Warning/Suspension/Reinstatement/Cancellation (Cont'd)**

MOBILE HOME INSPECTION RECORD				1. DATE (DDMMYYYY)			
<p align="center"><b>PRIVACY ACT STATEMENT</b></p> <p>AUTHORITY: JTR Ch 1-6 &amp; Appendixes, DTR 4500.9-R, and E.O. 9397.                      PRINCIPAL PURPOSE(S): To document inspection of Mobile Homes and account for any violations of the Service Provider's (SP) agreement; and to act as supporting documentation for any action arising from a SP's ervice Provider's unsatisfactory performance.                      ROUTINE USE(S): Information contained in this system of records may be provided to a Service Provider in the course of adjudication or other action taken for unsatisfactory performance reasons.                      DISCLOSURE: Voluntary; however, failure to provide the requested information may delay settlement of a claim.</p>							
<b>PART I - SHIPMENT IDENTIFICATION</b>							
2a. NAME OF SERVICE PROVIDER (SP)				2b. BILL OF LADING NUMBER/MOVE TASK ORDER (To be completed by SP at origin.)			
3a. NAME OF CUSTOMER				3b. RANK/GRADE			
4a. ORIGIN SHIPPING OFFICE		4b. GBLOC		5a. DESTINATION SHIPPING OFFICE		5b. GBLOC	
4c. ORIGIN ADDRESS (Include city, state and zip code.)				5c. DESTINATION ADDRESS (Include city, state and zip code.)			
<b>PART II – MOBILE HOME SPECIFICATIONS</b>							
6a. MAKE				7. TIRES (To be completed by the SP at origin)			
				(1) SIZE	(2) PLY RATING	(3) MFR SERIAL NO.	(4) *CONDITION
				7a. LEFT 1			
6b. MODEL				8. DIMENSIONS (Actual)		7b. LEFT 2	
		(1) FEET & INCHES	(2) EXPANDO			7c. LEFT 3	
		8a. HEIGHT				7d. LEFT 4	
6c. SERIAL NUMBER				8b. LENGTH		7e. RIGHT 1	
						7f. RIGHT 2	
						7g. RIGHT 3	
		8c. WIDTH				7h. RIGHT 4	
				*CONDITION: G - GOOD; F - FAIR; P - POOR			
<b>PART III - INSPECTION</b>							
9. ORIGIN INSPECTION COLUMN - complete ONLY when a visual inspection of the Mobile Home is made at origin by the SP or the TO.				(1) ORIGIN		(2) DESTINATION	
DESTINATION INSPECTION COLUMN - complete ONLY when a visual inspection of the Mobile Home is made at destination by the SP or the TO.				(a) SP	(b) TO	(a) SP	(b) TO
				YES	NO	YES	NO
9a. Was the Mobile Home unblocked?							
9b. Do springs have adequate/normal arch?							
9c. Is there a minimum 3-inch clearance over each tire?							
9d. Does Mobile Home appear to be overloaded?							
9e. Do structural members, including A-Frame, appear sound - no damage?							
9f. Are all visible frame to body attachments/bolt connections in place and unbroken?							
9g. Does exterior paneling/molding appear to be tight and secure?							
9h. Are brake and clearance lights and turn signals operable at time of hook up?							
9i. Does member acknowledge that wheel bearings have been packed within the last 90 days?							
9j. Is Mobile Home equipped with operable brakes at time of hook up?							
9k. Are wheel lugs tight?							
9l. Does member acknowledge that plumbing has been drained and protected from freezing?							
9m. Does member acknowledge that all appliances/utilities have been serviced?							
9n. Have attached items been detached and stowed inside (TV antenna, air conditioner, etc.)?							
9o. Are all fixtures which cannot be removed anchored securely?							
9p. Have all utilities been disconnected and secured?							
9q. Does member acknowledge that all prohibited items have been removed?							
9r. Does member acknowledge that all loose items/accessories in closets/cabinets have been properly packed and secured?							
9s. Have loose furniture and heavy movable items been secured above and forward of axles?							
9t. Are drawers, cabinets, and sliding doors secured or taped?							
9u. Are mirrors, windows and other glass cross (X) taped?							
9v. Is Mobile Home equipped with valid license or permit?							
9w. Are interior contents properly inventoried and inventory provided to carrier?							
9x. Does the Mobile Home meet the transportation safety standards of destination and intermediate states?							
9y. Do exterior doors lock? Have keys been given to the SP?							

Figure A-402-6. DD Form 1800, Mobile Home Inspection Record

**10. GENERAL CONDITION.** Record degree and precise location of any apparent damage at origin or destination to the Mobile Home equipment (fixed or installed), including interior and exterior surface such as dented panels, loose or missing trim, broken windows, scratched or marred surfaces, etc. USE DIAGRAM TO ILLUSTRATE DAMAGES. Use the illustrated codes to indicate origin/destination damage and who performed inspection. If no damage exists, indicate NONE.

**NOTE: MARK "X" = TO / REPRESENTATIVE  
 "O" = SP**

**ORIGIN**

Left Side    Rear    Right Side

Front

**DESTINATION**

Left Side    Rear    Right Side

Front

**11. REPORT OF DAMAGES INDICATED.** (Condition of Mobile Home and fixtures at "ORIGIN" and "DESTINATION" is as described above.)

<b>12. ORIGIN TOINSPECTOR</b> (if applicable) TYPED OR PRINTED NAME (Last, First, Middle Initial)		<b>13a. ORIGIN TO/REPRESENTATIVE SIGNATURE</b> [Signature Line]		<b>13b. DATE</b> (DDMMYYYY)	
<b>14a. ORIGIN SP REPRESENTATIVE SIGNATURE</b> [Signature Line]	<b>14b. DATE</b> (DDMMYYYY)	<b>15a. ORIGIN CUSTOMER/AGENT SIGNATURE</b> [Signature Line]		<b>15b. DATE</b> (DDMMYYYY)	
<b>16. DESTINATION TOINSPECTOR</b> (if applicable) TYPED OR PRINTED NAME (Last, First, Middle Initial)		<b>17a. DESTINATION TO/REPRESENTATIVE SIGNATURE</b> [Signature Line]		<b>17b. DATE</b> (DDMMYYYY)	
<b>18a. DESTINATION SP REPRESENTATIVE SIGNATURE</b> [Signature Line]	<b>18b. DATE</b> (DDMMYYYY)	<b>19a. DESTINATION CUSTOMER/AGENT SIGNATURE</b> [Signature Line]		<b>19b. DATE</b> (DDMMYYYY)	

DD FORM 1800, FEB 2024 PREVIOUS EDITION IS OBSOLETE. Page 2 of 3

Figure A-402-6. DD Form 1800, Mobile Home Inspection Record (Cont'd)

20. CUSTOMER EXCEPTIONS. *(Recommend detailed description(s) of each exception if they do not agree with SP.)*



DD FORM 1800, FEB 2024 PREVIOUS EDITION IS OBSOLETE. Page 3 of 3

**Figure A-402-6. DD Form 1800, Mobile Home Inspection Record (Cont'd)**





<b>TEMPORARY COMMERCIAL STORAGE AT GOVERNMENT EXPENSE</b>			
<b>PRIVACY ACT STATEMENT</b>			
<p><b>AUTHORITY:</b> Title 37, US Code 406; Title 5, US Code 5726; and EO 9397, November 1943 (SSN).</p> <p><b>PRINCIPAL PURPOSE(S):</b> To obtain certification from the member as to why temporary storage in addition to 90 days is required.</p> <p><b>ROUTINE USE(S):</b> The data obtained on this form is used by the installation transportation officer to determine whether or not the member is entitled to additional temporary storage after the initial 90 days.</p> <p><b>DISCLOSURE:</b> Voluntary, however, unless disclosed, member will not be authorized additional storage.</p>			
<b>SECTION I - AUTHORIZATION FOR STORAGE AFTER THE FIRST 90 DAYS</b>			
<b>Reference Paragraph U5375-B2, JFTR</b>			
<p>When, because of conditions beyond the control of the member, household goods in temporary storage at Government expense cannot be withdrawn during the first 90 days, additional storage for not more than an additional 90 days may be authorized in advance or subsequently approved by the transportation officer or such other officer as the service may designate.</p>			
<b>SECTION II - MEMBER'S STATEMENT OF FACTS</b>			
<b>1. ADDITIONAL TEMPORARY STORAGE OF MY HOUSEHOLD GOODS IS NECESSARY, DUE TO CONDITIONS BEYOND MY CONTROL. THESE CONDITIONS ARE <i>(X all that apply)</i></b>			
a. SERIOUS ILLNESS OF THE MEMBER	e. NONAVAILABILITY OF SUITABLE CIVILIAN HOUSING		
b. SERIOUS ILLNESS OR DEATH OF A DEPENDENT	f. AWAITING COMPLETION OF RESIDENCE UNDER CONSTRUCTION		
c. IMPENDING ASSIGNMENT TO GOVERNMENT QUARTERS	g. OTHER REASON <i>(Specify)</i>		
d. DIRECTED TEMPORARY DUTY AFTER ARRIVAL AT PERMANENT DUTY STATION			
<b>2. MEMBER INFORMATION</b>			
a. NAME <i>(Last, First, Middle Initial)</i>	b. RANK	c. SOCIAL SECURITY NUMBER	
d. SIGNATURE		e. DATE SIGNED <i>(YYYYMMDD)</i>	
<b>SECTION III - APPROVAL</b>			
3. INSTALLATION NAME	4. INSTALLATION ADDRESS <i>(Include Zip Code)</i>	5. DATE APPROVED <i>(YYYYMMDD)</i>	
6. APPROVAL FOR AN ADDITIONAL 90 DAYS STORAGE IS GRANTED IN ACCORDANCE WITH PARAGRAPH U5375-B2, JFTR, DUE TO CONDITIONS CITED ABOVE.			
7. I CERTIFY THAT GOVERNMENT STORAGE FACILITIES ARE NOT AVAILABLE AT THIS INSTALLATION AND THAT COMMERCIAL STORAGE IS AUTHORIZED FOR A PERIOD <u>NOT TO EXCEED 90 DAYS</u> .			
8. ALL STORAGE AUTHORIZATION WILL EXPIRE ON _____ <i>(YYYYMMDD)</i> Generally, Government claims coverage also expires that date. If you choose to keep your property in storage beyond that date, at your expense, it is recommended that you obtain private insurance coverage during that period. In addition, any claim against the Government for loss or damage to personal property pursuant to authorized Government storage must be filed within two years from the expiration date of authorized storage.			
9a. APPLICABLE SPECIAL ORDER	b. PARAGRAPH	c. HEADQUARTERS	d. DATED <i>(YYYYMMDD)</i>
e. ACCOUNTING CLASSIFICATION			
<b>10. TRANSPORTATION OFFICER INFORMATION</b>			
a. NAME <i>(Last, First, Middle Initial)</i>		b. RANK	
c. TITLE		d. SIGNATURE	

DD FORM 1857, SEP 1998

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**Figure A-402-8. DD Form 1857, Temporary Commercial Storage at Government Expense**

<b>CASH COLLECTION VOUCHER</b>		1. DISBURSING OFFICE COLLECTION VOUCHER NUMBER		
		2. RECEIVING OFFICE COLLECTION VOUCHER NUMBER		
<b>3. RECEIVING OFFICE</b>				
a. ACTIVITY <i>(Name and Location) (Include ZIP Code)</i>				
b. RECEIVED AND FORWARDED BY <i>(Printed Name, Title and Signature)</i>				d. DATE <i>(YYYYMMDD)</i>
c. TELEPHONE NUMBER <i>(Include Area Code):</i> COMMERCIAL: _____ DSN: _____				
<b>4. DISBURSING OFFICE</b>				
a. ACTIVITY <i>(Name and Location) (Include ZIP Code)</i>				
b. DISBURSING OFFICER <i>(Printed Name, Title and Signature)</i>				d. DISBURSING STATION SYMBOL NUMBER
c. TELEPHONE NUMBER <i>(Include Area Code):</i> COMMERCIAL: _____ DSN: _____				e. DATE <i>(YYYYMMDD)</i>
5. PERIOD: a. FROM: _____ b. TO: _____				
6. DATE RECEIVED	7. NAME OF REMITTER DESCRIPTION OF REMITTANCE	8. DETAILED DESCRIPTION OF PURPOSE FOR WHICH COLLECTIONS WERE RECEIVED	9. AMOUNT	10. ACCOUNTING CLASSIFICATION
11. TOTAL			0.00	

DD FORM 1131, DEC 2003

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**Figure A-402-9. DD Form 1131, Cash Collection Voucher**

PAY ADJUSTMENT AUTHORIZATION			NOTE: If member has been transferred, forward this authorization to the officer currently maintaining the member's pay record.				
MEMBER (Last name)		(First)	(Middle)	SSAN	GRADE/RANK/RATE	BRANCH OF SERVICE	DATE
PAY GRADE NO.	LAST PAY RECORD EXAMINED	AMOUNT	APPROPRIATION DATA				
FROM				NAME OF ACCOUNTABLE D.O.			
				SYMBOL NO.	G.A.O. EXCEPTION CODE		
TO				YOU ARE HEREBY AUTHORIZED TO			
				<input type="checkbox"/> CHARGE <input type="checkbox"/> CREDIT			
				THE MILITARY PAY RECORD OF THE MEMBER LISTED ABOVE			
EXPLANATION AND/OR REASON FOR ADJUSTMENT							
The above adjustment is based on a thorough examination of all available records. If the Disbursing Officer has knowledge that a previous adjustment has been made or why the adjustment should not be made for the same item, this authorization should be returned with a brief statement of the reason for failure to make adjustment.							
FROM				CERTIFYING OFFICER (Name, rank/grade, and signature)			
C E R T I F I C A T E	I CERTIFY that the adjustment indicated above has been entered on the above-named member's Military Pay Record. (If adjustment has not been entered, give explanation on reverse over D.O.'s signature and symbol number.)						
	TO				TYPED NAME AND GRADE OF D.O.		
					D.O. SYMBOL NO.	DATE	
SIGNATURE							

DD FORM 139, MAY 53

EDITION OF THIS FORM NOT HAVING SSAN IS OBSOLETE AFTER 30 JUN 69.

Form approved by Comp. Gen., U.S.  
 April 23, 1953

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Figure A-402-10. DD Form 139, Pay Adjustment Authorization

INVENTORY OF ARTICLES SHIPPED IN HOUSE TRAILER						PAGE	OF	PAGES				
CARRIER			CARRIER'S REFERENCE NO.  GBL NO.		OWNER'S GRADE OR RATING AND NAME							
ORIGIN LOADING ADDRESS <i>(City and State)</i>				DESTINATION <i>(City and State)</i>								
SYMBOLS <i>(The omission of these symbols indicates good condition except for normal wear.)</i>						LOCATION						
BE - BENT BR - BROKEN BU - BURNED CH - CHIPPED CU - CONTENTS AND CONDITION UNKNOWN		D - DENTED F - FADED G - GOUGED L - LOOSE M - MARRED MI - MILDEW		MP - MOTHEATEN CP - PACKED BY CARRIER PBO - PACKED BY OWNER R - RUBBED		RU - RUSTED SC - SCRATCHED SH - SHORT SO - SOILED T - TORN W - BADLY WORN		Z - CRACKED	1. ARM 2. BOTTOM 3. CORNER 4. FRONT 5. LEFT 6. LEG		7. REAR 8. RIGHT 9. SIDE 10. TOP 11. VENEER 12. EDGE	
ITEM NO.	ARTICLES	CON- DIT- ION AT ORIGIN	EXCEP- TION S AT DEST <i>(If any)</i>	ITEM NO.	ARTICLES	CON- DIT- ION AT ORIGIN	EXCEP- TION S AT DEST <i>(If any)</i>					
1				1								
2				2								
3				3								
4				4								
5				5								
6				6								
7				7								
8				8								
9				9								
0				0								
1				1								
2				2								
3				3								
4				4								
5				5								
6				6								
7				7								
8				8								
9				9								
0				0								
1				1								
2				2								
3				3								
4				4								
5				5								
6				6								
7				7								
8				8								
9				9								
0				0								
REMARKS/EXCEPTIONS <i>(Include item numbers.)</i>												
"We have checked all the items listed and numbered 1 to _____ inclusive and acknowledge that this is a true and complete list of the goods tendered and of the state of the goods received."												
ORIGIN						DESTINATION						
SIGNATURE <i>(Carrier (Driver))</i>			DATE			SIGNATURE <i>(Carrier (Driver))</i>			DATE			
SIGNATURE <i>(Owner or authorized agent)</i>			DATE			SIGNATURE <i>(Owner or authorized agent)</i>			DATE			

DD Form 1412, JUL 74

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Figure A-402-11. DD Form 1412, Inventory of Articles Shipped in House Trailer

<b>ACCESSORIAL SERVICES - MOBILE HOMES</b> <i>(Prescribed by DoD 4500.34R)</i>			
SECTION I - IDENTIFICATION OF SHIPMENT			
1. ORDERING ACTIVITY/INSTALLATION	2a. OWNER NAME <i>(Last, First, Middle Initial)</i>	b. RANK OR GRADE	
3. MOBILE HOME DESCRIPTION			
a. MAKE	b. SERIAL NUMBER	c. SIZE	d. YEAR
4. BILL OF LADING NUMBER		5. DATE OF SHIPMENT <i>(YYYYMMDD)</i>	
6. ORIGIN OF SHIPMENT		7. DESTINATION OF SHIPMENT	
SECTION II - CERTIFICATE OF CARRIER			
8. CARRIER FURNISHED MATERIALS/PERFORMED SERVICES AS INDICATED HEREON <i>(X as applicable)</i>			
<input type="checkbox"/> AT ORIGIN	<input type="checkbox"/> AT DESTINATION	<input type="checkbox"/> OTHER	
9. REMARKS			
10a. CARRIER NAME		b. SCAC	
11. CARRIER REPRESENTATIVE			
a. SIGNATURE	b. TITLE	c. DATE SIGNED <i>(YYYYMMDD)</i>	
SECTION III - STORAGE-IN-TRANSIT (SIT)			
<i>(Carrier will enter complete information or "NONE")</i>			
12. STORED AT <i>(City and State)</i>		13. SIT CONTROL NUMBER	
14. DATE IN <i>(YYYYMMDD)</i>	15. DATE OUT <i>(YYYYMMDD)</i>	16. NUMBER OF DAYS	
17a. TRANSPORTATION OFFICER SIGNATURE			b. DATE SIGNED <i>(YYYYMMDD)</i>

**Figure A-402-12. DD Form 1863, Accessorial Services – Mobile Homes**





U.S. GOVERNMENT BILL OF LADING				— PRIVATELY OWNED PERSONAL PROPERTY	B/L NO.			
1. TRANSPORTATION COMPANY (& AGENT) TENDERED TO				2. SCAC	3. SERVICE CODE	4. SHIPMENT NO.	5. DATE B/L PRINTED	
6. REQUESTED PACKING DATE	7. REQUESTED PICKUP DATE	8. REQUIRED DELIVERY DATE	9. PRIVACY ACT DATA (5 USC 552a) THIS FORM SERVES AS A REQUIREMENT ACCOUNTABILITY AND PAYMENT FORM IN THE SHIPMENT OF PRIVATELY OWNED PERSONAL PROPERTY FOR THE ACCOUNT OF THE U.S. INFORMATION THEREON MAY BE USED TO PREPARE RELATED DOCUMENTS OR COLLECT ENDSER COSTS. DISCLOSURE OF INFORMATION IS VOLUNTARY BUT ITS ABSENCE MAY PRECLUDE SHIPMENT OR PROPERTY.		10. PROPERTY OWNER'S NAME, SOCIAL SECURITY NO., RANK AND PAY GRADE			
13. EXTRA PICKUP/DELIVERY (Complete address)			11. AUTHORITY FOR SHIPMENT (Order No., par. No., HQ)		12. DATE OF ORDER			
			14. DEPARTMENT/AGENCY		15. TRANSPORTATION CONTROL NO.			
16. RECEIVED BY THE TRANSPORTATION COMPANY NAMED ABOVE, THE PROPERTY HERINAFTER DESCRIBED, IN APPARENT GOOD ORDER AND CONDITION (CONTENTS AND VALUE UNKNOWN), TO BE FORWARDED TO DESTINATION BY THE SAID COMPANY AND CONNECTING LINES, THERE TO BE DELIVERED IN LIKE GOOD ORDER AND CONDITION TO SAID CONSIGNEE. THIS BILL OF LADING IS GOVERNED BY THE REGULATIONS RELATING THERETO AS PUBLISHED IN TITLE 41, PART 101-118 OF THE CODE OF FEDERAL REGULATIONS. TERMS AND CONDITIONS ARE ALSO CONTAINED IN THE TENDER OF SERVICE.				17. FULL NAME OF SHIPPER				
18. CONSIGNEE (Name and destination delivery address) (See block 13.)				19. FROM (Complete address of point of pickup) (See block 13.)				
20. RESPONSIBLE DESTINATION/INSTALLATION/OFFICE				GBLOC	21. B/L CHARGES TO (DEPT/AGCY, BUR., OFF., AND COMPLETE MAILING ADDRESS)			
22. VIA (Names of interlining carriers)			23. FOR CARRIER USE ONLY- WAYBILL/FREIGHT BILL NO.		24. APPROPRIATION CHARGEABLE			
25. REMARKS (Special services, use reverse)								
26. PACKAGES		27. DESCRIPTION OF SHIPMENT (Specify)		28. WEIGHT †		FOR USE OF DESTINATION CARRIER ONLY		
NO.	KIND			GROSS	SERVICES	29. RATE	30. CHARGES	
				TARE	LINE-HAUL TRANSPORTATION			
				NET	PACKING/ UNPACKING			
				1. INCLUDES PROFESSIONAL BOOKS, PAPERS, AND EQUIPMENT WEIGHING	OTHER/ACCESSORIAL SERVICES			
						TOTAL		
						31. TARIFF OR SPECIAL RATE AUTHORITIES		
* ISSUED AT LOWEST VALUATION OR IN APPROPRIATE CARRIER OR TARIFF UNLESS OTHERWISE STATED HEREON.				B/L NO.		32a. ISSUING OFFICER (Name and title)		
CERTIFICATE FOR RECEIPT OF SHIPMENT AND ORIGINAL BILL OF LADING						32b. ISSUING OFFICE (name and complete address)		
						GBLOC		
33a. NAME OF TRANSPORTATION COMPANY (Agent Name)			33b. DATE OF RECEIPT OF SHIPMENT		34. FOR USE OF PAYING OFFICER (Does not affect carrier charges.)			
33c. SIGNATURE OF AGENT/DRIVER			33d. PER		<input type="checkbox"/> UNAUTHORIZED ITEMS	<input type="checkbox"/> EXCESS DISTANCE	<input type="checkbox"/> OTHER (Explain under remarks.)	
					<input type="checkbox"/> EXCESS VALUATION	<input type="checkbox"/> EXCESS WEIGHT		
CERTIFICATE OF CARRIER BILLING FOR CHARGES - CONSIGNEE MUST NOT PAY ANY CHARGES ON THIS SHIPMENT								
35a. OF (Date)		35b. AT (Actual delivery point) ‡		35c. THE (Name of delivering line)				
35d. DELIVERED THIS CONSIGNMENT TO		<input type="checkbox"/> STORAGE IN TRANSIT	<input type="checkbox"/> RESIDENCE	35e. COMPLETE AND IN APPARENT GOOD ORDER EXCEPT AS MAY BE INDICATED HEREAFTER		<input type="checkbox"/> SHORTAGE	<input type="checkbox"/> DAMAGE	<input type="checkbox"/> CARRIER OS&O REPORT ATTACHED
36. NAME OF DESTINATION CARRIER (Carrier authorized to bill charges)				37. SIGNATURE OF CARRIER'S AUTHORIZED AGENT				

‡ CARRIER TO EXECUTE AND ATTACH CERTIFICATE OF STORAGE AND LIABILITY FOR SHIPMENT PLACED IN STORAGE IN TRANSIT

Figure A-402-13. U.S. Government Bill of Lading – Privately Owned Personal Property



APPLICATION FOR SHIPMENT AND/OR STORAGE OF PERSONAL PROPERTY <i>(Read Privacy Act Statement on back before completing form.)</i>		1. DATE PREPARED (DDMMYYYY)	2. SHIPMENT NUMBER
3. NAME OF PREPARING OFFICE		4. TO (Responsible Origin Personal Property Shipping Office)	
		a. NAME	
5. DESTINATION PERSONAL PROPERTY SHIPPING OFFICE		b. ADDRESS (Street, Suite Number, City, State, ZIP Code)	
a. NAME			
b. TELEPHONE NUMBERS (Include Area Code)		c. TELEPHONE NUMBERS (Include Area Code)	
6. CUSTOMER INFORMATION			
a. NAME (Last, First, Middle Initial)		b. DOD ID	c. RANK/GRADE
d. AGENCY	e. EMAIL ADDRESS PRIMARY (Work)	f. EMAIL ADDRESS ALTERNATE (Personal)	
7. REQUEST ACTION BE TAKEN TO TRANSPORT OR STORE THE FOLLOWING HOUSEHOLD GOODS/UNACCOMPANIED BAGGAGE/ ITEMS AND/OR POUNDS OF PROFESSIONAL BOOKS, PAPERS AND EQUIPMENT (PBP&E) <i>(Enter quantity estimate)</i>			
a. AUTHORIZED WEIGHT	b. ESTIMATED WEIGHT	c. ESTIMATED MEMBER PBP&E	d. ESTIMATED MIL SPOUSE PBP&E
8. THIS SHIPMENT/STORAGE IS REQUIRED INCIDENT TO THE FOLLOWING ORDERS:			
a. TYPE ORDERS (X one) <input type="checkbox"/> PERMANENT <input type="checkbox"/> TEMPORARY		b. ISSUED BY	c. NEW DUTY ASSIGNMENT
d. DATE OF ORDERS (DDMMYYYY)		e. ORDERS NUMBER	
9. PICKUP (ORIGIN) INFORMATION		10. DESTINATION INFORMATION	
a. ADDRESS (Street, Apartment Number, City, County, State, ZIP Code)		a. ADDRESS (Street, Apartment Number, City, County, State, ZIP Code)	
b. TELEPHONE NUMBERS (Duty/Home/Cell) (Include Area Code)		b. TELEPHONE NUMBERS (Duty/Home/Cell) (Include Area Code)	
c. AGENT DESIGNATED TO RELEASE PROPERTY/TELEPHONE NUMBER		c. AGENT DESIGNATED TO RECEIVE PROPERTY/TELEPHONE NUMBER	
11. EXTRA PICKUP INFORMATION (If applicable)		12. EXTRA DELIVERY INFORMATION (If applicable)	
a. ADDRESS (Street, Apartment Number, City, County, State, ZIP Code)		a. ADDRESS (Street, Apartment Number, City, County, State, ZIP Code)	
b. TELEPHONE NUMBERS (Duty/Home/Cell) (Include Area Code)		b. TELEPHONE NUMBERS (Duty/Home/Cell) (Include Area Code)	
c. AGENT DESIGNATED TO RELEASE PROPERTY/TELEPHONE NUMBER		c. AGENT DESIGNATED TO RECEIVE PROPERTY/TELEPHONE NUMBER	
13. INTRANSIT INFORMATION/PERMANENT MAILING ADDRESS		b. TELEPHONE NUMBERS (Duty/Home/Cell) (Include Area Code)	
a. ADDRESS (Street, Apartment Number, City, County, State, ZIP Code)			
		c. EMAIL ADDRESS (Other than Primary or Alternate)	
14. DESIRED DATES FOR (DDMMYYYY)			
a. EARLIEST PICKUP	b. LATEST PICKUP	c. DESIRED PICKUP	d. EST SHPT ARRIVAL
15. DIRECT DELIVERY REQUESTED (X one) <input type="checkbox"/> YES <input type="checkbox"/> NO			
16. REMARKS			
17. CERTIFICATION OF SHIPMENT RESPONSIBILITIES/STORAGE CONDITIONS I certify that I have read and understand my shipping responsibilities and storage conditions printed on the back side of this form.			
a. SIGNATURE OF CUSTOMER		b. DATE SIGNED (DDMMYYYY)	
18. CERTIFICATE IN LIEU OF SIGNATURE ON THIS FORM IS REQUIRED WHEN REGULATIONS SO AUTHORIZE. Personal property is baggage, household goods, and/or professional books, papers and equipment authorized to be shipped at government expense.			
a. REASON FOR NONAVAILABILITY OF SIGNATURE		b. CERTIFIED BY (Signature)	
		c. TITLE	

DD FORM 1299, MAR 2022

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Figure A-402-15. DD Form 1299, Application for Shipment and/or Storage of Personal Property

<b>PRIVACY ACT STATEMENT</b>	
<p><b>AUTHORITY:</b> 37 USC 406 and 5 USC 5726.</p> <p><b>PRINCIPAL PURPOSE(S):</b> For evaluating requests submitted by Service members and eligible individuals for shipment and/or storage of personal property. Also used to prepare the Government bill of lading and other shipping documents (as applicable) to move the personal property. Used by the Finance Office for collection from the customer in case goods to be shipped exceed Government entitlement limits.</p> <p><b>ROUTINE USE(S):</b> DD Form 1299 may be provided to commercial Transportation Service Providers (TSP) carriers and/or their designated shipping agents as the official shipping and storage order.</p> <p><b>DISCLOSURE:</b> Voluntary; however, failure to provide the requested information may delay shipment and/or storage of your personal property and impede storage arrangements.</p>	
<b>CERTIFICATION OF SHIPMENT RESPONSIBILITIES</b>	
<p>In consideration of said household goods or mobile home being shipped at Government expense, I hereby agree that:</p> <ol style="list-style-type: none"> <li>1. This shipment/storage lot consists of my property or the property awarded to my ex-spouse incident to a divorce which was acquired by me prior to the effective date of my orders.</li> <li>2. If my orders are modified or cancelled and affect this shipment, I will immediately notify the shipping office at point of origin (or port, if any) and destination.</li> <li>3. I will remit the proper amount or consent to the collection from my pay as may be necessary to cover all excess costs occasioned by this shipment.</li> </ol>	<ol style="list-style-type: none"> <li>4. I agree, prior to shipment and at my expense to place my mobile home in condition to withstand transportation.</li> <li>5. I understand the entitlements for transportation of my mobile home and/or shipment of household goods/unaccompanied baggage are provided for in Chapter 5 of JTR.</li> <li>6. I understand the Government will not be responsible for goods remaining in storage after the expiration of the authorized period. I also understand the timeline for all my responsibilities for filing a claim on those goods begins when Government responsibility expires.</li> <li>7. Professional books, papers and equipment are or were necessary in the performance of official duties Member/Spouse if applicable.</li> </ol>
<b>CONDITION FOR STORAGE</b>	
<p>In consideration of said household goods being stored at Government expense, I hereby agree as follows:</p> <ol style="list-style-type: none"> <li>1. I will notify the transportation office responsible for storing my nontemporary storage account of any changes in my storage entitlement.</li> <li>2. The Government is authorized to enter into any agreement and to do all acts and things which may be convenient or necessary to store the household goods. Storage of the household goods is furnished subject to such applicable laws and regulations as are now or may hereafter be in effect.</li> <li>3. The Government may store the household goods in Government facilities or in commercial storage under a Government contract.</li> <li>4. The Government may move or transfer by any appropriate means the household goods from their present location to Government or commercial storage facilities and from such facilities to an appropriate destination upon termination of storage.</li> <li>5. When the household goods are stored in Government facilities and the authorized period for storage at Government expense expires, the Government may require me to remove the household goods from their place of storage. In the event, after 30 days notice, I fail to remove the household</li> </ol>	<p>goods, or if, after diligent effort, notice to me cannot be effected, the Government may proceed as follows: (a) place and store the household goods in commercial storage at my expense, or (b) if a commercial warehouse will not accept the household goods for commercial storage at my expense, the Government is hereby authorized to take whatever action in accordance with law and regulation may be deemed appropriate to effect disposition of the household goods.</p> <ol style="list-style-type: none"> <li>6. When the household goods are stored in commercial facilities and the authorized period of storage at Government expense expires, all storage and incidental charges accruing after the last day of the authorized period of storage shall be at my expense.</li> <li>7. The Government shall not be liable for charges incident to storage or services in connection with the household goods (1) not authorized by law or regulation to be at Government expense, (2) in excess of weight limitations imposed by law or regulation, or (3) after the expiration of the period of which storage at Government expense is authorized.</li> <li>8. All new Government contracts for the storage of household goods limits the liability of \$6.00 times the net weight of the lot is mandatory at each NTS Facility location. Applicants are advised to consider obtaining insurance on their household goods while such goods are in storage.</li> </ol>
<p><b>DD FORM 1299 (BACK), MAR 2022</b></p>	

**Figure A-402-15. Form 1299, Application for Shipment and/or Storage of Personal Property (Back) (Cont'd)**

**Table A-402-1. dHHG/iHHG Shipment Quality Bands**

Quality Band	Number of Shipments
1	5
2	3
3	2
4	1

**Table A-402-2. UB Shipment Quality Bands**

Quality Band	Number of Shipments
1	50
2	30
3	20
4	10

**Table A-402-3. Codes of Service (COS)**

Applicable Shipment Survey Categories	Codes of Service
Domestic Household Goods (dHHG) Domestic Household Goods (dHHG)	D (Loose) and 2 (containerized)
International Household Goods (iHHG)	4, 5, 6, and T
Unaccompanied Baggage (UB)	7, 8, and J
Origin Storage	
Local Moves	
Non-Temporary Storage (NTS)	
One Time Only (OTO)	Domestic: N/A International: 4, 5, 6, 7, 8, T & J
Mobile Homes One Time Only (MOTO)	Domestic: S International: N/A
Boat One Time Only (BOTO)	Domestic: S International: 4 (currently)
Direct Procurement Method (DPM) – Domestic	BA, BB, BC, BD, HA, HB, HC and HD
Direct Procurement Method (DPM) – International	BE, BF, BG, BH, HE, HF, HG and HH
Direct Procurement Method (DPM) – Inter-Theater	BK, BL, BM, BN, HK, HL, HM and HN
Direct Procurement Method (DPM) – Intra-Theater	BP, BR, BW, BX, BY, HP, HR, HW, HX and HY
Volume Moves	Domestic: D International: 4, 5, 6, 7, 8, T & J
International shipments (CONUS to/from Canada, Alaska, and Mexico)	I

**NOTE:** See [Paragraph G](#) of this document for more information on Alaska shipments

**Table A-402-4. SF 1200 GBL Correction Notice and the Block(s)  
 on the BL that Can be Modified**

Block	Description
1	Agent Code
3	Code of Service
6	Requested Pack Date
7	Requested Pickup Date
8	Required Delivery Date
10	Member Last Name
10	Member First Name
10	Member Middle Name or Initial
10	Rank or Pay Grade
10	Unit Gaining Member
10	Authorized Weight
11	Orders Number
12	Orders Date
13	Extra Pickup Street
13	Extra Pickup City
13	Extra Pickup County
13	Extra Pickup State
13	Extra Pickup Zip
13	Extra Delivery Street
13	Extra Delivery City
13	Extra Delivery County
13	Extra Delivery State
13	Extra Delivery Zip
15	Transportation Control Number
18	Receiving Agent Name (Consignee)
18	Delivery Street
18	Delivery City
18	Delivery County
18	Delivery State
18	Delivery Zip
19	Pickup City
19	Pickup City
19	Pickup County
19	Pickup State
19	Pickup Zip
24	Transportation Account Code
24	Movement Designator Code
24	Navy NMF Code
25	Remarks