

**U.S. General Services Administration**  
**Household Goods Tender of Service**  
**(GSA HTOS)**

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THIS EDITION CANCELS THE PREVIOUS EDITION



<b>Supplements Issued</b>					
<b>Version No.</b>	<b>Supplement No.</b>	<b>Section/Description</b>	<b>Issued</b>	<b>Effective</b>	<b>Page No.</b>
2023	1	<p>11.3.2.3 Added verbiage requiring the submission of a negative Storage-In-Transit (SIT) Report even if a SIT shipment was not billed during the quarter</p> <p>Appendix D - Consolidated Reports Prohibited: Updated verbiage allowing Shipment Reports to be submitted as one file or any combination</p> <p>Appendix D - Consolidated Reports Prohibited: Updated verbiage allowing SIT Reports to be submitted as one file or any combination</p> <p>Appendix D - Shipment Report Format Requirements: Updated TMSS 2.0 submission requirement instructions</p> <p>Appendix D - Negative Shipment Report Format: Updated TMSS 2.0 submission requirement instructions</p> <p>Appendix D - SIT Report Format Requirements: Updated TMSS 2.0 submission requirement instructions</p>	02/20/24	05/01/24	<p>138</p> <p>255</p> <p>255</p> <p>256</p> <p>256</p> <p>256</p>

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2023	1	Appendix D - Negative SIT Report Format: Updated TMSS 2.0 submission requirement instructions	02/20/24	05/01/24	257
		Appendix D - GSA Form 3080 Batch Filing Instructions (Option 2): Updated TMSS 2.0 submission requirement instructions			269
2021	1	2.4.16 Added a section requiring that all new CHAMP applicants ensure adequate COVID-19 safety protocols for Federal Contractors	11/01/21	11/01/21	12-13
		2.11 Added an additional requirement for continued participation and renewal in CHAMP			17
2020	1	1.3.1 Added verbiage to further define the term TSP	02/17/21	05/01/21	3
		1.3.3 Added requirement to include the applicable tariff on the BL			4

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<b>Version No.</b>	<b>Supplement No.</b>	<b>Section/Description</b>	<b>Issued</b>	<b>Effective</b>	<b>Page No.</b>
2020	1	<p>2.3 Added an additional requirement for documentation needed when submitting the approval application package</p> <p>2.4.15 Added a section requiring that both new and previously approved CHAMP applicants be registered in SAM and have a status designation of “active”</p> <p>2.8 Added active SAM registration as an evaluation criteria for CHAMP approval</p> <p>2.10 Added an additional reason for rejection of an application to participate in CHAMP</p> <p>2.11 Added additional requirements for continued participation and renewal in CHAMP</p> <p>2.12.5 Added various clarifications to outdated Section references and a new section on adjustments to a TSP’s scope of operation due to a change in intrastate authority</p> <p>2.13 Added various clarifications to outdated Section references</p>	02/17/21	05/01/21	<p>7</p> <p>11</p> <p>14</p> <p>15</p> <p>15</p> <p>18-20</p> <p>20-21</p>

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<b>Version No.</b>	<b>Supplement No.</b>	<b>Section/Description</b>	<b>Issued</b>	<b>Effective</b>	<b>Page No.</b>
2020	1	<p>2.14 Added requirement to notify PMO when a change in interstate and/or intrastate authority occurs</p> <p>2.18 Added additional reasons for revocation of a TSP’s approval in CHAMP</p> <p>3.1 Updated table to identify additional circumstances for revocation of a TSP’s approval in CHAMP</p> <p>5.1.1 Added information regarding when to not enter required delivery dates on BLs</p> <p>5.9.2 Added a new item to the list of International Shipment Documentation Requirements relating to required documentation for the use of Non-U.S. Flag air carrier</p> <p>6.1 Added information relating to move management services and intrastate shipments</p> <p>8.1.1 Updated table to identify when a TSP is required to provide the applicable tariff pricing pages along with the invoice</p>	02/17/21	05/01/21	<p>22</p> <p>23</p> <p>25</p> <p>41</p> <p>70</p> <p>76</p> <p>96</p>

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2020	1	8.2.2 Updated OTO verbiage to specify that the TSP must have legal authority to perform the move	02/17/21	05/01/21	96
2019	1	Added "Supplements Issued" table  Changed effective date from November 1, 2019 to January 1, 2020	10/30/19	01/01/20	Various

<b>Revisions Made in New Issuances of the HTOS</b>				
<b>Section/ Appendix</b>	<b>Description</b>	<b>Issued</b>	<b>Effective</b>	<b>Page No.</b>
<b>Various</b>	<b>Replaced Industrial Funding Fee (IFF) with Administrative Fee (AF). This is a change in name only, not substance, and was made to avoid confusion with "IFF" reimbursement related to the Multiple Award Schedule program</b>	<b>8/28/24</b>	<b>11/1/24</b>	<b>Various</b>
<b>1.2</b>	<b>Added clarification as to the application of the HTOS</b>			<b>2</b>
<b>1.3.6</b>	<b>Added clarification as to the applicable AF to be applied</b>			<b>5</b>
<b>2.2</b>	<b>Added constructive withdrawal to the list of restrictions on applications for approval</b>			<b>7</b>
<b>5.4.4</b>	<b>Added clarification as to when a reweigh must be performed</b>			<b>67</b>
<b>6.6.2</b>	<b>Added reference to FMR Part 102.118.275(c)</b>			<b>85</b>
<b>6.6.2.1</b>	<b>Removed in its entirety</b>			
<b>8.3</b>	<b>Identified overcharges to be assessed for failure to obtain a DNA and/or submit it with the invoice submission</b>			<b>99</b>
<b>8.11.1</b>	<b>Added clarification as to the applicable AF to be applied</b>			<b>106</b>
<b>10.3</b>	<b>Removed the POV transit time exceptions and marked as "Reserved"</b>			<b>123</b>

<b>Revisions Made in New Issuances of the HTOS</b>				
<b>Section/ Appendix</b>	<b>Description</b>	<b>Issued</b>	<b>Effective</b>	<b>Page No.</b>
<b>Appendix D</b>	<b>Added five new international countries to the “International Country Codes for Shipment/SIT Origin/Destination” table</b>	<b>8/28/24</b>	<b>11/1/24</b>	<b>Various</b>
<b>Appendix E</b>	<b>Updated several prepayment audit references</b>			<b>Various</b>
1.2.3	Added clarification to the list of items excluded from the HTOS	8/24/23	11/01/23	3
2.4.16	Added a section identifying requirements related to the safeguarding of information and information systems			13
2.11	Added an additional requirement for continued participation and renewal in CHAMP			20
2.16	Added clarification to requirement to file an acceptable rate offer in two consecutive years			26
2.18	Added additional reasons for revocation of a TSP’s approval in CHAMP			28
3.1	Updated table to identify additional circumstances for revocation of a TSP’s approval in CHAMP			29
3.3	Added a new TSP “Responsibility” for “Safeguarding of Information and Information Systems” and requirements under “Authority and Action Required”			36



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<b>Section/ Appendix</b>	<b>Description</b>	<b>Issued</b>	<b>Effective</b>	<b>Page No.</b>
3.3	Added a new TSP “Responsibility” for “Sustainability Efforts” and requirements under “Authority and Action Required”	8/24/23	11/01/23	36
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1.2	Added “move management services” to the scope of services to be provided	8/25/22	11/01/22	1
1.2.1	Added “move management services” to the services to be furnished			2
1.3.1	Clarified “forwarder” as “freight forwarder”			4
1.3.5	Replaced “Rand McNally” reference with “Google Maps”			5
2.1	Added “Federal Motor Carrier Safety Administration (FMCSA)”			7
2.3	Updated list of items needed to complete an approval application and added “approximately” and “properly” in last paragraph			8
2.4.3.1	Updated authority requirements and added requirement to notify PMO of any change to or revocation of authorities			9-10
2.4.16	Marked as “Reserved”			13

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<b>Section/ Appendix</b>	<b>Description</b>	<b>Issued</b>	<b>Effective</b>	<b>Page No.</b>
2.8	Updated "Evaluation Factors" verbiage in 2.4.3 Authorities and Licenses table entry	8/25/22	11/01/22	14
2.11	Added an additional requirement for continued participation and renewal in CHAMP			18
2.16	Clarified "two (2) consecutive years"			24
2.17	Added additional reason for terminating performance of a TSP			25
2.18	Added additional reasons for revocation of a TSP's approval in CHAMP			26
3.1	Updated table to identify additional circumstances for revocation of a TSP's approval in CHAMP			27
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5.5	Updated verbiage related to length of storage-in-transit (SIT), expiration, and conversion to employee expense			66-67
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6.3	Added reference to Section 2.4.3.1 for required authorities of TSPs filing move management services rate offers	8/25/22	11/01/22	77
7.5.2.1	Added additional reasons why a TSP would not be issued a Customer Satisfaction Index (CSI)			92
Appendix C	Updated Applicant activity options under the GSA Basic Transportation Trading Partner Agreement (TPA)			249
10.1	Updated verbiage relating to transit time waivers	8/24/21	11/01/21	118
10.1.1	Updated verbiage relating to transit time waivers			118
10.4.4	Updated the allowable number of calendar days of transit time for numerous countries			124-126
Various	Replaced Transportation Management Services Solution (TMSS) with Transportation Management Services Solution 2.0 (TMSS 2.0)	9/02/20	11/01/20	Various
4.2	Removed intrastate bullet, updated the language, and moved to Section 8.			35

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<b>Section/ Appendix</b>	<b>Description</b>	<b>Issued</b>	<b>Effective</b>	<b>Page No.</b>
		9/02/20	11/01/20	
5.3.1	Updated verbiage relating to the use of United States (U.S.) Flag and Non-U.S. Flag vessels			52
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5.9.2	Added a new item to the list of International Shipment Documentation Requirements relating to U.S. and Non-U.S. ocean cargo rate differences			68
7.5.1	Added reference to "GSA Form 3080 Batch Filing Instructions (Option 2)"			87
8.2.1	Added language on alternation of rates			93
8.3	Updated verbiage relating to adjustments based on rate differentials involved in the use of Non-U.S. Flag vessels			94
10.4.4	Updated several international country names			121
11.3.3	Removed the Claim Settlement Report optional reporting requirements			132
11.3.4 & 11.3.5	Removed reference to the Claim Settlement Report			132
Appendix D	Removed most of the information relating to the formatting and submission of Shipment and SIT reports and added verbiage referring the reader to the appropriate report templates and instructions now found on the TMSS 2.0 website			Various

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<b>Section/ Appendix</b>	<b>Description</b>	<b>Issued</b>	<b>Effective</b>	<b>Page No.</b>
Appendix D	Removed trailing 00 from the domestic origin/destination codes used for Shipment and SIT Reports	9/02/20	11/01/20	251
Appendix D	Removed information relating to the formatting and submission of Claim Settlement Reports			262
Appendix D	Removed most of the information relating to the formatting and submission of GSA Form 3080s (Option 2) and added verbiage referring the reader to the appropriate template and instructions now found on the TMSS 2.0 website			263
1.2	Updated verbiage relating to when the HTOS does not apply	08/29/19	01/01/20	2
1.2.3	Added new item to the list of items specifically excluded from the scope of the HTOS			3
1.4	Added a reference to GSA's Acquisition Gateway			5
3.3	Added a new TSP "Responsibility" for "Safeguarding of Personally Identifiable Information (PII)" and requirements under "Authority and Action Required"			30

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7.5.1	Updated verbiage to state that GSA will initiate agency surveys on a yearly basis			86

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<b>Section/ Appendix</b>	<b>Description</b>	<b>Issued</b>	<b>Effective</b>	<b>Page No.</b>
8.3	Added verbiage to reference 5.3.1.1 for the requirements and documentation needed to justify and obtain a Determination of Non-Availability for the use of a Foreign Flag vessel	08/29/19	01/01/20	93
Appendix C	Removed the “Justification Certificate for Use of Foreign Flag Vessel” form			
1.4	Added reference to “supplements” and changed effective date from publish date to effective date	08/23/18	11/1/18	5
2.17	Removed “Failure to submit Shipment Reports” and “Failure to submit Industrial Funding Fee (IFF)”			21
2.18	Added “Failure to submit Shipment and Storage-in-Transit (SIT) Reports, “Failure to submit Industrial Funding Fee (IFF)” and “Failure to initiate GSA Form 3080s”			22
Various	Clarified Report as Shipment Report or Claim Report and added references to SIT Report			Various
5.3.14.4	Removed “of the property from liftvans”			55

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<b>Section/ Appendix</b>	<b>Description</b>	<b>Issued</b>	<b>Effective</b>	<b>Page No.</b>
5.4.4	To first sentence added "...the actual commencement of unloading the shipment for delivery to residence or into storage..."and removed last sentence	08/23/18	11/1/18	59
6.6.2	Added verbiage relating to the optional service of prepayment auditing to be consistent with the language in the Sample MOA found in Appendix E			77
7.5.1	Added verbiage requiring GSA Form 3080s to be initiated within thirty calendar days of final delivery and the Bill of Lading (BL) number entered on a 3080 matches the BL number entered for the corresponding shipment on the required Shipment/SIT Report			84
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8.5.6	Added back Section that was inadvertently left out of last issuance of the HTOS			94
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<b>Section/ Appendix</b>	<b>Description</b>	<b>Issued</b>	<b>Effective</b>	<b>Page No.</b>
11.3.2	Added new Section on SIT Reporting requirement	08/23/18	11/1/18	128
Appendix D	Added requirements for RFSP header information (if applicable), SIT Reports and inclusion of pass-through charges in Shipment and SIT reports			249

## Getting Started

The General Services Administration's (GSA) Household Goods Tender of Service (HTOS) provides the rules and requirements for performing services as a provider in the Centralized Household Goods Traffic Management Program (CHAMP). As a Transportation Service Provider (TSP) qualified to participate in providing domestic and/or international transportation services, you must fully understand and comply with the requirements defined in the HTOS.

The HTOS is divided into twelve (12) Sections with five (5) Appendices. The Table of Contents is linked to each section when using the document online. The HTOS is primarily written in plain language. In some cases, however, more complex language is required due to law and regulation. Wherever possible, examples have been included to help define a subject.

The HTOS is used in conjunction with the GSA500A Tariff and the CHAMP Request for Offers (RFO). The tariff contains the pricing rules for domestic shipments between points in the United States (including the District of Columbia and Alaska but excluding Hawaii) and between points in the United States (including the District of Columbia and Alaska but excluding Hawaii) and Canada. The HTOS contains the pricing rules for international shipments and accessorial services. The Request for Offers (RFO) is the annual solicitation providing the requirements for TSPs to file rates. Amendments to the HTOS may be included in an RFO.

Contact GSA's Employee Relocation Resource Center with any questions regarding this document.

**U.S. General Services Administration**  
**Household Goods Tender of Service**  
**(GSA HTOS)**

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# 1 Overview

This Household Goods Tender of Service (HTOS) is used to publish the performance requirements and processes for domestic and international shipments and storage of the Household Goods (HHG) for employees of Federal agencies pursuant to the Federal Travel Regulation (FTR) or appropriate travel regulation.

The HTOS is published and managed by:

General Services Administration

Employee Relocation Resource Center (Hereinafter referred to as PMO)

2300 Main Street, 7<sup>th</sup> Floor NE

Kansas City, MO 64108

Website: [GSA Household Goods Transportation](#) or GSA's [Acquisition Gateway](#)

## 1.1 Application

The terms and conditions of the HTOS:

- Apply to all firms approved to participate in the Centralized Household Goods Traffic Management Program (CHAMP) -- Domestic and International -- to service HHG shipments routed in accordance with the terms and conditions of CHAMP
- Apply to CHAMP shipments moved between or within the Continental United States (CONUS) and trust territories, or possessions of the United States (U.S.), or between or within CONUS and foreign countries and foreign to foreign locations as defined in the annual Request for Offers (RFO).
- Apply to Transportation Service Providers (TSPs) participating in CHAMP and servicing HHG shipments routed pursuant to any contract awarded to a participating TSP by GSA or a Federal civilian agency.
- Supplement or supersede, as the case may be, all service provisions of any applicable tender or the GSA tariff under which a shipment may be routed, except where these conditions may be in conflict with applicable Federal, State, and local laws and regulations including international shipments.

## 1.2 Scope of the Household Goods Tender of Service (HTOS)

The scope of services to be provided includes, but is not limited to, transportation services (linehaul and over-ocean), accessorial services, Storage-in-Transit (SIT), third party services, shipments of Unaccompanied Air Baggage (UAB), shipments of Privately Owned Vehicles (POV), and move management services. It applies to all civilian executive branch employees of Federal

Government agencies when relocating under permanent change of station orders. It applies to shipments between or within the CONUS and trust territories, or possessions of the U.S., or between or within the continental U.S. and foreign countries, and foreign to foreign locations as defined in the annual RFO.

This HTOS **applies to shipments by GSA and Federal civilian, non-DoD, agencies. This HTOS and its associated terms, conditions, and rules are separate and distinct from the DoD HHG Tender of Service (DP3) and its terms, conditions, and rules.** However, to the extent that **agencies to which the terms and conditions of this HTOS do not apply** have requested and authorized assistance from the Department of State to ship HHG moving from/to a domestic location and an international location or between two international locations, the terms of this HTOS may apply.

### 1.2.1 Services to be Furnished

Services to be furnished include:

- On-site pre-move surveys (virtual or telephonic in limited approved cases)
- Packing at origin residence using proper materials, e.g. cartons, containers, padding
- Inventorying, loading and debris removal at origin
- Shipment or transportation of property from origin to destination
- SIT when required
- Delivery to residence
- Unpacking and debris removal at destination
- Removal and placement of each article in the residence warehouse, or other building
- Disassembly and reassembly of appliances and other approved property, including hiring a third party if required and approved, to perform the service
- UAB shipments, i.e., preparation, shipment and delivery of UAB
- Shipment of Privately Owned Vehicle (POV), i.e., preparation, shipment, and delivery of POV
- Move management services as identified in Section 6 (optional)

## 1.2.2 Classification of Included Items

The HTOS and its primary related documents (the RFO and GSA tariff) apply to the class of property defined by 49 USC 13102(10)(A)-(B), in effect at the time of publication. The term “household goods” as used in connection with transportation means the personal effects and property used or to be used in a dwelling, when part of the equipment or supply of such dwelling, and similar property if the transportation of such effects or property is:

- Arranged and paid for by the householder, except such term does not include property moving from a factory or store, other than property that the householder has purchased with the intent to use in his or her dwelling and is transported at the request of, and the transportation charges are paid to the TSP by, the household; or,
- Arranged and paid for by another party.

## 1.2.3 Excluded Items

Shipments specifically excluded from the scope of this HTOS are:

- Shipments that can be more advantageously or economically moved via parcel post or small package carrier.
- Shipments of unusual value.
- Explosives, hazardous materials, and other dangerous articles (e.g., lithium batteries, propane tanks, ammunition).
- Commodities in bulk.
- Commodities injurious or contaminating to other freight or property.
- Property which by its inherent nature is liable to impregnate, contaminate or otherwise cause damage to other property or equipment.
- Any item defined as contraband or restricted by law, policy or agency of the U.S. or any foreign entity in an international point-to-point move.
- Shipments that the Federal Government may elect to move in Government vehicles.

Also excluded are airplanes, mobile homes, birds, pets, livestock, cordwood, building materials, and items which cannot be taken from or delivered to the premises without damage to the items or the premises. Also excluded are packing and crating services performed under a Direct Procurement Method (DPM) contract awarded by an agency.

## **1.3 Other General Provisions**

### **1.3.1 Use of Term Transportation Service Provider (TSP)**

The term Transportation Service Provider (TSP) is used throughout this HTOS when referring to federally and state (when applicable) approved carriers and freight forwarders accepted by GSA to participate in CHAMP. Shipments of HHG are tendered to the TSP. The TSP is responsible for the actions of its agents performing services associated with a HHG shipment. In the event that the terms “carrier,” “agent,” or “freight forwarder” appear within this HTOS, they shall be understood to mean TSP unless it is clear from the context that the term carrier, agent, or freight forwarder is appropriate to the shipment.

### **1.3.2 Acceptance of the HTOS**

The HTOS, with all of its terms and conditions, must be accepted by TSPs approved for either domestic or international traffic or both. The PMO reserves the right to place in temporary non-use or revoke any TSP’s participation in CHAMP, if the TSP is found to have filed a rate offer(s) in a location in which they do not possess the appropriate authority.

### **1.3.3 Bills of Lading**

CHAMP uses Bills of Lading (BL) for domestic shipments. International shipments are moved on a Government Bill of Lading (GBL). The GBL is a controlled document that conveys specific terms and conditions to protect the Federal Government’s interest and serves as the contract of carriage. A BL is the document used as a receipt of goods and documentary evidence of title during transportation. When an agency uses a BL, the specific terms and conditions of a BL are included in the CHAMP rate offer under this HTOS and the BL shall make reference to the TSP’s applicable rate offer/ tender number accepted by GSA and the applicable tariff used for calculation. The BL must also include the name of the CHAMP TSP responsible for the shipment.

By accepting this HTOS, a TSP agrees that specific terms and conditions of a GBL are included in their rate offer/tender. Specific terms and conditions that apply to either the GBL or BL are included in 41 CFR 102-117.65, the “U.S. Government Freight Transportation Handbook”, 41 CFR 102-118.135 and 140.

### **1.3.4 Routing of Shipments**

Both domestic and international shipments must be routed using GSA cost comparisons.

### **1.3.5 Mileage Determination**

For distances between domestic points, apply the mileages issued by ALK Technologies, Inc. See the annual RFO for the version to apply.



For origins and/or destinations in Canada, Google Maps mileage will be used in lieu of ALK Technologies, Inc. See the annual RFO for the version to apply. For distances between international points, apply the applicable mileage guide, book, or other method used in each particular country to determine mileages.

### **1.3.6 Administrative Fee**

The TSP shall submit the **Administrative Fee (AF)** due on all eligible CHAMP shipments. The **AF** shall be submitted within sixty (60) calendar days of the end of each calendar quarter. The amount of the **AF** must equal the sum of all shipment net charges reported to GSA, multiplied by the applicable **AF** percentage. **The AF to be applied will be determined based on the AF that was in effect on the date of the initial pick-up of the shipment.** Further guidelines on how to calculate the CHAMP **AF**, will be found in the annual RFO.

#### **1.3.6.1 AF Deficiencies**

In the event deficiencies are found in the **AF** amounts submitted to GSA, the PMO will notify the TSP in writing of the existing deficiency. The TSP will be given an opportunity to correct the noted deficiency.

#### **1.3.6.2 Correction of Deficiencies in AF**

Failure to acknowledge or correct deficiencies after notification by the PMO will result in the PMO placing the TSP in a temporary non-use status pending revocation of the TSP's approval to participate in CHAMP, in accordance with procedures in Federal Management Regulation (FMR) Part 102-117. The PMO may also refer a TSP to the Suspension and Debarment Official (SDO) for suspension or debarment action.

#### **1.3.6.3 Failure to Submit AF**

Failure to submit the **AF** due GSA for HHG shipments handled by the TSP will result in immediate placement of the TSP in temporary non-use status pending revocation of the TSP's approval to participate in CHAMP.

## **1.4 Revising the HTOS**

The HTOS is revised and reissued by the PMO as necessary. This is done only through the publication of supplements or reissuing of the document on the HTOS page from the [GSA's Household Goods Transportation](#) website and/or GSA's [Acquisition Gateway](#). Unless otherwise specified in the Web document, the effective date will be the effective date as

identified on the cover page of the HTOS.

Unless specifically endorsed by the PMO in writing as part of the publication, versions of the HTOS issued by parties other than the PMO, including reprints of the pages, electronic copies, or any other form of publication, are null and void.

## 2 Application and Participation

### 2.1 Overview

Participation in the General Services Administration (GSA) Centralized Household Goods Traffic Management Program (CHAMP), for both domestic and international Household Goods (HHG) shipments, is open to any household goods carrier or freight forwarder holding appropriate authority (e.g., certificates, licenses, or permits) from the U.S. Department of Transportation (DOT), Federal Motor Carrier Safety Administration (FMCSA), the Federal Maritime Commission, and/or State regulatory authority.

This section describes how an eligible firm may apply for acceptance as a Transportation Service Provider (TSP) for CHAMP. It also describes the conditions for continuing in CHAMP, including restructuring of the approved scope of operation and renewal.

A firm may apply to participate in CHAMP at any time, subject to the restrictions set out in Section 2.2, below.

### 2.2 Restrictions on Applications for Approval

Previous CHAMP TSPs, whether its approval was revoked **or constructively withdrawn by GSA** or **the TSP** voluntarily withdrew from the program, may apply for approval subject to the restrictions in the following table:

If:	Then the firm:	When?
The firm's approval was revoked <b>or constructively withdrawn</b> by GSA.	May apply for approval.	One calendar year after revocation <b>or constructive withdrawal</b> .
The firm voluntarily withdrew.	May apply for approval.	Immediately.

See also Section 2.5 below for further information on the approval process for previously approved TSPs.

### 2.3 Application and Approval Process

TSPs who apply to participate in CHAMP are stringently evaluated and assessed. TSPs qualify on financial stability, business experience, quality assurance, and knowledge of the Household Goods Tender of Service (HTOS). TSPs shall submit a complete approval application package.

This approval package is reviewed by the Program Management Office (PMO). If accepted, the TSP will then be approved to participate in CHAMP.

To become an approved CHAMP TSP, go to GSA's [Acquisition Gateway](#) and find the "Transportation Service Provider Approval Process" link.

- Download the Household Goods Application Instructions.
- Download the Domestic Application, if applicable.
- Download the International Application, if applicable.

Note that a TSP may apply for domestic approval only, international approval only or both. If a TSP seeks both domestic and international approval both applications shall be submitted. Refer to the downloaded Household Goods Application Instructions for complete details.

To complete an application, the following items shall be provided to the PMO:

- E-mail/attachment containing Domestic and/or International Application(s).
- Completed Carrier Request to Participate and Agreement (see Appendix C – Forms).
- Completed Trading Partner Agreement (see Appendix C Forms).
- Standard Carrier Alpha Code (SCAC) Certification Letter.
- For domestic scope – a copy of the FMCSA Motor Common Carrier of household goods certificate with interstate operating authority or Freight Forwarder (FF) of household goods permit with interstate operating authority.
- For international scope – a copy of the FMCSA Motor Common Carrier of household goods certificate with interstate operating authority or FF of household goods permit with interstate operating household goods authority OR a copy of the Ocean Transportation Intermediary (OTI) (either Non-Vessel Operating Common Carrier (NVOCC) or Ocean Freight Forwarder (OFF)) license issued by the FMC.
- Copy of the state issued authority/license document for each regulated state for which intrastate approval is requested.

Complete and submit the application and documentation as required in the instruction document and this section. An application is not complete until the listed items are submitted and questions from the PMO are satisfactorily answered. Failure to respond to requests for additional information by the suspense date established in the request will delay consideration and may result in termination of the application without action.

GSA will notify applicants of their approval or rejection within approximately sixty (60) calendar days of receipt by GSA of the properly completed package.

## **2.4 New Applicants**

This section includes additional information about the terms and conditions governing an application for participation in CHAMP. They amplify and extend the information in the Household Goods Application Instructions.

Unless otherwise provided, the term applicant shall mean the applicant firm.

### **2.4.1 Applicant Information**

Information concerning the applicant includes name, postal address, electronic mail address, telephone and facsimile numbers, corporate office, operating authorities, and other forwarders with which the applicant does business. The applicant shall indicate whether or not it is under the financial or administrative control of any other household goods carrier or forwarder and state the name of the carrier or forwarder controlling the applicant. The applicant will provide a list of HHG carriers and forwarders which are under its common financial or administrative control.

### **2.4.2 Agreement to Abide By the HTOS**

The applicant shall submit an original signed copy of the “Request to Participate and Agreement to Abide by the Terms and Conditions of the General Services Administration's Centralized Household Goods Traffic Management Program” (see Appendix C – Forms). By this, the applicant agrees that it and its agents shall abide by the terms and conditions of the CHAMP HTOS. If the applicant is applying for both Domestic and International Programs, only one signed original document is required.

### **2.4.3 Authority and Licenses**

#### **2.4.3.1 Applicant**

The applicant shall submit any applicable ownership requirement established by law for the type of services in which it engages.

The applicant shall hold all necessary operating authorities, permits and business licenses issued in its name, from the FMCSA and/or the FMC OTI, for the transportation of personal property, and will provide copies of each authority, permit or business license to the PMO upon demand. Applicants with FMCSA motor common carrier authority or FF authority must maintain valid interstate household goods operating authority. Applicants with FMC OTI (NVOCC or OFF) authority must use agents with valid motor common carrier interstate household goods operating authority or FF interstate household goods operating authority. Approved applicants have a continuing obligation to immediately disclose to the PMO any

change in circumstance concerning the necessary requirements under federal and state law. In the event that the lawful operating authority of an applicant is revoked, or a change in circumstances would result in the operating authority being deemed invalid, the applicant has a legal obligation to immediately contact the PMO to report these developments.

GSA Awarded Scope	Transportation Authority Requirements	Type of Rate Offers Permitted
Domestic Traffic Lanes	FMCSA Motor Common Carrier with interstate household goods operating authority or FF with interstate household goods operating authority	Motor Common Carrier may file both M and G rate offers  FF may only file M rate offers
International Traffic Lanes	FMCSA Motor Common Carrier with interstate household goods operating authority or FF with interstate household goods operating authority  OR  FMC OTI authority (NVOCC or OFF)	Motor Common Carrier, FF, and FMC OTI (NVOCC or OFF) authority may file both M and G rate offers
Intrastate Domestic Lanes	FMCSA intrastate authority and state approval/authority as applicable	May file both M and G rate offers

If the applicant is exempt from such regulatory certification by operation of law or order of an appropriate regulatory body, it shall so state and be bound by the applicable tender or the GSA tariff and legal requirements and the provisions of this HTOS.

### **2.4.3.2 Applicant’s Agents**

The applicant shall ensure that its agents also meet any applicable ownership requirements established by law for the type of services in which it engages.

The applicant shall certify that each agent it will use holds all necessary operating authorities, permits, business licenses issued in its name, from appropriate regulatory bodies, for the provision of agent services and will provide copies of each authority, permit or business license to the PMO upon demand; “agent” is defined in Appendix A of this HTOS.

If an agent is exempt from such regulatory certification by operation of law or order of an appropriate regulatory body, it shall so state and be bound by the applicable tender or the GSA tariff and legal requirements and the provisions of this HTOS.

Note: Each agency using CHAMP has the right to establish its own agent approval process in addition to the CHAMP application and approval process. Each agency requiring agent approval is responsible for establishing its own application submission requirements, approval standards, approval processing and issuance.

#### **2.4.4 TSP-Agent Agreement**

The applicant shall certify that each agent it will use to provide agent services is party to a valid written agent agreement between itself and the applicant. This agreement shall be in effect at the time of application or will be at the time of use, if approved. The agent agreement shall, at a minimum, contain the language set out in Section 3, setting out the terms and conditions of the agent's representation of the TSP, the services to be provided, the terms and method of payment for services rendered, the quality control standards expected by the firm and the method of quality measurement, and the terms under which the agreement may be terminated.

#### **2.4.5 Standard Carrier Alpha Code (SCAC) Designation**

An applicant shall have a valid SCAC as issued by the National Motor Freight Traffic Association, Washington, DC. An applicant's request will not be processed without the SCAC.

#### **2.4.6 Trading Partner Agreement**

The applicant shall complete and sign the Trading Partner Agreement (TPA) form (see Appendix C - Forms) and send the hard copy back with all other required documentation. If applying for both the Domestic and International Programs, only one TPA needs to be submitted. An applicant's request will not be processed without the TPA.

#### **2.4.7 Cargo Insurance**

The applicant shall maintain cargo liability insurance during the term of this agreement. At a minimum, this insurance will be in the amount of \$65,000 for any one shipment per (transporting) vehicle and \$150,000 for any one disaster causing loss or damage to the contents of two or more shipments per (transporting) vehicle or property otherwise located. The insurance policy shall not contain any provision excluding liability for loss and/or damage for which the firm is responsible under the terms of this HTOS.

The cargo liability insurance certificate shall provide that notice of termination or cancellation be furnished to the PMO thirty (30) calendar days prior to such termination or cancellation.

## **2.4.8 Performance Bond -- International Only**

If the applicant is applying for approval to handle international shipments, the firm shall maintain a performance bond during the term of this agreement. The amount of the bond shall be \$75,000. The bond shall be executed by a surety company appearing on the list contained in the [Department of the Treasury Circular 570, "Surety Companies Acceptable on Federal Bonds."](#)

The bond is continuous until canceled by the TSP or surety company. In the event a bond is canceled, it shall be replaced by the close of business on the date of cancellation in order to maintain approval.

Use Standard Form (SF) 25 for this purpose (See Appendix C – Forms). The performance bond must be delivered to the PMO no later than the due date for the filing of rates in the Filing Cycle following applicant's approval. The performance bond shall be renewed annually in conjunction with rate filing as directed in the Request for Offers (RFO).

## **2.4.9 Experience**

The applicant shall conduct and maintain operations consistent with standard industry practices and this HTOS so that an acceptable level of service shall continue to be provided.

The applicant shall certify that each agent it will use conducts and maintains operations consistent with standard industry practices and this HTOS so that an acceptable level of service shall continue to be provided.

## **2.4.10 Scope of Operation**

The applicant shall submit information about their current and proposed scope of operation. For its current scope of operation, the applicant shall provide the actual number of shipments handled between each serviced service-area pair during the past five (5) years.

## **2.4.11 HTOS Questionnaire**

The applicant shall complete the HTOS questionnaire which is designed to familiarize the applicant with the requirements of the HTOS and is contained within the application package on the web (See Section 2.3). GSA reserves the right to require that the HTOS Questionnaire be resubmitted when the applicant has failed to complete a substantial number of the questions correctly.

## **2.4.12 Quality Control Program**

The applicant will furnish information regarding its published internal quality control program covering the functions of traffic management (routing, tracing, and billing), packing, packaging, containerization, employee training, supervision, and, if appropriate, agent supervision. This



will include quality goals and objectives with measurable performance standards, measurement techniques, and actions based on those standards.

The applicant will furnish information on how its quality control program is applied to its agents and how it is monitored. In addition, the applicant will describe how its program relates to, and reinforces the quality control program of, its agents.

Valid certification under ISO 9000 or ISO 9001 may be submitted as evidence of an acceptable Quality Control Program in both the applicant's and its agents' organizations.

### **2.4.13 Financial Responsibility**

The applicant shall demonstrate its financial responsibility, working capital, and other financial, technical, and management resources.

### **2.4.14 Agent Facilities**

The applicant's agents shall have the following:

- 2,000 cubic feet of storage space available for the use of the applicant
- Two vehicles, one of which shall be a weather-tight van of at least 1,000 cubic feet capacity and one open bed vehicle with a minimum length of 16 feet each
- One mobile lifting device (e.g., forklift) with a minimum lifting capacity of 4,000 pounds.

### **2.4.15 Registration in the System for Award Management (SAM)**

The applicant must be registered, and have a status designation of "active", in SAM (SAM.gov) at the time of submission of an offer in order to do business with the Federal Government. Previously approved TSPs must also ensure that their SAM registration is current and active for their rates to be considered. SAM is the on-line contractor database for the U.S. Federal Government. SAM collects, validates, stores and disseminates data in support of agency and other eligible user acquisition and award missions. It is a free service. Registration information and procedures can be found at [www.sam.gov](http://www.sam.gov).

### **2.4.16 Safeguarding of Information and Information Systems**

#### **2.4.16.1 Compliance with Federal and State Information Security Laws**

TSPs that store, process or transmit Federal Government data must comply with any applicable Federal and state laws related to the safeguarding of information and information systems.

#### **2.4.16.2 Basic Safeguarding Requirements and Procedures**

##### **2.4.16.2.1 Definitions**

- Covered TSP information system means an information system that is owned or operated by a TSP that processes, stores, or transmits Federal Government information relative to work performed under the HTOS.
- HTOS information means information, not intended for public release, that is provided by or generated for the Federal Government under the HTOS to develop or deliver a product or service to the Federal Government, but not including information provided by the Federal Government to the public (such as on public websites) or simple transactional information, such as necessary to process payments.
- Information means any communication or representation of knowledge such as facts, data, or opinions, in any medium or form, including textual, numerical, graphic, cartographic, narrative, or audiovisual (Committee on National Security Systems Instruction (CNSSI) 4009).
- Information system means a discrete set of information resources organized for the collection, processing, maintenance, use, sharing, dissemination, or disposition of information ( 44 U.S.C. 3502).
- Safeguarding means measures or controls that are prescribed to protect information systems.

#### **2.4.16.2.2 Requirements and Procedures**

The TSP shall apply the following basic safeguarding requirements and procedures to protect covered TSP information systems. Requirements and procedures for basic safeguarding of covered TSP information systems shall include, at a minimum, the following security controls:

- Limit information system access to authorized users, processes acting on behalf of authorized users, or devices (including other information systems).
- Limit information system access to the types of transactions and functions that authorized users are permitted to execute.
- Verify and control/limit connections to and use of external information systems.
- Control information posted or processed on publicly accessible information systems.
- Identify information system users, processes acting on behalf of users, or devices.
- Authenticate (or verify) the identities of those users, processes, or devices, as a prerequisite to allowing access to organizational information systems.
- Sanitize or destroy information system media containing HTOS Information before disposal or release for reuse.
- Limit physical access to organizational information systems, equipment, and the respective operating environments to authorized individuals.
- Escort visitors and monitor visitor activity; maintain audit logs of physical access; and control and manage physical access devices.

- Monitor, control, and protect organizational communications (i.e., information transmitted or received by organizational information systems) at the external boundaries and key internal boundaries of the information systems.
- Implement subnetworks for publicly accessible system components that are physically or logically separated from internal networks.
- Identify, report, and correct information and information system flaws in a timely manner.
- Provide protection from malicious code at appropriate locations within organizational information systems.
- Update malicious code protection mechanisms when new releases are available.
- Perform periodic scans of the information system and real-time scans of files from external sources as files are downloaded, opened, or executed.

#### **2.4.16.2.3 Other Safeguarding Requirements**

This Section 2.4.16. does not relieve the TSP of any other specific safeguarding requirements specified by Federal Government agencies and departments relating to covered TSP information systems generally or other Federal Government safeguarding requirements for controlled unclassified information (CUI) as established by Executive Order 13556.

#### **2.4.16.2.4 Subcontractors**

The requirements set forth in this Section 2.4.16 apply to all subcontractors who perform work under this HTOS. By performance of work under this HTOS the TSP certifies that for each subcontractor, the TSP has required the subcontractor to adhere to all such requirements. Any breach by a subcontractor of any of the provisions set forth in this Section 2.4.16. will be attributed to the TSP.

#### **2.4.16.3 Data Breach Notification**

In the event of any actual or suspected breach of any systems or data (i.e., loss of control, compromise, unauthorized disclosure, access for an unauthorized purpose, or unauthorized access, whether physical or electronic) identified in this Section 2.4.16, the TSP will immediately (within one (1) hour) report the breach to the impacted agency(ies) and the PMO. If the data breach occurs outside of regular business hours and neither the impacted agency(ies) nor the PMO can be reached, the applicant shall submit an email to the agency's identified POC (if one has been provided) and [errc@gsa.gov](mailto:errc@gsa.gov) within one (1) hour of discovery of the breach.

The TSP further certifies that it has a security policy in place that contains procedures to promptly notify any individual whose personally identifiable information (as defined in OMB Memorandum M-07-16 dated May 16, 2007) was, or is reasonably believed to have been, compromised. Any notification shall be coordinated with the agency(ies) and shall not proceed without agreement of the impacted agency(ies). The method and content of any notification by

the applicant shall be coordinated with, and be subject to the approval of, the impacted agency(ies). The applicant assumes full responsibility for taking corrective action, which may include offering credit monitoring when appropriate.

## 2.5 Previously Approved Firms

If the applicant has previously had its approval revoked or has voluntarily withdrawn from CHAMP participation, reapplication is governed by the rules in Section 2.2. The application shall be supported by statements from all Federal Government agencies that had previously used that firm for HHG transportation services. The statements of support shall be in the form and format specified by GSA.

## 2.6 Additional Information

GSA reserves the right to request additional or supplemental information when the information contained in the application is insufficient for a proper evaluation. Unless requested by GSA, additional or supplemental information will not be accepted.

## 2.7 False Statements

An applicant shall submit an application in its own name for approval as a TSP. A firm that on its own behalf or on behalf of an agent (a) falsifies, conceals, or covers up by any trick, scheme, or device a material fact; (b) makes any false, fictitious or fraudulent statement or representation; or (c) makes or uses any false writing or document knowing the same to contain any false, fictitious or fraudulent statement or entry on any part of the application or on any document furnished pursuant to this HTOS is punishable by fines, imprisonment, or both (U.S. Code, Title 18, Section 1001).

## 2.8 Evaluation of Application

The request for approval will be evaluated in accordance with the criteria set forth below

HTOS Section and Application Item	Evaluation Factors
2.4.1 Applicant Information	GSA will evaluate the impact of applicant's disclosed relationships and common financial and administrative control on CHAMP
2.4.2 Agreement to Abide By the HTOS	The certification will be reviewed to determine that the applicant has agreed to abide by the Terms and Conditions of the GSA CHAMP

HTOS Section and Application Item	Evaluation Factors
2.4.3 Authority and Licenses	GSA will verify that the applicant has appropriate and sufficient authority and licenses in the applicant's entity name to conduct the proposed scope of operation
2.4.4 TSP-Agent Agreement	The applicant shall certify that each agent it will use to provide agent services is party to a valid written agent agreement between itself and the applicant.
2.4.5 SCAC Designation	GSA will verify that the National Motor Freight Traffic Association, Alexandria, VA, has issued the SCAC
2.4.6 Trading Partner Agreement	Submitted complete
2.4.7 Cargo Insurance	If requested, applicant will provide documentation from primary underwriter
2.4.8 Performance Bond -- International	If approved for the international program, the performance bond must be delivered to the PMO no later than the due date for the filing of rates in the Filing Cycle following applicant's approval. The performance bond shall be renewed annually in conjunction with rate filing as directed in the RFO
2.4.9 Experience	GSA will evaluate the applicant's responses in terms of whether the applicant has demonstrated actual or potential ability to perform in accordance with the HTOS, performance consistent with standard industry practices and that of firms or agents, as appropriate, already participating in the program and performance that will meet the levels of quality expected of approved program TSPs. GSA will determine how well the applicant has managed and handled its corporate account businesses.
2.4.10 Scope of Operation	GSA will evaluate the applicant's responses in terms of whether the applicant has demonstrated actual and potential ability to perform in accordance with the HTOS, performance consistent with that of applicant's already participating in the program, and performance that will meet the levels of quality expected of approved TSPs
2.4.11 HTOS Questionnaire	GSA will evaluate the responses to the questionnaire in terms of whether the applicant has an understanding of the HTOS sufficient to performance that will meet the levels of quality expected of approved program TSPs

HTOS Section and Application Item	Evaluation Factors
2.4.12 Quality Control Program	<p>GSA will determine whether the applicant's internal quality control program has been formally published, contains quality goals and objectives with measurable performance standards, measurement techniques and actions based on those standards, and is sufficient to ensure that the applicant's operations, employees, and agents, if appropriate, are familiar with and will be held accountable for the achievement of the program's goals and objectives. GSA will also determine that the interface of quality control programs between the applicant and each of its designated agents is such that the quality goals and objectives and the performance standards are relatively consistent and will result in a unified approach to the quality of service delivery.</p> <p>If ISO 9000/ISO 9001 certification is submitted, each submitted certification will be reviewed to determine its legitimacy and applicability, and that the required periodic audits have been performed</p>
2.4.13 Financial Responsibility	GSA will evaluate this information to determine whether the applicant has sufficient financial capacity to provide service
2.4.14 Agent Facilities	GSA will evaluate applicant's information to see if sufficient facilities are available to handle proposed scope of operation
2.4.15 Registration in SAM	GSA will verify the applicant's active registration in SAM
2.5 Previously Approved Firms Statements of Support	GSA will evaluate the Federal support for the applicant to determine whether the applicant's recommencement of operations or its initiation of operations is supported by at least 75% of its former Federal civilian customers

## 2.9 Approval

A firm will be approved when the PMO's evaluation determines that the applicant possesses sufficient qualifications, experience, facilities, quality control processes, and financial capacity to participate in CHAMP. The approval of a firm shall include a limitation on the scope of that firm's operations within the program. The limitation shall be determined in accordance with the following criteria.

### 2.9.1 New TSPs

New TSPs are those applicants approved as CHAMP TSPs who have never been approved before. The designation "new" will apply until November of the calendar year following the year in which approval was granted. For example, an applicant approved in 2016 will be

considered a new firm until November 2017. GSA will limit the new TSP's scope of operation to that consistent with the applicant's experience, resources, quality control processes and financial responsibility.

### **2.9.2 Applicants Whose Prior Approval Has Been Revoked**

A TSP whose approval was previously revoked by GSA and has subsequently successfully reapplied shall be granted a scope of operation not exceeding that previously approved. GSA may determine that a lesser scope is consistent with the applicant's experience, resources, quality control processes, financial responsibility and prior performance in the program.

### **2.9.3 Applicants Who Have Voluntarily Withdrawn**

A TSP who voluntarily withdrew from CHAMP and has subsequently successfully reapplied shall be granted a scope of operation based upon the data contained in the application and financial review.

### **2.9.4 Advertising of TSP Approval**

Except in those instances where the TSP uses information or data publicly available, the TSP shall not refer to GSA approval to participate in the program or participation in the program in commercial advertising in such a manner as to state or imply that the services provided are endorsed or preferred by the Federal Government or are considered by the Federal Government to be superior to other services.

## **2.10 Rejection of Application to Participate**

An applicant may be rejected for the following reasons:

- An applicant's failure to file information by due dates established by the PMO.
- An applicant not meeting the financial qualification standards.
- An applicant not meeting the business and operational responsibility standards such that a scope of operation cannot be established.
- An applicant's failure to have an active registration in SAM.

## **2.11 Continued Participation and Renewal**

Once an applicant has been approved to participate, continued participation depends upon:

- The TSP showing a willingness and ability to meet the transportation requirements of the Federal Government and the HTOS.

- The TSP's maintenance of financial responsibility, working capital, and other financial, technical, quality control processes, legal authority, and management resources necessary to continue to perform. In concurrence with this requirement, GSA may request a TSP to submit current financial data to support its stability while participating in CHAMP.
- The TSP's Continuation of Insurance. If at any time the TSP's certification statement of cargo liability insurance is not provided to the PMO in accordance with the RFO, the TSP's participation in the program will be immediately revoked.
- The TSP's continuation of active registration in SAM.
- The TSP's continued compliance with the provisions of Section 2.4.16 Safeguarding of Information and Information Systems.
- The TSP's continuation to hold appropriate operating authorities in the approved entity's name from appropriate regulatory institutions .
- The TSP's continuation of Performance Bond. If at any time the TSP's performance bond for the International Program is canceled and not replaced with an acceptable new bond, the TSP's participation in the program will be immediately revoked.
- The TSP's continuation of ISO 9000/9001 Certification. In the event that a TSP's approval is predicated in part on ISO 9000/9001 certification and that certification lapses or is terminated by the certification registrar, the TSP's approval will become conditional until it has completed all parts of the application that were waived because of the ISO 9000/9001 certification. However, should the TSP not meet the evaluation standards approval will be revoked.
- The TSP is prohibited from any assignment of rights. In the event a TSP exercises any right under a currently existing agreement or enters into agreements with parties not subject to its control which in any way infringe, controvert, or otherwise subordinate or prevent the TSP from deciding unilaterally whether it will or will not submit a claim or file suit against the Federal Government or pay a claim by the Federal Government after the original bill for services performed under this HTOS, the TSP's approval will be immediately revoked. An exception is the assignment of payment of the TSP's original bills to a bank for collection.
- To ensure CHAMP TSPs are aware of updates to policies and regulations, the PMO will perform a renewal of its approved applicants. The TSP must satisfy this renewal requirement. The renewal process will contain information subject to how a TSP is handling shipments under CHAMP and will require each TSP to complete a multiple choice / true-false questionnaire on provisions that affect transportation of HHG shipments under CHAMP and/or of the employee. A score of 100% is required to pass, and TSPs will be provided opportunities to re-take the "open book" questionnaire. If a TSP does not submit the required documentation to the PMO, it may be placed in



temporary non-use, with rates in Transportation Management Services Solution 2.0 (TMSS 2.0) being removed indefinitely and potential removal from CHAMP. The PMO has the discretion of when to require the submission of renewal documents and the allowable amount of time for submission of the questionnaire.

## 2.12 Scope of Operation Adjustments

Adjustments to a TSP's scope of operation are made based on the TSP's Customer Satisfaction Index (CSI) derived from The Household Goods Carrier Evaluation Report, GSA Form 3080. This is described in Section 7.

### 2.12.1 Adjustment When the CSI Is Greater Than 100

A CSI greater than 100.00 indicates better than average customer satisfaction. A TSP with a CSI greater than 100.00 may increase its scope of operation by an amount equal to the difference between its CSI and 100.00. For example, a CSI of 109.83 would permit a 9.83% increase in the number of service area pairs (SAP) in the approved scope of operation. See the following computations example.

Note: In these computations all percentages relating to the number of SAPs are rounded up to the next greater whole number (e.g., 0.29 is rounded up to 1.)

Sample Scope of Operation Adjustment When The CSI Is Greater Than 100
Program Average = 100.00 TSP CSI = 109.83 / Current # of SAPs approved = 3 Step 1: $109.83 - 100.00 = 9.83$ Step 2: Move the decimal two places to the left: 9.83 to .0983 to obtain percent increase Step 3: $3 \times .0983 = .29$ or an increase of 1 SAP

### 2.12.2 Adjustment When the CSI is between 95 and 100

A CSI between 95.00 and 100.00 indicates average customer satisfaction. A TSP with a CSI between 95.00 and 100.00 may not change its scope of operation.

### 2.12.3 Adjustment When the CSI Is Less Than 95

A CSI less than 95 indicates below average customer satisfaction. A TSP with a CSI less than 95.00 will have its scope of operation decreased by an amount equal to the difference between its CSI and 100.00.

### 2.12.3.1 Reduction of A Multi-Service Area Pair Scope

When a TSP has a multi-service area pair scope, the TSP will be required to reduce its scope of operation by an amount equal to the difference between its CSI and 100.00. For example, a CSI of 88.23 would require an 11.77% decrease in the number of service area pairs (SAP) in the approved scope of operation. See the following computations:

Sample Scope of Operation Adjustment When the CSI is Less Than 95
Program Average = 100.00 TSP CSI = 88.23 / Current # of SAPs approved = 115 Step 1: $100.0 - 88.23 = 11.77$ Step 2: Move the decimal two places to the left: 11.77 to .1177 to obtain decrease Step 3: $115 \times .1177 = 13.54$ or decrease of 14 SAPs

### 2.12.3.2 Reduction When the TSP Has a Small Scope of Operation

When a TSP's CSI is less than 95.00 and the scope of operation adjustment would result in a complete elimination of the TSP's scope of operation (i.e., zero service area pairs), the scope will not be changed for the filing cycle during which the CSI will be effective. This is subject to the following provisions:

- The TSP's approval will be changed to conditional for the filing cycle during which the CSI will be effective.
- If the TSP's CSI for the subsequent customer satisfaction rating period is 95.00 or greater or the TSP is unindexed for the subsequent customer satisfaction rating period, the conditional approval will be revoked.
- In the event the TSP's CSI for the subsequent customer satisfaction rating period remains less than 95.00, the TSP's approval will be revoked.

### 2.12.4 Adjustment When There Is No CSI

The lack of a CSI indicates that GSA has been unable to establish the quality of the TSP's performance. An unindexed TSP may not change its scope of operation.

### 2.12.5 Adjustments Based On Factors Other Than the CSI

For TSPs that have filed rates since their approval, the approved scope of operation below may be adjusted upon written request by the TSP. This excludes new TSPs. Any approved adjustment will be effective as determined by the PMO. The following sections describe the other factors that may be considered.

### **2.12.5.1 Adjustment Based On an Increase in Operating Authority**

If a TSP's operating authority increases, no adjustment in the assigned scope of operation will be made unless the TSP's current published CSI is greater than 100.00. However, GSA reserves the right to require the TSP to submit current information, which may include resubmission of one or more portions of GSA's approval application package, in accordance with the requirements set out in Section 2.12.5, and to increase, decrease, or not change the TSP's scope of operation based on the evaluation of that information.

### **2.12.5.2 Adjustment Due To Mergers and Acquisitions**

If a TSP's operating authority increases because of a merger or acquisition, no adjustment in the assigned scope of operation will be made unless the TSP's current published CSI is greater than 100.00. However, GSA reserves the right to require the TSP to submit current information, which may include resubmission of one or more portions of GSA's approval application package, in accordance with the requirements set out in Section 2.12.5, and to increase, decrease, or not change the TSP's scope of operation based on the evaluation of that information.

### **2.12.5.3 Adjustments Based On Reorganization Plans**

When a TSP files a petition for reorganization under the laws of the United States or a foreign country, the TSP shall notify the PMO immediately. TSP's approval to participate in the program will be reviewed. If a TSP's plan for reorganization is approved under the laws of the United States, GSA will require the submission of current information, which may include resubmission of one or more portions of GSA's approval application package, in accordance with the requirements set out in Section 2.12.5, and increase, decrease, or not change the TSP's scope of operation based on the evaluation of that information.

If the TSP fails to notify the PMO of its filing for reorganization its approval to participate in CHAMP will be revoked.

### **2.12.5.4 Adjustment Based On Financial Capacity**

GSA reserves the right to require a TSP to submit current financial information and increase, decrease, or not change the TSP's scope of operation based on the evaluation of that information.

### **2.12.5.5 Adjustment Based On Redesignation of Principal Operating Company**

A TSP's scope of operation will not be adjusted due to the redesignation of the principal operating company by the parent company.

### **2.12.5.6 Adjustment Based On TSP Name Change**

An approved TSP may change its name upon submission of a copy of its approval by the DOT or appropriate regulatory authority to the PMO. Such documentation shall clearly demonstrate a change of name. No adjustments in the assigned scope of operation will be made. However, GSA reserves the right to require the TSP to submit current information, which may include resubmission of one or more portions of GSA's approval application package, in accordance with the requirements set out in Section 2.12.5 above, and to increase, decrease, or not change the TSP's scope of operation based on the evaluation of that information.

### **2.12.5.7 Adjustment When More than One of the Factors Applies**

When more than one of the factors cited in Sections 2.12.5.1 through 2.12.5.6 applies (e.g., an approved reorganization coupled with a name change), GSA reserves the right to determine the factor under the terms of which any adjustment action will be taken.

### **2.12.5.8 Adjustment When Intrastate Authority Changes**

When a TSP's intrastate authority is revoked or surrendered, the TSP's assigned scope of operation will be adjusted by the PMO to remove the applicable state(s) from the TSP's scope of operation.

## **2.13 Restructuring of Scope of Operation**

### **2.13.1 Restructuring Due to Bankruptcy**

A TSP filing a petition for bankruptcy under the laws of the United States or a foreign country shall notify the PMO immediately. When a TSP files a petition for bankruptcy, the TSP's approval to participate will be immediately suspended pending outcome of the bankruptcy proceedings. In the event the TSP fails to notify the PMO of its filing its approval to participate in CHAMP will be revoked.

Upon approval of a reorganization plan by the responsible Bankruptcy Court of the United States, a TSP is required to submit a plan for restructuring of its scope of operation and GSA reserves the right to require the TSP to submit current information, which may include resubmission of one or more portions of GSA's approval application package, and to increase, decrease, or not change the TSP's scope of operation based on the evaluation of that information.

## **2.13.2 Restructuring Based On Changes in Traffic Patterns**

Over a period of time and for various reasons, a TSP's predominant and long-term traffic patterns may change. Such changes may result in the CHAMP approved scope of operation no longer matching the traffic patterns of the TSP.

Accordingly, a TSP may request in writing a restructuring of its scope of operation. Restructuring the scope of operation consists of replacing SAPs. The restructuring will not result in an increase in the scope of operation.

### **2.13.2.1 Timing of Request**

No earlier than five (5) years after the year in which the TSP was approved to participate in the program and in five (5) year increments thereafter, a TSP may request a review of its scope of operation. For example, a TSP approved in calendar year 2017 may request a review of its scope of operation in calendar years 2022, 2027 and so on.

### **2.13.2.2 Procedure**

When a TSP has determined that it wants to exercise its right to request a restructuring, the TSP shall notify the PMO in writing of its intent to file a request for restructuring under the terms of this HTOS. Upon receipt of such notice, the PMO will transmit to the TSP the instructions for the submission of its requests. The TSP shall then file the formal request in the anniversary year. A formal request to restructure, as opposed to the notice of intent to request restructuring, received in other than the anniversary year will be rejected.

### **2.13.2.3 General Content of Instructions**

Generally, the TSP shall be required to submit sufficient traffic flow statistics and such other information as may be needed to support a conclusion that a substantial, long-term change in traffic patterns different from the approved scope of operation has occurred. GSA also reserves the right to require the TSP to submit one or more portions of GSA's approval application package.

### **2.13.2.4 Action on the Request**

GSA reserves the right to restructure, decrease, or not change the TSP's scope of operation based on the evaluation of the information submitted with the request to restructure.

## **2.13.3 Needs of the Program**

GSA reserves the right to increase or restructure a TSP's scope of operation without regard to the TSP's CSI when the needs of the program require such increase or restructuring.

## **2.14 Updating Approval Information**

Whenever an approved TSP makes substantive changes in its organization or operation as described in its approval application, the TSP shall advise the PMO in writing of such changes.

TSPs that have a change in ownership must notify the PMO in writing within 30 calendar days from the date such ownership occurred. Upon such time, the PMO has the discretion to require the new ownership to present updated financial data, business statistics data, or other documentation relevant to the change in ownership. No change to a TSP's scope of operation will be affected unless the PMO determines the financial stability is significantly off-set from the previous TSP owner.

TSPs that have a change in authority (interstate and/or intrastate) must notify the PMO in writing within 30 calendar days from the date of such change. The PMO has the right to modify the TSP's scope of operation upon review of authority change.

## **2.15 TSP Withdrawal from CHAMP**

A TSP may withdraw its participation in the program at any time at its discretion. A TSP withdrawing its participation in CHAMP shall notify the PMO in writing and any notification shall be effective thirty (30) calendar days from the date of notice.

## **2.16 Constructive Withdrawal**

A TSP may be deemed withdrawn from participation in the program if it does not file one (1) or more acceptable rate offers in two (2) consecutive years. The main rate filing cycle typically begins November 1<sup>st</sup> of each year and ends October 31<sup>st</sup> of the following year. This cycle is considered one (1) year. The supplemental rate filing cycle typically begins May 1<sup>st</sup> of each year and ends October 31 of the same year. To avoid withdrawal from the program, a TSP must file one (1) or more acceptable rate offers during at least one (1) main or one (1) supplemental filing cycle occurring within two (2) consecutive years. Newly approved TSPs must file at least one (1) acceptable rate offer during either a main or supplemental filing cycle occurring within two (2) consecutive years of their approval date to avoid withdrawal from the program.

## **2.17 Termination of Performance Procedures**

This section, in conjunction with Section 3.2, details the applicable procedures for terminating performance of a TSP. BLIOs should use termination of performance to address those shipments needing to be retendered due to the fault of the TSP. Reasons for initiating termination of performance procedures include, but are not limited to:

- Nonperformance, delay or refusal of services;

- Anticipatory repudiation;
- Breach of the terms of tender, including but not limited to:
  - Failure to complete movement;
  - Non-payment of agent's fees and/or unreasonable TSP charges to agent;
  - Failure to settle loss/damage claims;
  - Failure to release/unlawful detainment of shipments;
  - Failure to notify the PMO of assignment and change of control;
  - Missing documentation;
- Inability to perform service(s) in a timely manner;
- Financial and operational failures;
- Failure to maintain appropriate operating authorities in the approved entity's name from appropriate regulatory institutions;
- And/or any condition(s) endangering performance resulting in disruption to Federal agency customers.

Upon reasonable belief that the TSP has engaged in behavior giving rise to a cause for termination of performance, the BLIO will place the offending TSP in immediate temporary non-use status and notify the PMO whereupon the PMO will remove the TSP's rate offers from the TMSS 2.0 database. Within a reasonable time thereafter, the BLIO shall notify the TSP, in the form of a written cure notice, that the BLIO has taken the aforementioned actions and clearly identify the nature and extent of the performance failure(s). The cure notice shall request that the TSP remedy the condition(s) endangering its participation under CHAMP and shall state that a proper cure notice will take the form of the TSP's unqualified written assurance of its ability and intent to cure within 10 calendar days or the TSP will be terminated for performance. In the event that the TSP has clearly expressed by words or conduct, its intent not to render the promised performance by the time fixed on the BL, this behavior constitutes anticipatory breach/repudiation. In the event of anticipatory breach/repudiation on the part of the TSP, the BLIO is not required to issue a 10-day cure notice and may proceed with termination on the grounds of anticipatory breach.

If the TSP responds to the cure notice within the 10-day period, the BLIO shall (1) determine whether such response constitutes a proper cure of the deficiencies outlined in the notice and upon determination that a proper cure was received (2) notify the TSP of its determination by (a) removing the TSP from temporary non-use status and (b) notifying the PMO to reinstate the TSP's rates in TMSS 2.0.

## 2.18 TSP Approval Revocation

This section, in conjunction with Section 3.1, details the applicable procedures for the PMO to revoke a TSP's approval to participate in CHAMP. Reasons for initiating revocation of the approval include but are not limited to:

- Termination(s) of performance by the BLIO(s).
- Nonperformance, delay or refusal of services.
- Anticipatory repudiation.
- Failure to submit Shipment and/or Storage-in-Transit (SIT) Reports or correct deficiencies.
- Failure to submit **Administrative Fee (AF)** or correct deficiencies.
- Failure to initiate GSA Form 3080s.
- Failure to maintain active registration in SAM.
- Failure to comply with the provisions of Section 2.4.16 Safeguarding of Information and Information Systems.
- Failure to maintain appropriate operating authorities in the approved entity's name from appropriate regulatory institutions.
- Inability to perform service(s) in a timely manner.
- Financial and operational failures.
- And/or any condition(s) endangering performance resulting in disruption to Federal agency customers.

In cases of termination of performance by the BLIO, if the BLIO determines that the TSP has not properly cured deficiencies outlined in a cure notice within the 10-day period to the satisfaction of the BLIO, the BLIO shall notify the PMO. At that point in time, the PMO will inform the TSP that its approval to participate in CHAMP is hereby revoked and the TSP's rate offers on file with CHAMP are removed permanently from the TMSS 2.0 database.

Any revocation of a TSP's approval to participate in CHAMP is appealable to the PMO. Letters to the TSPs notifying the TSP that the PMO has revoked its approval in CHAMP shall include notification to the TSP of its right to appeal its revocation to the PMO and outline relevant procedures for submitting an appeal. A revocation of approval only removes the TSP from the CHAMP; it does not prevent the TSP from seeking opportunities outside of CHAMP. Moreover, the TSP will not be listed as an excluded party in SAM.



### 3 Responsibilities and Authorities

#### 3.1 Program Management Office Responsibilities and Authorities

The following table summarizes the responsibilities and authorities of the GSA Centralized Household Goods Traffic Management Program (CHAMP) and the Program Management Office (PMO). In general, the PMO is responsible for the overall management and administration of CHAMP. The PMO is ultimately responsible for the effective operation of CHAMP and is the final arbiter in matters related to CHAMP unless otherwise noted in a specific section.

Unless otherwise specified in the table below, all provisions are applicable to domestic and international moves. Specific provisions for international are grouped at the bottom of the table.

<b>Program Management Office (PMO) Responsibilities and Authorities</b>	
<b>Responsibility</b>	<b>Authority and Actions Required</b>
Application to Participate in CHAMP	Accept or reject in writing in accordance with Section 2
Rate Filing	Accept, reject or require correction in accordance with Section 4 and the Request for Offers (RFO)
Refer TSP for Suspension or Debarment	In accordance with the procedures in the Federal Management Regulation (FMR) Part 102-117 (41 CFR 102-117)
Place TSP in Temporary Non-use Status	Place TSP or agent in temporary non-use in accordance with procedures in FMR Part 102-117 (41 CFR 102-117)
Revoke TSP's Approval to Participate in CHAMP	Revocation of a TSP's approval may occur under the following circumstances: <ul style="list-style-type: none"> <li>• Termination(s) of performance by the BLIO(s);</li> <li>• Nonperformance, delay or refusal of services;</li> <li>• Anticipatory repudiation;</li> <li>• Failure to submit Shipment and/or SIT Report or correct deficiencies;</li> <li>• Failure to submit <b>AF</b> or correct deficiencies;</li> <li>• Failure to submit GSA Form 3080s;</li> <li>• Failure to maintain active registration in SAM;</li> <li>• Failure to maintain appropriate operating authorities in the approved entity's name from appropriate regulatory institutions;</li> <li>• Inability to perform service(s) in a timely manner;</li> <li>• Financial and operational failures;</li> <li>• Failure to comply with the provisions of Section 2.4.16 Safeguarding of Information and Information Systems.</li> </ul>

<b>Program Management Office (PMO) Responsibilities and Authorities</b>	
<b>Responsibility</b>	<b>Authority and Actions Required</b>
Appeal of Revocation of Approval, Temporary Non-use, Suspension, and Debarment	Handle the appeal of revocation in accordance with Section 2.18 Refer to the Federal Acquisition Regulation (48 CFR Part 9, Subpart 9.4) for policies and procedures governing suspension and debarment of a TSP Review all relevant and necessary information to make a final determination on the TSP’s temporary non-use status.
Appeal of Corrective Action	Review all relevant and necessary information to make a final determination on the merits of a corrective action imposed by the BLIO
Appeal of Performance Report	Consider only factual items and provide TSP with written decision within thirty (30) business days of receiving the TSP’s submission or presentation in accordance with this section
Appeal of (Bill of Lading Issuing Officer BLIO) Claim Decision	Review all relevant and necessary information to make a final determination on the dispute
Review of Records by PMO or Designee	Within three (3) years or time period defined in FAR Subpart 4.7 (48 CFR 4.7) whichever expires earlier. Examination includes access to books, documents, papers and records of the TSP involving transactions related to this Household Goods Tender of Service (HTOS) or compliance with any clauses thereunder. TSP shall furnish copies of such records at no cost to the Federal Government. This process is at the discretion of the PMO
Annual Performance Report	PMO will publish a performance report annually based on GSA Form 3080 and any other information the PMO deems appropriate

<b>Program Management Office (PMO) Responsibilities and Authorities International Program Only</b>	
<b>Responsibility</b>	<b>Authority</b>
Agent Termination and TSP Non-use	Ensure new agency agreement established within thirty (30) calendar days or TSP shall be placed in temporary non-use.

### **3.2 Bill of Lading Issuing Officer (BLIO) Responsibilities and Authorities**

The Bill of Lading Issuing Officer (BLIO) is responsible for the management of the transportation of household goods in their agency. The responsibilities and authorities of the BLIO can be performed by either a Contractor/CBLIO (subject to the limitations set forth in the contract) or a General Services Officer (GSO) if designated in writing by the BLIO. The table below outlines the responsibilities and authorities of the BLIO. The BLIO is authorized to waive approvals and

requirements as noted in the HTOS based on individual shipment circumstances. Initial decisions by the BLIO are final and conclusive to the TSP unless an appeal is made to the PMO.

All documentation preparation and annotation is the responsibility of the BLIO unless specified elsewhere. The BLIO is responsible for distributing the BL or GBL.

Unless otherwise specified in the table below, all provisions are applicable to domestic and international moves. Specific provisions for international are grouped at the bottom of the table.

<b>BLIO Responsibilities and Authorities</b>	
<b>Responsibility</b>	<b>Authority and Actions Required</b>
TSP Liability	Establish and authorize in writing the level of services and liability on the BL
Expedited Service	Approve in writing
Telephonic/Virtual Pre-move Surveys	Approve in writing
High Risk Item Programs	Establish and authorize in writing the terms and conditions of any program limiting a TSP's liability in accordance with Section 9
Use of Crates	Approve in writing in accordance with Section 5
Shuttle Service	Approve in writing
Other Accessorial Services	Approve in writing
Transit Times	Approve changes in writing
Inspection of TSP Facilities and Performance	Can perform under guidelines in Section 7
Defective Performance	Authorized to direct TSP to correct or re-perform in accordance with Section 7
Constructive Weight	Approve in writing in accordance with Section 5
Indirect routing	Approve in writing. See details in this section
Use of alternative TSP	Approve in writing. No alternatives allowed for International. See details in this section
Diversion and Re-consignment	Approve in writing
Temporary Non-use TSP and/or Agent	Place TSP or agent in temporary non-use in accordance with procedures in FMR Part 102-117 (41 CFR 102-117)
Refer TSP for Suspension or Debarment	Refer TSP for suspension or debarment in accordance with procedures in the FMR Part 102-117 (41 CFR 102-117)

<b>BLIO Responsibilities and Authorities</b>	
<b>Responsibility</b>	<b>Authority and Actions Required</b>
Termination of Performance under the HTOS	<p>Approve in writing termination of all or part of service. Termination is based on a breach of the terms of tender, failure to complete a service, delay a service or refuse a service, failure to perform in accordance with the GSA tariff/Request for Offers (RFO) and/or other legal requirements.</p> <p>Domestic terms include but are not limited to: non-payment of agent's fees and/or unreasonable TSP charges to agent, detention of a shipment due to dispute, missing documentation and inability to perform service in a timely manner. International terms include but are not limited to: non-payment of charges by TSP to agents or other service providers, e.g. port agents causing shipment to be detained or delayed and missing documentation.</p> <p>See Section 2.17 Termination of Performance Procedures for further details</p>
Proper Tarping	Place TSP in temporary non-use when shipments moved in linehaul without proper tarping
Violation of HTOS or BL	Place TSP in temporary non-use, evaluate cure notice, and terminate the BL for violation of the HTOS and/or BL's terms
Lack of Incomplete Corrective Action	Place TSP in immediate temporary non-use if TSP corrective action is incomplete
Inventory Coding	Place TSP in immediate temporary non-use if TSP consistently uses mass coding or miscoding
Improper Conduct	Place TSP in immediate temporary non-use if TSP personnel are reported under influence of alcohol or drugs, use abusive language or engage in improper conduct
Removal of Property from Disapproved Facilities	Direct TSP to move shipment to Federal Government approved warehouse. Cost paid by TSP. No cost to Federal Government
Storage-in-Transit (SIT) greater than 50 miles at Origin or Destination	Approve in writing. In excess of fifty (50) miles of origin or destination charges for storage include: charges for storage at other TSP warehouse, and charges involving use of trailers, vans, public warehouses and self-storage units
Additional SIT	Prior to the expiration of the initially authorized SIT days, provide to the TSP, in writing, the number of additional days authorized for SIT
SIT at Origin	Approve in writing in accordance with Section 5
Storage in Non-commercial Facilities	Approve in writing in accordance with Section 5 storage in trailers, vans, public warehouses, self-storage units or any other non-commercial facility
Partial Withdrawal from SIT	Approve in writing prior to withdrawal and inform TSP of new billing instructions

<b>BLIO Responsibilities and Authorities</b>	
<b>Responsibility</b>	<b>Authority and Actions Required</b>
Removal or Placement of Property from or to Inaccessible Locations	Approve in writing prior to performance. Inaccessible is defined as: Not accessible by a permanent stairway; not adequately lighted; does not have a flat continuous floor; or does not allow a person to stand erect
Filing of Claims incomplete or non-performance of services	File in writing with TSP for shipment adjustment costs
Filing of Claims – Loss or Damage	File in writing with TSP unless waived by owner
TSP Request Excusable Delay, Refusal or Failure	Decision by BLIO. Situations beyond control of TSP include but are not limited to: Acts of God or the public enemy, strikes, freight embargos, and unusually severe weather. TSP shall notify BLIO. Ordering Office advises BLIO. If decision is that delay is inexcusable, BLIO shall notify PMO
Scheduling Service on Saturday, Sunday or Holidays	Approve in writing prior to performance
Completion after 5:00 P.M.	BLIO, owner, or their authorized representative, approve in writing the start of any service that cannot be completed by 5:00 p.m. on regular business days. No liability on the part of the Federal Government will be incurred for overtime labor or any other additional charge
Service Beyond Scope of HTOS	Authorize in writing scope and pricing prior to performance
Packing and Stuffing of Containers	Authorize in writing packing and stuffing prior to performance at a location other than the residence
Use of Third Parties	Authorize in writing in accordance with Section 5
Extension of Storage	Negotiate storage in excess of 150 calendar days in accordance with Section 5

<b>BLIO Responsibilities and Authorities International Program Only</b>	
<b>Responsibility</b>	<b>Authorities and Actions Required</b>
Designation of Agents	Authorized to direct use of destination and origin agents
Use of Foreign Flag Shipping	Approve in writing in accordance with Section 5 and the RFO
Diversions and Reconsignment	Anything outside a 50 air mile radius of the address, US Embassy, Consulate or municipality shown on the Bill of Lading
Taking Possession of Shipments When TSP placed in worldwide non-use status	Inspect local and port agent facilities for subject TSP. Terminate these shipments and arrange alternative TSP and transportation to final destination

<b>BLIO Responsibilities and Authorities International Program Only</b>	
<b>Responsibility</b>	<b>Authorities and Actions Required</b>
SIT at a Foreign Location	Authorize and approve in writing in accordance with Section 5. TSP shall use closest Department of Defense/Department of State approved storage facility. Excess charges for TSP convenience will not be allowed
Reweigh of Shipment	Authorize in writing in accordance with Section 5
Payment of Release Fees and Setoff	Pay any charges necessary to release a shipment and initiate setoff procedures against the TSP for any overage
Extension of Storage	Negotiate storage in excess of 180 calendar days in accordance with Section 5

### 3.3 Transportation Service Provider (TSP) Table of Responsibilities and Authorities

The table below summarizes authorities and responsibilities of the Transportation Service Provider (TSP). This table is only a summary. Specific TSP responsibilities and authorities are defined throughout the HTOS, especially in Section 5, Household Goods Services, and Section 11, Reporting Procedures. The TSP and its agents share in the execution of these responsibilities. Although agents perform a vital role in this regard, the principal responsibility for these requirements is on the TSP. The TSP is always responsible for the actions of its agents.

A TSP can request a waiver of a requirement or approval for a special service. All verbal requests shall be followed up in writing.

Unless otherwise specified in the table below, all provisions are applicable to domestic and international moves. Specific provisions for international are grouped at the bottom of the table.

<b>TSP's Responsibilities and Authorities</b>	
<b>Responsibility</b>	<b>Authority and Action Required</b>
All Origin and Destination Services	Responsible for performing or arranging for origin, linehaul and destination services from the point of origin to final destination, as well as satisfactorily settling any and all claims. TSP is responsible for following the rules of CHAMP as identified in this HTOS, the GSA tariff, the RFO, and TSP is responsible for the actions of its agents and subcontractors
Selection of Agents	TSP has a choice of agents, subject to agency control. (Refer to the current RFO for restrictions). TSP shall have a resident agent in each state, offshore location, country, and trust territory or US possession for which TSP submits rates. General agents can be used

<b>TSP's Responsibilities and Authorities</b>	
<b>Responsibility</b>	<b>Authority and Action Required</b>
For Acts of Omission	For themselves and the acts of their agents including accessorial or terminal services
Diligence and Reasonable Care	For themselves and their choice of agents who shall be sufficiently knowledgeable, fit, willing and able to provide services under the provisions of the HTOS
Direct Routing (Through Shipping)	All shipments tendered are the responsibility of the TSP from origin through destination. Indirect routing or transshipping is not allowed unless waived by BLIO
Errors in shipment	If TSP ships the wrong property or ships to the wrong destination, TSP is responsible for expedited return of the property including air transportation
Shipment Refusal	TSP shall refuse shipments for which they have no rates on file or are outside their scope of operation
Shipment Routings	TSP shall determine optimal shipping routes
Shipment Tracing	TSP shall trace and annotate documentation and notify BLIO within the required time noted in HTOS Section 5.10.1. TSP shall keep records in accordance with Sections 5 and 10 including the date of the requests, time received, name of the requestor, and the date and time status provided
SIT	Mandatory use of TSP's agent facility within fifty (50) miles of origin, destination or installation shown in the "Consignee Block" of the Bill of Lading. Outside the fifty (50) miles requires BLIO approval
GSA Form 3080	TSPs are required to initiate an electronic GSA Form 3080 in the Transportation Management Services Solution 2.0 (TMSS 2.0) system for every CHAMP shipment
Complaints and Inquiries	TSP establishes procedures for receiving and responding to complaints and inquiries from the BLIO and the owner or their authorized representative. TSP shall, at a minimum, provide a published phone number and written record in the file
Document Preparation and Annotation	Properly preparing and annotating the shipping, billing and claims settlement documents and any other documentation required by the HTOS
Document Distribution	See Section 5
Safeguarding of Personally Identifiable Information (PII)	In accordance with the U.S. Department of Homeland Security, U.S. Customs and Border Protection's guidance for safeguarding PII, the TSP shall ensure that their associated port agents, overseas general agents, and/or other responsible parties do not include the owner's Social Security Number (SSN), rank/grade, words that would identify it as a Government shipment such as "Government Shipment" or "Applicable Agency Shipment" or the Bill of Lading (BL) number is not entered in the "Marks and Numbers," "Description of Goods," or any other fields in the Automated Manifest System (AMS) or the Automated Commercial Environment (ACE)

<b>TSP's Responsibilities and Authorities</b>	
<b>Responsibility</b>	<b>Authority and Action Required</b>
Safeguarding of Information and Information Systems	TSP shall comply with the provisions of Section 2.4.16 Safeguarding of Information and Information Systems
Claims	Provide to owner all reasonable and necessary assistance in preparation and filing of claims, including the forms, assistance in filling in forms, inspection of damaged property and obtaining estimates
Settlement	Provide to owner an item by item analysis of the settlement including denials or compromises
Appeal Procedures	May exercise for issues involving revocation of approval, temporary non-use, suspension and debarment, corrective actions, performance reports and claims
Claims for Additional Charges	Additional charges for transportation or accessorial charges shall be presented to the shipping agency with full documentation and explanation
Quality Control Program	All documentation and operating procedures available upon request for review and inspection in sufficient detail of every facet of the traffic management system. For example, routing, tracing, billing, packaging, employee training and supervision and agent supervision. Standards shall be equal to or greater than those of the HTOS
Assignment of Bills	TSP may not subrogate invoices for service rates and charges to third parties except to a bank for collection
Equipment	Maintain in good operating condition with clean and sufficient pads, covers and protective equipment to ensure safe transit of household goods
Facilities	Maintain equipment, facilities, operations and personnel adequate for performing services
Maintenance of Records	Abide by 28 USC 2415 and 41 CFR 102-118 with regard to retention of transportation shipping documents. Electronic and physical data imaging systems (e.g., scanning or microfilm) may be used for most business purposes as long as hard copies are maintained and provided when requested. TSP is responsible for quality, indexing and retrieval of these records
Sustainability Efforts	TSP must employ, when feasible, the use, reuse and/or recycling of materials (e.g., boxes, packing materials, paper surveys, paper inventories)



<b>TSP's Responsibilities and Authorities</b>	
<b>Responsibility</b>	<b>Authority and Action Required</b>
Employees	Hire and train qualified personnel. For the purposes of owner interaction, at least one employee, and/or warehouse employee when applicable, shall be fluent in English. All employees will be neat in appearance, in identifiable uniforms, with valid company IDs. IDs shall have photo, employee name and signature. TSP shall ensure all employees remain qualified in their assigned duties. English shall be the only language used with regard to work performed under the HTOS for written correspondence, discussions and other business transactions. No parolees, convicts, or prison labor permitted. TSP shall ensure that all employees and sub-contractors are free from possession and/or not under the influence of drugs or alcohol while in an owner's residence or handling an owner's personal property. TSP shall remove and replace any employee exhibiting unprofessional behavior when requested by the owner, an authorized representative of the owner or a government representative. Smoking is prohibited in the owner's residence or within 50 feet of personal property during all phases of shipment and storage.
Driver Identification/Qualification	TSP shall ensure drivers are legally qualified and licensed in accordance with local, state, Federal, and foreign country or international laws.
Use of Alternate TSPs	Request for alternate made by TSP to BLIO in writing. Approval by the BLIO required. Alternate shall be an approved CHAMP TSP. The TSP shall perform services to the same standards as the TSP and is bound by the requirements of the HTOS

<b>TSP's Responsibilities and Authorities International Program Only</b>	
<b>Responsibility</b>	<b>Authority and Action Required</b>
Open Routing Exception	TSP shall not use busy ports during peak season that could delay shipments
Personnel IDs	Photo ID with company name and logo, employee name, company address, company unique employee ID number, employment date and employee signature. Expired documentation will not be accepted
SIT at Foreign Locations	TSP is required to use agent's facility nearest the origin, destination city or installation shown on the "Consignee Block" of the GBL regardless of fifty (50) mile radius
Ocean Terminal Port Agent Facility Standards	Meet national/host country standards and codes with respect to the fire safety, prevention and protection requirements and storage of combustible materials. Facilities are maintained and used in accordance with generally accepted warehousing practices

<b>TSP's Responsibilities and Authorities International Program Only</b>	
<b>Responsibility</b>	<b>Authority and Action Required</b>
Property Release to Shipping Agency	TSP shall release shipment if demanded by agency. All property shall be clearly identified on the ocean bills of lading/manifests or other documentation for ease in tracing and action
Agents	Agency may designate which origin and destination agents TSP shall use
Agent Staffing	Manned during normal working hours with booking and servicing agents. One agent employee may support up to three (3) TSPs. Two agent employees are required for four (4) or more TSPs
Agent Agreement	Contract, in English as necessary, is required prior to effective date of accepted rates. Terms and conditions of HTOS flow down. Shall include this clause:  "By acceptance of this contract/agreement/order/reimbursement schedule, I recognize that property being transported hereunder is Federal Government sponsored personal property and, as such, will not be detained by my firm under any circumstances. Further, I guarantee representatives of the Federal Government free access to any facilities, including those of my agents, during normal working hours for their lawful purpose of inspecting and removing TSP containers in which Federal Government sponsored personal property is shipped."
Agent Use	TSP upon request furnish agent list to BLIO. Change of agent may be subject to agency inspection and approval of PMO
Agent Termination	Whether by Federal Government or TSP action, upon termination TSP shall make temporary arrangements for interim destination services with another local agent
Termination by Agent	In the case of agent's voluntary withdrawal from or termination of its agency agreement with TSP, TSP shall make immediate temporary arrangement for interim destination services
Dispute	Any party that makes a claim shall enter a sixty (60) calendar day discussion to reach an agreeable settlement without litigation. All parties still have the right to litigation or other administrative remedies

### 3.4 Owner Responsibilities and Authorities

The table below summarizes authorities and responsibilities of the owner with respect to the shipment of their HHG. This table is only a summary. At the time of the pre-move survey, the TSP shall provide the owner a copy of GSA's "Your Rights and Responsibilities". This is available from GSA's [Acquisition Gateway](#).

<b>Owner Responsibilities and Authorities</b>	
<b>Responsibility</b>	<b>Authority and Action</b>
Limitation of Authority	Owner cannot make any agreement with the TSP which shall diminish the rights or increase the obligations of the Federal Government, except for reweigh service requests
Service Dates	Owner will set specific dates with TSP for pre-move survey, packing, loading, delivery and, if applicable, delivery from storage-in-transit, unless otherwise established by BLIO
Release of Property	Owner will release to the TSP only that property that legally belongs to, and may be shipped by, the owner
Accessibility of HHG	Owner will make sure all property to be shipped or placed at destination shall be in accessible areas with permanent stairways, adequate lighting, a flat continuous floor, and is of sufficient height for a person to stand erect
Disassembly and Reassembly of Property	Owner will be responsible for disassembly and reassembly of ice makers, swing sets, outdoor playground equipment, television and radio antennas, satellite dishes, storage sheds, and other similar items.
Appliance Servicing	Owner will arrange for the disconnecting or reconnecting of gas and/or electric washers/dryers, and draining of water hoses and draining/filling water beds.
Specialized Servicing	Owner will arrange for the disassembling, reassembling, or servicing of articles that require special servicing or services of a technician or craftsman such as a grandfather clock, audio, home entertainment or other electronic equipment, gas dryers, wall units/room electric/pipe organs, hot tubs, pool tables. (Refer to HTOS 5.2.5 which provides discretion to the BLIO to approve such services in writing.)
Excess Valuation	Prior to commencement of services, the owner is authorized to establish a level of service or declared value in excess of that established by the Federal Government.
Adverse Weather Conditions	In cases of bad weather that could be detrimental to the owner's personal property, service should be suspended until better weather unless approved in writing by the owner and TSP.
Snow Removal	Unless it is for TSP convenience, snow removal is the responsibility of the owner. If a TSP runs into issues with this, they are to immediately contact the agency's BLIO.

<b>Owner Responsibilities and Authorities</b>	
<b>Responsibility</b>	<b>Authority and Action</b>
Document Preparation and Annotation	<p>Owner will:</p> <ul style="list-style-type: none"> <li>• Verify the inventory listing and condition of items at pick-up</li> <li>• Verify the inventory listing and condition of items at delivery</li> <li>• Note loss and/or damage on delivery documents with TSP</li> <li>• Prior to shipment packing, obtain independent third party appraisals of high-valued or antique property and give to TSP</li> <li>• Provide TSP a list of extraordinary (unusual) value property prior to packing, loading and pick-up of HHG</li> </ul>
Inspection and Acceptance	<p>Owner will inspect services in the absence of authorized GSA representative, the employing agency, or the BLIO. The owner's report of inspection (as documented by owner's signature on the BL (GBL if international) and a joint inspection at delivery) will be administratively final</p>
Claims	<p>The owner may file claims with TSP for loss of or damage to property</p>

## 4 Offers of Service

### 4.1 Overview

GSA will issue a Request for Offer (RFO) annually to all Transportation Service Providers (TSPs) approved to participate in the Centralized Household Goods Traffic Management Program (CHAMP). During the RFO process, TSPs may submit offers to provide the Household Goods (HHG) transportation services covered by this Household Goods Tender of Service (HTOS). The filing of rate offers is restricted to an approved TSP's scope of operation. The scope of operation is determined during the application process described in Section 2 of this HTOS which also details the process for increasing or reducing the scope. Rate offers outside the TSP's approved scope of operation will be rejected during the RFO period.

### 4.2 Geographic Coverage

The geographic areas included in a TSP's scope of operation are defined in the RFO. Additionally:

- Rate offers for domestic service (with the exception of Alaska) shall be for all points within the defined service areas for interstate and for the full state for intrastate offers.
- Rate offers for service within Alaska or between Alaska and all other points defined as domestic will include only those points identified in the RFO.
- Rate offers for all international service may be between international areas or between international and domestic areas. In either case, offers for international service shall be for all points within the defined service areas and/or countries.

### 4.3 Annual RFO Process

The RFO provides instructions and timing for the filing and acceptance of offers and will be issued by the Program Management Office on an annual basis, unless changes in the program or other factors require the issuance of different instructions. Except as provided below, all terms, conditions, and instructions are contained in the RFO. In general, the RFO:

- Provides special instructions that amplify the information in the HTOS
- Solicits rates for domestic and international HHG services
- Provides details on the computation of the GSA **Administrative Fee (AF)**
- Provides special agency provisions that apply to the HHG shipments of a specific agency
- Provides criteria for the evaluation and acceptance of rate filings

- Provides technical details on the rate filing process.

## 4.4 One-Time-Only (OTO) Shipments

An OTO shipment is a particular shipment, route, or requirement with unique specifications that requires solicitation by an agency of a special type of rate offer from current CHAMP TSPs. This provision applies to both domestic and international services under this HTOS. An OTO shipment shall include the mandatory terms and conditions in writing that govern the use of GBLs and BLs (41 CFR 102-118.140) and must also state that the provisions of CHAMP and any agency-specific terms, conditions and/or specialized requirements apply. For OTO rates used in conjunction with CHAMP shipments, specifically Items 1, 2 and 3 below, OTO rates shall be all inclusive and include all charges for the transportation, accessorial (to include fuel), GSA's **AF** and full replacement valuation, plus other services needed to support the unique nature of the OTO shipment. When an agency solicits OTO rates, it should solicit a minimum of 3 or more rate offers to make a best value determination, however, the agency may consider the rate offers if less than 3 are received. An agency may consider such factors as pricing, timeliness of pickup/delivery and/or the TSP's CSI score to determine best value.

OTO rates under CHAMP can be used for:

1. A single shipment with a unique delivery timeline, shipment characteristic, or origin/destination combination (all-inclusive pricing)
2. A group of shipments with the same or similar requirements (all-inclusive pricing)
3. Any and all modes of shipment (HHG, containerized, UAB, POV, etc.) when there are no rates or very limited rates (fewer than three) on file (all-inclusive pricing)
4. A shipment outside of a CHAMP TSP's authorized scope of operation if the agency and TSP have a Memorandum of Agreement (MOA) for Move Management Services (MMS) and there is no pricing structure identified in the MOA for OTO shipments. If an agency and MMS Provider have instituted an MOA for transportation services and a pricing structure for OTO shipments is identified within the language of the MOA, the MMS Provider may use the agreed upon pricing.
5. A shipment outside of a CHAMP TSP's authorized scope of operation when a TSP has obtained approval from the ordering agency in advance. The TSP must include the agency approval as documentation supporting the invoice.

For 1, 2, and 3 above, OTO rates shall be solicited in the following ways:

- Solicit rate offers directly from CHAMP TSPs. An agency should communicate its requirements in writing to TSPs directly via email or fax.

- An agency that handles household goods (HHG) shipments for another agency may solicit an OTO on the other's behalf. Either agency may require the use of an existing list of CHAMP TSPs with whom it already does business.

Agencies are encouraged to use CHAMP TSPs with approved rate offers inside the TSP's scope of operation for its respective OTO shipments. For 4 and 5 above, the acceptance and movement of a shipment by the TSP outside of its approved scope of operation shall constitute an agreement by that TSP to perform the required services (linehaul, accessorials, SIT and/or UAB), equal to or below the average of the 3 lowest rate offers (percentages) on file for the required lane (excluding the lowest in the given lane). For POV shipments, the average of the 3 lowest charges shown in TMSS 2.0 for the required lane (excluding the lowest in the given lane) is the agreed upon not-to-exceed (NTE) charge. If the agency is unable to secure a TSP within those pricing parameters then the agency may solicit rates as described for 1, 2, and 3 above. If a TSP is approved for a traffic lane and did not file rates for that lane, that TSP may not provide an OTO rate offer. To present an OTO rate offer under CHAMP, a TSP must be approved for the applicable program, i.e., domestic or international.

Example of NTE charge:

Discard the lowest	Select the next lowest three and average. Round up or down as appropriate.
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DOMESTIC EXAMPLE									
Displayed in TMSS	Low in Lane	AAAA	BBBB	CCCC	DDDD	EEEE		Low 3 Total	Low 3 Avg
Surface %	36	37	44	37	57	39		113	38
SIT %	42	43	55	45	55	46		134	45
INT'L EXAMPLE									
Low in Lane	VVVV	WWWW	XXXX	YYYY	ZZZZ			Low 3 Total	Low 3 Avg
Surface %	170	170	170	170	172	177		510	170
SIT %	100	100	200	200	200	100		400	133
UAB									
Low in Lane	VVVV	WWWW	XXXX	YYYY	ZZZZ			Low 3 Total	Low 3 Avg
%	697	845	927	951	935	905		2677	892
POV									
Low in Lane	VVVV	WWWW	XXXX	YYYY	ZZZZ			Low 3 Total	Low 3 Avg
Cat 1 POV									
Flat Fee	\$3,800.00	\$4,000.00	\$4,050.00	\$3,864.00	\$4,198.00	\$3,825.00		\$11,689.00	\$3,896.33

All OTO shipments handled by a CHAMP TSP must be reported to the PMO via quarterly Shipment and Storage-in-Transit (SIT) Reports. An **AF** is owed on each shipment. OTOs have the same transportation documentation and legal compliance requirements as any shipment under CHAMP. OTOs must meet all the requirements for pre- and post-payment transportation audits (FMR 102-117 & 102-118).

If a TSP provides OTO services to an agency in conjunction with its regularly filed rate offer, the rate offer and OTO portion must be supported by paid receipts, weight tickets, etc. as identified in HTOS Section 8.1.1., to satisfy both pre and post-payment audit requirements.



## 5 Household Goods Services

### 5.1 Scope of Service

This section discusses the performance requirements for the shipment and storage of an owner's Household Goods (HHG). The Bill of Lading Issuing Officer (BLIO), or the owner, or a properly authorized representative, shall establish firm service dates in conjunction with the Transportation Service Providers (TSPs) accepting shipments offered under this Household Goods Tender of Service (HTOS). Dates establish the timeline for the prompt performance of all necessary origin and destination services for domestic and/or international shipments including HHG, Unaccompanied Air Baggage (UAB), Privately Owned Vehicle (POV) and Storage-in-Transit (SIT).

#### 5.1.1 General Services to be Furnished

- Services to be furnished for all CHAMP shipments include:
- On-site pre-move surveys (telephonic or virtual in limited approved cases)
- Packing at origin residence using proper materials, e.g. cartons, containers, padding
- Inventorying, loading and debris removal at origin
- Shipment or transportation of property from origin to destination
- SIT when required
- Delivery to residence
- Unpacking and debris removal at destination
- Removal and placement of each article in the residence warehouse, or other building
- Disassembly and reassembly of appliances and other approved property, including hiring a third party if required and approved, to perform the service
- UAB shipments, i.e., preparation, shipment and delivery of UAB.
- Shipment of POV, i.e., preparation, shipment, and delivery of POV
- Move management services as identified in Section 6 (optional)

These services shall be performed on, before or after the date shown on the Bill of Lading (BL) or Government Bill of Lading (GBL) as appropriate. The required delivery date noted on the BL or GBL will not be construed by the TSP as a request for expedited service unless specifically authorized by the BLIO. For intrastate shipments in regulated states, it is recommended that a required delivery date not be noted on the BL to avoid possible conflict with some state tariffs. The physical transfer of individual shipments from one linehaul vehicle to another will be held to a minimum. TSPs shall maintain continuous control of shipments and shall be responsible for monitoring and tracing to ensure prompt completion of all services.

In those instances when a TSP has the capability, it may make available (at no cost to Federal agencies) electronic communications for such purposes as shipment booking, tracing and claims settlement information.

### **5.1.2 Additional Scope of Service for Domestic Shipments**

Domestic shipments may be moved via a container at either the specific request of the agency or for TSP convenience. If a domestic shipment is moved by container for TSP convenience, the TSP must notify the agency of its intent to containerize the shipment (see RFO for application of rate offers to apply). All provisions applying to a regular shipment moved in a moving van will also apply to containerized shipments. Upon moving a shipment via a container (either at the TSPs discretion or when specifically requested by an agency), the TSP agrees to use best commercial practices in selecting containers to safeguard movement of personal property. All containers must meet Federal Government/Military specifications when required. Any TSP owned or leased commercially designed shipping containers are authorized provided they meet or exceed Military Specification PPP-B-601.

Any shipments moving via containerized methods must contain security seals. All exterior household containers/cartons must be sealed with accountable seals at the owner's residence, unless containerization at the warehouse is approved by the BLIO, in writing. Applicable seal control numbers must be entered on the inventory and cross referenced to each container used. The owner must initial the inventory attesting to the correct seal numbers listed on the inventory. Wooden containers must have a minimum of four seals per containers and seals must secure the access overlap door and side panels. Commercially designed shipping containers of permanent structure must be locked and sealed using a commercially approved tamper-evident device. All containers used for shipments of household goods must be TSP packed and cannot be left unsecured or outdoors.

### **5.1.3 Additional Scope of Service for International Shipments**

Unless directed otherwise by the employing agency, for international shipments, the TSP shall be required to:

- Place HHG in Type II containers at origin
- Provide surface transportation to the ocean carrier's terminal
- Transfer goods to sea shipping container, if necessary
- Provide transportation of shipping containers to port of debarkation
- Transfer goods loaded in Type II containers from sea containers to motor TSP, if necessary
- Deliver HHG into storage or to destination residence or place Type II containers in sea containers at origin residence and transport to destination residence or storage facility.

These services supplement the general services to be provided to all CHAMP shipments. See also those provisions applicable to international shipments only below.

## 5.2 General Provisions for HHG Shipments

This section discusses the general provisions for the transportation of HHG. They apply to all domestic shipments. They also apply to all international shipments subject to the supplementary procedures in Section 5.3 below.

All communication with the Federal Government for the purposes of shipping, booking, tracing and settling claims shall be in writing unless waived by the BLIO or Program Management Office (PMO). Electronic communications are preferred, if available.

### 5.2.1 Pre-Move Survey

The TSP shall perform a pre-move survey of the HHG to be transported. All surveys are to be conducted onsite at the primary pick-up location. Upon request of the TSP, in extraordinary circumstances, the BLIO may waive this requirement in favor of a virtual or telephone survey.

#### 5.2.1.1 Conducting the Survey

Appointments shall be made with the owner or their authorized agent, and, if changes need to be made, timely communication is required. The survey will determine items to be shipped, approximate weight, and materials needed to pack and move the shipment. All major items of furniture, appliances and equipment should be noted. Special packing materials needed for fragile items, flat screen televisions, front load washers and dryers or other special materials shall be noted. The scheduled dates for packing and pick-up will be determined at this time. At the time of the survey, the TSP shall provide the owner or their agent a copy of GSA's "Your Rights and Responsibilities". This is available from GSA's [Acquisition Gateway](#). Upon completion of the survey, the owner or their agent will be provided a signed copy of the pre-move survey including the TSP's estimated weight and other documentation.

#### 5.2.1.2 Establishing Pick-up Date

TSPs will be provided at least five (5) business days advance notice when tendered shipments. Under unusual circumstances, TSPs may agree, but are not obligated, to accept pick-ups on less than five (5) business days' notice. When shipments are accepted with less notice, the TSP is obligated to the agreed pick-up date.

- For domestic shipments, the owner or his authorized representative and the TSP shall establish and agree to a pick-up date.

- For international shipments, the BLIO and the TSP shall establish and agree to a pick-up date.

## **5.2.2 Packing**

The TSP is responsible for packing HHG shipments in a professional manner. All items will be packed so as to prevent damage or loss of personal property. The packing will be done in such a manner as to minimize weight. The TSP shall pack efficiently and effectively using the smallest cubic measurement producing packages that will withstand normal movement without damage to the transporting vehicle, liftvan/container, or contents.

The TSP has the responsibility to inspect all pre-packed goods to ascertain the contents, and their condition, and that only articles not otherwise prohibited by the provisions of CHAMP and this HTOS are contained in the shipment. Furthermore, when it is determined by the TSP that pre-packed goods require repacking, such packing will be performed by the TSP.

### **5.2.2.1 Container Requirements**

The number and weight of containers will not be greater than necessary to accomplish efficient transport.

#### **5.2.2.1.1 Original Containers**

At the owner's request, articles such as electronic equipment and computer equipment and peripheral devices (e.g., printers, modems, external drives, etc.) will be packed in original containers by the TSP when furnished by the owner and if the containers are in good condition for shipping purposes. When original cartons are utilized, the provisions of Section 5.2.2.1.2 below do not apply.

When the original containers are not available and, when necessary to protect electrical equipment for safe transportation or during SIT, such equipment will be completely wrapped in paper or unicellular polypropylene foam and packed in a carton with enough padding to provide insulation necessary to prevent contact of one article with another and to eliminate movement of any article in the liftvan/container. When packing in a carton is not necessary, the items will be properly wrapped and padded for protection.

#### **5.2.2.1.2 Cartons**

Cartons of solid or corrugated fiberboard will be used for packing linens, books, bedding, lampshades, draperies or other similar articles. After packing, cartons shall be sealed by taping lengthwise at the joint on top and bottom. The inside dimensions of the carton (length, width, and depth totaled) will not exceed seventy-five (75) inches with a weight limitation of sixty-five (65) pounds. All corrugated cartons shall be stamped with a

manufacturer's certificate indicating name of manufacturer, minimum combined weight of facings, size limit, gross weight limit and information indicating type of carton. Cartons lacking such certification are not authorized for use. Egg crates, fruit or vegetable crates, tea crates and similar type boxes will not be used, even when packed by the property owner. Overflow boxes will not be of triwall or corrugated cardboard construction.

#### **5.2.2.1.3 Barrels, Fiber Drums, and Cartons**

Wood barrels, fiber drums or cartons with a capacity of not less than five (5) cubic feet are to be used for packing glassware, chinaware, bric-a-brac, table lamp bases and other fragile articles. When packing fragile items has been completed and space is left in a dish pack, such space may be used for packing other lightweight items. These containers will not contain more than 120 pounds. Corrugated containers may be used instead of barrel or drum-type containers. No more than 120 pounds of material will be packed therein. The sum of the interior horizontal and vertical girths will be not less than 157 inches for wooden barrels, fiber drums or other drum-type containers. The cube of corrugated containers will be determined by actual measurements. All barrels or fiber drums will be securely headed and marked "This End Up."

#### **5.2.2.1.4 Crates**

Except for the packing of grandfather clocks, glass and marble tabletops, projection televisions and pool table slate, the use of crates must be authorized by the BLIO. See the GSA tariff Item 105 for domestic crating of flat panel televisions exceeding 60 inches and HTOS Section 12 for international crating requirements.

### **5.2.2.2 Packing Materials**

TSPs will only use new materials in sufficient quantities and of sufficient quality to protect the owner's property during packing, shipping, storage and unpacking. The use of damp, wet or unclean packing is prohibited.

#### **5.2.2.2.1 Wrapping**

Wrapping paper or unicellular polypropylene foam will be new, clean and appropriate for the purposes intended. Each item of silverware, silver ornamentation or brass that is not coated to prevent tarnishing will be completely wrapped in unicellular polypropylene foam or non-tarnish tissue paper.

#### **5.2.2.2.2 Paper, Waxed or Treated**

All waxed paper used will be manila wax or equivalent. Treated paper may be used if it is butcher type paper.

#### **5.2.2.2.3 Unicellular Polypropylene Foam**

All unicellular polypropylene foam wrapping material will be new, clean and will conform to Federal Specification PPP-C-1797A.

#### **5.2.2.2.4 Padding**

New and good quality used-wood excelsior pads, unicellular polypropylene foam, shredded paper pads or other equally suitable material will be used when required.

#### **5.2.2.2.5 Filler Material**

Good quality wood excelsior pads, wood wool excelsior pads, shredded paper pads, cellulosic (bubble pack, etc.) cushioning material, fiberboard, corrugated fiberboard, unicellular polypropylene foam, unprinted newsprint, and/or kraft paper will be used as a filler.

### **5.2.2.3 Marking Requirements**

All packed or wrapped items shall be marked on the exterior in general terms as to the nature of the contents. Each carton or other piece of the shipment shall be identified with an inventory number that will be recorded on the inventory form.

If a shipment will be going into SIT, each carton or piece of the shipment shall also be identified with a lot number and last name of the owner.

#### **5.2.2.4 Books**

Books will be placed in cartons. All books of similar size will be packed together in rows. Pads of solid or corrugated fiberboard will be inserted between rows and packed tightly, wedged with pads or paper, if necessary, to fill out the carton and prevent chafing. Books normally will not be packed more than two (2) rows high in a book carton.

#### **5.2.2.5 Fragile items**

Use of clean bubble type or other modern method of packing is required for the packing of glassware, chinaware, bric-a-brac, table lamp bases and other fragile articles. Packing of fragile items shall be such as to keep the articles safe from the normal hazards of transportation. Use of excelsior or shredded paper is not acceptable.

#### **5.2.2.6 Kitchenware**

All kitchenware will be padded and packed into cartons. Kitchenware shall not be packed with other items.

### **5.2.2.7 Linens, Clothing, and Draperies**

Linen, clothing, draperies and similar items may remain in drawers, chests, dressers, trunks, etc., when considered safe for carriage. If considered unsafe for carriage, these items will be packed carefully into new cartons which will be properly sealed at residence.

This provision applies to domestic shipments only.

### **5.2.2.8 Use of Wardrobes**

On domestic door-to-door shipments, clothing normally on hangers will be hung in wardrobes.

This provision applies to domestic shipments only. See Section 5.3.11.3 below for the use of wardrobes for international shipments.

### **5.2.2.9 Mirrors, Pictures, Stone Table Tops**

Subject to the restriction contained in Section 5.2.2.1.4 above, mirrors, pictures and paintings, both glass-faced and non-glass-faced, glass, or stone table tops and similar fragile articles will be wrapped and packed in a crate, if authorized by the BLIO, or suitable fiberboard carton.

When more than one article is packed in any one crate or carton, a divider will be provided. No more than four (4) articles will be packed in any one crate or fiberboard carton. Stone or marble tabletops will be packed separately. Small pictures, paintings, mirrors and similar articles will be carefully packed into cartons and properly sealed at residence.

### **5.2.2.10 Lampshades, Ornaments**

Lampshades, ornaments, small toys and other small items easily crushed will be wrapped and placed in cartons and will be insulated from the carton walls and from other items.

Lampshades will be wrapped individually with new paper or new unicellular polypropylene foam, placed in cartons and cushioned to prevent shifting or damage.

### **5.2.2.11 Mattresses**

Mattresses will be placed in new mattress cartons or plastic bags at the residence and sealed with tape. Plastic bags, if used, shall have a minimum thickness of 3 mils, and may only be used when a direct delivery address has been designated on the BL. Memory foam, Tempur-Pedic® or comparable mattresses will be shipped utilizing best commercial practices and in accordance with manufacturers' instructions. Crating is not authorized for shipping mattresses unless approved in writing by the BLIO.

### **5.2.2.12 Rugs and Pads**

All rugs and rug pads will be properly rolled and not folded. Rugs will not be folded or bent to an extent that may cause damage to the rug.

### **5.2.3 Surface Protection**

All articles having surfaces liable to damage by scratching, marring, soiling or chafing will be wrapped at time of loading at residence in textile or paper furniture pads, covers (other than burlap) or other acceptable wrapping materials. When storage of these articles is necessary, they will be afforded the same protection against damage.

### **5.2.4 Appliance Servicing**

Appliance servicing includes the servicing and re-servicing of household appliances and other articles which have free moving parts, mechanisms, attachments or accessories which, if not properly serviced, might be damaged or rendered inoperative during transit. Each appliance serviced will be appropriately labeled to indicate that it must be serviced at destination before use (reversing the process performed at origin).

Appliance servicing will not include disconnecting or reconnecting appliances (including personal computers and related peripheral devices), repairing articles, removal or installation of radio/television antennas or air conditioners, wiring, gas connections, plumbing service, preparing audio equipment for transport, or dismantling and remounting home entertainment systems. This includes any special service or labor (plumbing, electrical, carpentry, gas or ventilation connection, etc.) required to DISCONNECT or RECONNECT such appliances and other household articles from or to the premises; and/or any preparation of article(s) by a third party in order to permit the safe transportation of the article(s) which IF NOT PROPERLY SERVICED prior to loading, could be damaged in or incident to transit. At the request in writing of the BLIO, the TSP will provide such special services or labor subject to the TSP's ability to furnish qualified personnel.

#### **5.2.4.1 Washers**

Washers requiring servicing will be secured with washer kits, washer packs, washer locks or special plastic inserts. The use of sheet fiberboard/cardboard is prohibited.

#### **5.2.4.2 Appliances and Electrical Equipment**

Appliances and electrical equipment requiring other servicing will be serviced in accordance with the best prevailing industry shipping practices.



## **5.2.5 Items of Unusual Nature**

Items of unusual nature include, but are not limited to, German shanks, grandfather clocks, waterbeds with attached wall units, steel shelving, pool tables, elongated work tables and counters. These items may require special service by a third party to be prepared for safe transportation. This third party service, including disassembly and reassembly, must be approved in advance and in writing by the BLIO. TSP shall not perform these services unless requested and approved and in writing by the BLIO.

## **5.2.6 Disassembly and Reassembly for Transportation**

Except as provided in Section 5.2.5 above, the disassembly and reassembly of property such as beds, waterbeds and sectional bookcases for shipment shall be performed by the TSP. The owner is responsible for draining waterbeds and for detaching and reattaching appliances to water and gas lines.

The TSP shall disassemble at point of origin all items of personal property which, in the judgment of the TSP, requires disassembly to ensure safe delivery at destination. Disassembly will be noted on the inventory form at origin.

The TSP is not responsible for removing any outdoor article embedded in the ground or secured to a building, nor the disassembly or assembly of any outdoor articles such as steel utility cabinets, swing sets, slides, sky rides, jungle gyms, television and radio antennas or other outdoor articles of similar nature. If items are disassembled by the owner, it will be indicated on the inventory form.

### **5.2.6.1 Hardware**

All nuts, bolts, screws, small hardware and other fasteners removed from articles by the TSP in the preparation for shipment will be placed in a cloth bag or similar durable container and securely attached to the article from which they were removed and will be so noted on the inventory. In the event that hardware that was removed during disassembly is missing during reassembly, the TSP shall be required to furnish replacements.

### **5.2.6.2 Items Removed From Furniture**

Legs and other articles removed from furniture will be properly wrapped, bundled together and identified, e.g., "Dining room table legs, six each", and listed as a separate item on the inventory.

## **5.2.7 Preparation of Shipment Inventory**

Inventory forms will be of multiple copy design or a TSP may elect to utilize an electronic inventory. In either instance, the inventory shall specify the name and address of the TSP, and contain an explanation of the exception markings used to describe the condition of the goods and provide the ability for the owner and/or their authorized representative to view and contest exception markings. In addition, there shall be space for indicating the name of the owner and the date of shipment. The same inventory prepared at origin will be used to verify condition and count upon delivery of the shipment.

### **5.2.7.1 Preparation of Origin Inventory**

The TSP shall, in conjunction with the owner or their authorized agent, prepare an inventory listing all articles received for shipment and their condition at origin. The inventory should list clearly and legibly each article of HHG to the extent necessary to properly identify it. Words such as “household goods” or other overly general descriptive terms will not be used.

An automated inventory may be used if completed at the place of pick-up when the appropriate descriptive information is recorded and copies are provided as required.

Each copy of the inventory of the shipment will bear the signature of the owner, or the owner's agent, together with the signature of the TSP's representative certifying its accuracy and completeness.

#### **5.2.7.1.1 Listing of cartons and contents**

All cartons shall be marked to clearly identify the size of the carton and its contents. The same general identification of contents must also be shown on the inventory. Nothing herein shall be construed as prohibiting the TSP from preparing a detailed or itemized list of carton contents. Each article shall be identified with an inventory number and such numbers shall be recorded on the inventory form.

#### **5.2.7.1.2 Preparation of Inventory for Overflow Items**

A separate inventory will be prepared for overflow items, one copy dispatched immediately to the BLIO and one copy to the owner at the time of delivery.

#### **5.2.7.1.3 Preparation of Inventory for High Risk Items**

Unless specifically authorized by the BLIO, the inventory prepared in accordance with this section will not contain a listing of high risk items.

#### **5.2.7.1.4 Listing of Firearms**

For all firearms bearing a serial number being shipped pursuant to this HTOS and packed in the original container or a TSP-packed container, the TSP shall place the serial number on the corresponding line in the “condition at origin” column on the descriptive inventory.

#### **5.2.7.1.5 Annotation of Inventory upon Change in Custody**

The TSP shall annotate the inventory to show any overage, shortage, and damage found, including visible damage to external shipping containers, every time custody of the property changes from a TSP to a warehouseman or from one TSP to another.

#### **5.2.7.1.6 Exceptions to the Condition of Goods**

Exceptions to the condition of the goods shall be recorded specifically for each article and brought to the attention of the owner before the goods are removed from the residence. General terms, such as marred, scratched, dented, worn, torn, gouged, etc., shall not be used without supplemental description as to the degree and location of the exception. If the owner disagrees with the TSP’s description of the condition of an item, the disagreement will be noted on each copy of the inventory.

#### **5.2.7.1.7 Omission of an exception symbol**

Special care shall be exercised to ensure that the inventory list reflects the true condition of the property. Omission of an exception symbol will indicate the article is in good condition except for normal wear.

### **5.2.7.2 Preparation of Destination Inventory**

When unloading and unpacking articles at the destination residence, the TSP shall use the same inventory prepared at origin to:

- Verify delivery at destination
- Inspect each article for damage
- Check the inventory against possible loss of or damage to the HHG.

This inspection will be done in conjunction with the owner or their authorized representative. A record will be made of any difference in count or condition from that shown on the inventory list prepared at origin and such record will be jointly signed by the TSP and the owner or their authorized representative. If an electronic inventory was used at origin, the TSP shall ensure the owner and/or their authorized representative has the ability to view and contest exception markings. The record of count and condition will be indicated on the inventory form, other delivery document, or the form prescribed by the shipping agency. Discrepancies will be noted on the last page of the inventory. If articles are missing, every effort will be made to locate these items and forward them to the owner by expedited means, at no additional cost to the

Federal Government or the owner. A copy of the signed inventory must be provided to the owner and/or their authorized representative. If an electronic inventory was used, the TSP shall provide a duplicate, unalterable electronic copy with the signature of the owner or their authorized representative.

### **5.2.7.3 Receipt of Firearms**

TSPs who deliver firearms in interstate or foreign commerce shall obtain a written acknowledgment of receipt from the recipient of any package containing a firearm.

### **5.2.8 Pick-up and Delivery Services**

When a shipment is accepted at origin, the TSP agrees to meet the required pick-up and delivery dates on the BL unless the BLIO provides other instructions. The shipment will be moved according to the transit times in HTOS Section 10 unless otherwise modified in the RFO. Expedited service is not permitted unless directed in writing by the BLIO.

Pick-up may be performed by the TSP's local agent with transfer to a linehaul agent at the origin terminal facility.

Pick-up and delivery will be performed on weekdays during normal business hours (8 am -5 pm local time). Weekend and holiday services are not authorized. If a required delivery date falls on a holiday or weekend, the service will be performed on the next available workday. Only the BLIO can authorize services after 5 pm local time or on weekends/holidays.

When packing, loading, unloading or unpacking during adverse weather conditions could create a potential hazard to the owner's household goods or personal effects, such services will be suspended until more favorable weather conditions exist unless otherwise mutually agreed to in writing by the TSP and the owner. TSPs shall, if requested, produce a copy of this in writing to the PMO.

#### **5.2.8.1 Protection of Residence Floors & Protection for Buildings**

A substantial cover for flooring and carpeting in the owner's residence will be provided during packing, loading and delivery to prevent scratching, gouging, marring or soiling the floor or carpet of the residence. The TSP shall furnish padding or other protective material for the interior of the buildings, including elevators, for the duration of the move under this HTOS.

#### **5.2.8.2 Unloading, Unpacking and Placement**

The TSP or its local agent shall unload the HHG shipment at the owner's residence, unpack the shipment, and place items as specified below.

- Unloading at destination includes:

- One-time laying of rugs
- One-time placing of furniture and like items in the appropriate room of the dwelling or a room designated by the owner
- Unpacking of all boxes, cartons and/or crates
- Placing the contents of the unpacked containers in the room designated by the owner
- Placing items in cabinets, cupboards, or on shelving in the kitchen shall be done when convenient and consistent with the safety of the items and proximity of the area desired by the owner. This does not include arranging articles in a manner desired by the owner
- Re-hanging of all clothes from wardrobes.

### **5.2.8.3 Recording Loss and Damage**

The TSP shall record loss and damage revealed while unloading and unpacking. When unloading and/or unpacking articles at the destination residence, the TSP shall, in coordination with the owner or the owner's authorized agent, inspect each article for damage and check the inventory against possible loss of or damage to articles. A record will be made of any difference in count and condition from that shown on the inventory prepared at origin, and such record will be jointly signed by the TSP's representative and the owner or the owner's authorized agent. Such record or count and condition will be indicated on the Notification of Loss or Damage at Delivery or Notification of Loss or Damage AFTER Delivery documents, as applicable.

### **5.2.8.4 Removal of Debris**

Packing and loading at origin and unloading and unpacking at destination includes removing from the owner's residence, including driveway and curbside, all empty TSP-provided containers, packing materials, cartons and other debris such as nails accumulated incident to packing and loading. Additionally, any debris which may have accumulated on the street or adjacent property or in parking spaces will be removed.

Debris removal charges will apply when the BLIO requests in writing that the TSP perform debris removal of cartons unpacked by the owner subsequent to the date of delivery and the service is performed. Removal of debris charges WILL NOT APPLY for the cartons unpacked by the TSP at the time of delivery. Debris removal service performed after delivery must be performed within thirty (30) calendar days of delivery date.

## **5.3 Provisions Applicable to International Shipments Only**

The following provisions are applicable only to international shipments. These supplement the general provisions above.

### **5.3.1 Use of United States Flag and Non-United States Flag Vessels**

United States (U.S.) laws require 100% use of U.S. Flag vessels for personal property when transportation is conducted by sea. Specifically, the transportation of government-financed civilian and military Household Goods (HHGs) and POVs by sea are covered under 46 U.S. Code §55302 and 46 U.S. Code §55303, respectively. Priority 2 (P2- combination U.S.-Flag and non-U.S. flag) U.S. Flag service must be used only when Priority 1 (P1) U.S. Flag service is not available.

After an agency or its designated agent has conducted and documented a thorough market survey of vessels listed under U.S. registry, and the designated agency official has concluded that the necessity of the agency's mission requires the use of a non-U.S. Flag vessel instead of a U.S. Flag vessel, the TSP must submit a completed Determination of Non-Availability (DNA) request to the Maritime Administration (MARAD), with the agency copied, no later than two weeks from the sailing date or ocean carrier acceptance, whichever comes first, requesting approval to ship the subject cargo on a non-U.S. Flag vessel.

For every ocean portion of an overseas shipment moved in accordance with this HTOS, a legible copy of the master, rated on-board ocean bill of lading, must be submitted to MARAD's office at [cargo.marad@dot.gov](mailto:cargo.marad@dot.gov) within 20 working days of the date of loading for shipments originating in the U.S. or within 30 working days for shipments originating outside the U.S. A copy of the DNA request, regardless if approved or denied, should be attached to the bill of lading for identification purposes.

#### **5.3.1.2 Use of United States Flag and Non-United States Flag Air Carriers**

International movement of cargo by air is subject to the Fly America Act, 49 U.S.C. 40118, which requires the use of U.S. flag air carrier service for all air cargo movements funded by the U.S. Government, including cargo shipped by contractors, grantees, and others at Government expense, except when one of the following exceptions applies:

- (1) The transportation is provided under a bilateral or multilateral air transportation agreement to which the U.S. Government and the government of a foreign country are parties, and which the Department of Transportation has determined meets the requirements of the Fly America Act;
- (2) When the costs of transportation are reimbursed in full by a third party, such as a foreign government, an international agency, or other organization; or
- (3) Use of a non-U.S. air carrier is determined to be a matter of necessity by the agency, on a case-by-case basis, when: (i) No U.S. flag air carrier can provide the specific air transportation needed; (ii) No U.S. flag air carrier can meet the time requirements in

cases of emergency; (iii) There is a lack of or inadequate U.S. flag air carrier aircraft; (iv) There is an unreasonable risk to safety when using a U.S. flag carrier aircraft (e.g., terrorist threats). Written approval of the use of a non-U.S. air carrier service based on an unreasonable risk to safety must be approved by the agency on a case-by-case basis and must be supported by a travel advisory notice issued by the Federal Aviation Administration, Department of State, or the Transportation Security Administration; or (v) No U.S. flag air carrier can accomplish the agency's mission.

U.S. flag air carriers often reach code-share or blocked-space arrangements with non-U.S. flag air carriers. In such situations, U.S. Government-procured cargo may be transported by that non-U.S. carrier, provided that such an arrangement is in place with a U.S. air carrier.

Use of carriers that fall under a bilateral or multilateral air transport agreement which the Department of Transportation has determined meets the requirements of the Fly America Act do not require an approved non-U.S. flag waiver. HOWEVER, use of any other non-U.S. flag carrier that does not fall under a bilateral or multilateral air transport agreement or a code-share or blocked-space arrangement, will require a non-U.S. flag waiver. Requests for a waiver to use a non-U.S. air carrier must be made by the TSP to the agency, in writing, and provide justification as to why a U.S. air carrier cannot be used. Upon receipt, the agency must then either approve or deny the request. Failure by a TSP to request and obtain a waiver from the agency when a non-U.S. Flag air carrier requiring a waiver is used may result in the immediate placement of a TSP in a temporary non-use status.

## **5.3.2 Overflow and Split Shipments**

### **5.3.2.1 Ocean Shipments**

Shipments may be split between ocean containers but not between ocean voyages. The TSP shall book all items of a single shipment together on the same vessel and the same voyage or departure. In the event that a portion of any shipment should be shut out by the ocean carrier, the TSP shall notify the BLIO.

### **5.3.2.2 Non-Ocean Shipments**

If it is necessary to split a shipment for the non-ocean linehaul movement, the established Required Delivery Date (RDD) is applicable to all parts of the shipment.

### **5.3.2.3 Use of Agents in Unnamed Localities**

An agent furnishing services in a locality not named in the RFO or HTOS may provide agent services to a requesting TSP provided, however, that the TSP has obtained prior approval in writing from the BLIO to use that agent prior to commencement of performance.

### 5.3.3 Containers

All HHG containers, i.e., liftvans, used by the TSP shall be constructed to the specifications of the containers tested in accordance with [ASTM D4169](#), "Standard Practice for Performance Testing of Shipping Containers and Systems."

The primary liftvan for surface shipments under this HTOS is the 206 cubic foot (exterior) box which conforms to the approved material and structure requirements for Surface Deployment and Distribution Command (SDDC) container number 186-A (as modified by SDDC Approval Code 186-1) and SDDC container number 152-A-1 (Mod) as specified in SDDC Pamphlet 55-12-2.

All containers are to be new, clean and swept (used containers are allowable only if prior authorization is received from the BLIO in writing). Liftvans will be free from holes or other conditions such as dry rot which could permit the entry of water. Sides and doors, when closed, must fit tightly and securely. Liftvans are to be constructed so as to require a sealant/caulking material to be applied to the joints and door(s) to ensure water tightness. Before each shipment, they will be appropriately caulked, sealed and banded with a material that, when subjected to varying climatic temperatures will not stain or otherwise damage the contents of the shipment. The interior of all containers shall be lined with either a kraft-asphalt-kraft barrier paper of the reinforced type or polyethylene sheeting with a minimum thickness of 4 mils on all sides and the top. Unless prior approval is received in writing from the BLIO, only new liftvans will be used for each shipment regardless of origin. Liftvans will not become the property of the Federal Government.

### 5.3.4 Overflow Boxes (Containerized Shipments)

Overflow containers shall, at the time of use, be new wooden boxes and shall be limited to use for oversized items that cannot be packed into HHG shipment containers (liftvans) prescribed above. The overflow container normally is of a lesser size than those described in [ASTM D4169](#) or SDDC Pamphlet 55-12-2. Overflow boxes will be constructed in accordance with [ASTM D6251](#), "Standard Specification for Wood-Cleated Panelboard Shipping Boxes" and will be caulked and lined with plastic during assembly.

### 5.3.5 Packing and Stuffing Of Containers

When used in door-to-door service, all HHG will be packed and stuffed at origin residence unless specific exception is authorized in writing by the BLIO. For the authorized exceptions, such items will be listed on the inventory and it will be noted that those items will be packed at the warehouse. A notation will also be made of the name of the agency owner who authorized the exception.



### **5.3.6 Items Containerized at Warehouse**

If the BLIO permits the TSP to partially containerize a shipment at the warehouse, each item removed from the residence will be annotated on the inventory with code “CW” to indicate that they were containerized at warehouse.

### **5.3.7 Container Marking**

Unless the shipping agency directs otherwise, containers and shipments will be marked according to SDDC Pamphlet 55-12-2.

### **5.3.8 Container Seals**

The external shipping containers (liftvans) for all containerized HHG will be sealed at the origin pick-up point with accountable seals. Six serial numbered metal seals are required for each household goods liftvan. These seals will secure both ends by overlapping one seal on each side to the ends or door panels and one from the top panel to the ends or doors of the liftvan. Seal numbers will be recorded on the inventory, either beside the container number or annotated by individual container number on the last page of the inventory. The owner or designated representative will initial on the last page of the inventory attesting to the correct seal numbers listed on the inventory.

### **5.3.9 Position of Containers**

When a shipment is moved via flatbed type vehicle, the containers, i.e., liftvans, will be loaded in an upright position and will not protrude beyond the rear edge of the vehicle bed surface more than twelve (12) inches (no protrusion is permitted on the sides or in front). In all cases of rear overhang, the container must be resting on the weight-bearing surface of the skid.

### **5.3.10 Wooden Boxes**

When using wooden boxes for the packing of property and when such boxes will be stored in an exterior shipping container, such wooden boxes will be new; i.e., used for the first time. The boxes used will be wood cleated plywood or nailed wood. Boxes will be made of new lumber and new plywood and will be well manufactured and free from imperfections which may affect their utility. Size and spacing of nails will be in accordance with the best commercial practice.

The use of wood cannibalized from used boxes, re-coopered, or rebuilt wooden boxes is prohibited.

## **5.3.11 Special Items**

### **5.3.11.1 Bicycles for Overseas Shipment**

When shipped as a separate item and not included within a container, bicycles shall be prepared and packed in the following manner: the handle bar shall be loosened, lowered, turned at a right angle from its usual position, swung downward and retightened when necessary. Wheels or mechanisms shall not be removed or disassembled from the frame. When necessary, pedals shall be removed and secured on edge forward of the seat post or above the back fender. Before placement into the carton, the bicycle will be wrapped with protective wrapping and padding. Empty areas in the container will be filled to prevent shifting or movement during transit. The container shall be constructed or fabricated in a manner which will accept the bicycle without removal of the front or rear wheel assemblies and meet the requirement of Section 5.2.2.1.3, above.

### **5.3.11.2 Use of Regular Cartons**

Small, lightweight, unbreakable items, to include clothing and linens, will be packed into new (regular) cartons which will be properly sealed at origin residence.

### **5.3.11.3 Use of Wardrobes**

Clothing on hangers in closets and draperies will be packed in flat wardrobes. Hangers will be removed from clothing, and drapery hooks will be removed from draperies. If requested by the owner, the TSP may use hanging wardrobes for clothing normally on hangers.

### **5.3.11.4 Rugs and Carpets**

For international shipments, rugs and pads will be moth flaked, wrapped in kraft paper and placed in rug boxes/cartons for shipment. A wooden crate may also be used, if authorized in writing by the BLIO.

### **5.3.11.5 Firearms**

All Privately Owned Firearms (POF) shall be placed in the Number 1 external shipping container. For international shipments, containers shall be positioned so that they are readily accessible for examination by customs officials when required. This shipping container will be closed and sealed at the owner's residence. Under no circumstances will the TSP be permitted to remove the POF to the warehouse or other facility for placement in shipping containers.

## **5.3.12 Preparation of Container Inventory**

“Bingo cards” or a comparable inventory form will be used to record and identify by inventory line item number those items placed in each liftvan or overflow container. This, in effect, will

be an individual liftvan inventory which can be cross referenced with the owner's original descriptive inventory.

### **5.3.13 Preparation of Inventory/Seal Numbers**

Each liftvan shall be sealed with a serially numbered seal. The seal number of each liftvan shall be annotated on the original inventory form. At destination, the seal serial numbers for each liftvan will be verified against the numbers as applied at origin residence, as noted on the inventory.

### **5.3.14 Pick-up and Delivery**

#### **5.3.14.1 Pick-up**

The TSP shall provide for the physical removal of the property from the owner's residence and placement into liftvans. Liftvans will not be loaded onto the tailgates of motor vans or on extensions to flatbed trailers or equipment. When authorized by the BLIO, the TSP may use moving vans to transport loose property between the residence and the TSP's facility at origin.

#### **5.3.14.2 Delivery Notifications**

The TSP shall advise the BLIO that a shipment has arrived and is available for delivery. The BLIO will have 24 hours in which to confirm delivery arrangements. If delivery arrangements cannot be confirmed by the expiration of the 24 hour period, storage will be authorized and effective as of the date on which the 24 hour period expired.

#### **5.3.14.3 Delivery of Shipments Not Involving SIT**

The TSP shall provide for the physical unloading of the contents of the liftvans into the owner's residence at destination.

- For shipments that arrive prior to the RDD, the TSP shall deliver to the owner or owner's agent prior to the RDD.
- For shipments that arrive after the RDD, the TSP shall deliver in accordance with the BLIO's instructions or within two (2) business days after notifying the destination BLIO of the shipment's arrival.

#### **5.3.14.4 Delivery of Shipments Involving SIT**

The TSP shall provide for the physical unloading of the liftvans into a warehouse for SIT.

### **5.3.15 Liftvan Weights**

The net weight of shipments transported in liftvans will be the difference between the tare weight of the empty liftvan and the gross weight of the packed liftvan.

## **5.3.16 Shipping Containers**

### **5.3.16.1 Protection of Containers**

All HHG shipping containers, i.e., liftvans, moving in linehaul service by flatbed equipment, will be covered with a waterproof tarpaulin or other material providing equal protection. Such material will cover the cargo on the top and sides down to the vehicle bed and all surfaces of the overhang.

Note: Shipments moving to port agent facilities in Baltimore are considered as moving in linehaul service even though they may be moving within the named localities of Washington, DC, or Baltimore, MD.

### **5.3.16.2 Shipments Held at Terminal Facilities**

Shipments not loaded in sea vans, but under the TSP's control and held at terminal facilities awaiting transportation shall be placed in a secured, fenced and covered area which will provide complete protection from the elements. In any case, all shipments held at terminal facilities shall be placed within a secured, fenced and covered area.

## **5.4 Determination of Weight**

TSPs will determine the weight of each domestic and international shipment transported prior to assessing any charges dependent on the shipment weight. The weight shall be obtained on a certified scale defined in accordance with 49 CFR 375.103. Any weight ticket submitted for support of payment that is not conducted on a certified weight scale will not meet the documentation requirements. For household goods shipments weighed at an international location, a certified weight scale must also be used, if available. If a certified weight scale is not available, the TSP must document on the weight ticket submitted for payment that a certified weight scale was not available.

All weight tickets must be signed by the Weigh Master performing the weighing and must include the following information as identified in 49 CFR 375.519:

1. The complete name and location of the scale;
2. The date each shipment was weighed;
3. Identification of the weight entries (tare, gross, and/or net weights);
4. Company or TSP identification of the vehicle;
5. Owner's last name as it appears on the BL; and
6. The TSP's shipment registration or BL number.

TSPs may substitute manufacturer's weight for automobiles, trucks, vans, motorcycles, campers and boats in lieu of obtaining separate weight tickets on these articles whenever such articles are included within a shipment. Manufacturer's weight will be obtained from either the Branham Automobile Reference Book, the National Automobile Dealers Association (N.A.D.A.) Official Used Car Guide (the "Guide"), or from other appropriate reference sources of manufacturer's weight or the Owner may provide the TSP with copies of manufacturer's documents evidencing the weight of the article included in the shipment, unless otherwise weighed as part of the gross weight of the shipment.

#### **5.4.1 Weighing Procedure for HHG**

Except as otherwise provided in this section, the weight of each shipment will be obtained by determining the difference between:

- The tare weight of the vehicle on which the shipment is to be loaded prior to the loading and the gross weight of the same vehicle after the shipment is loaded, or
- The gross weight of the vehicle with the shipment loaded and the tare weight of the same vehicle after the shipment is unloaded.

Shipments may be weighed on a certified platform or warehouse scale prior to loading for transportation or after unloading.

TSPs may use platform scales to obtain tare and gross weight of containerized shipments.

##### **5.4.1.1 Items Included in Weight**

At the time of both weighings, the vehicle shall have installed or loaded all pads, dollies, hand trucks, ramps and other equipment required in the transportation of such shipments. Neither the driver nor any other person shall be on the vehicle at the time of either weighing unless the scale facility where the weighing occurs requires that the driver remain on the vehicle. In those instances, the driver must remain on the vehicle during all weighings of the shipment. TSPs will bill for the net weight of a HHG shipment described on the BL. The net weight will consist of actual goods plus special wooden crates (when approved by the BLIO), cartons, barrels, fiber drum and wardrobes used to pack linens, books, bedding, mattresses, lampshades, draperies, glassware, chinaware, bric-a-brac, table lamp bases, kitchenware and other fragile articles and the necessary wrapping, packing and filler material incident thereto. The net weight will include a separate weight for designated Professional Books, Papers and Equipment (PBP&E) and for authorized POV. Nothing else will be included in the net weight.

### **5.4.1.2 Net Weight of Containerized Shipments**

Containerized shipments or shipments weighing 1,000 pounds or less, may be weighed on a certified platform or warehouse scale prior to loading for transportation or subsequent to unloading. The net weight of shipments transported in containers shall be the difference between the tare weight of the container, including all pads, blocking and bracing used or to be used in the transportation of the shipment and the gross weight of the container with the shipments loaded therein (49 CFR 375.509(d)).

### **5.4.1.3 Fuel Tanks on TSP's Vehicle**

The fuel tanks on the TSP's vehicle will be full at the time of each weighing. If the tare weighing is the first weighing performed, no fuel may be added to the vehicle's tank(s) until after the gross weight is obtained.

### **5.4.1.4 Detaching Equipment**

The trailer of a tractor-trailer vehicle combination may be detached from the tractor and the trailer weighed separately at each weighing, providing the length of the scale platform is adequate to accommodate and support the entire trailer at one time.

### **5.4.1.5 Right to Observe Weighing**

The owner, the Federal Government or its representative, or any other person responsible for payment of the charges has the right to observe each and every weighing of the shipment. The TSP shall advise the shipper, or any other person entitled to observe a weighing, of the time and specific location where each weighing will be performed and shall give that person a reasonable opportunity to be present to observe the weighing. Waiver by an owner of the right to observe any weighing or reweighing is permitted and does not affect any rights of the owner under these regulations or otherwise.

## **5.4.2 Weight Tickets**

The TSP shall obtain a separate weight ticket for each weighing required under this item except one weight ticket may be used to record both weights when both weights are obtained on the same scale. Every weight ticket shall be signed by the Weigh master performing the weighing and must contain the following information:

- The complete name and location of the scale;
- The date of each weighing;
- Identification of the weight entries thereon as being the tare, gross or net weight;
- The company or TSP identification of the vehicle;
- The name of the owner of the HHG as it appears on the BL; and

- The TSP shipment registration or BL number.

The original weight ticket or tickets relating to the determination of the weight of a shipment shall be retained by the TSP as part of the file on the shipment. All invoices presented to collect any shipment charges dependent on the weight transported shall be accompanied by true copies of all weight tickets obtained in the determination of the shipment weight.

### 5.4.3 Weight Variance

In the event the actual shipment weight is greater than 115% of the pre-move survey weight, the TSP shall notify the BLIO or its third-party representative prior to billing the agency. This notification will include the actual weight and pre-move survey weights. The TSP shall be prepared to justify the difference.

In the event the TSP fails to notify the BLIO or third-party representative, the TSP stipulates that the constructive weight of the shipment shall be 115% of the pre-move survey weight. In the event the TSP fails to adequately justify the difference between the actual and pre-move survey weights, the TSP stipulates that the constructive weight of the shipment shall be 115% of the pre-move survey weight. The agreed constructive weight shall take precedence over the actual weight for the assessment of transportation, accessorial and storage-in-transit (SIT) charges when based on weight. The BLIO has the authority to waive this provision.

A copy of the pre-move survey shall accompany the billing voucher and associated documents when the weight variance rule is applied.

### 5.4.4 Reweighing Of Shipments

The TSP, upon request of the owner or their authorized representative, prior to the actual commencement of unloading the shipment for delivery to residence or into storage (and when approved by the BLIO for international shipments) shall reweigh the shipment. Also, when the initial weighing of a shipment results in a weight which exceeds 18,000 pounds, the TSP MUST reweigh the shipment prior to the actual commencement of unloading the shipment for delivery to residence or into **a storage facility or warehouse (regardless of whether origin or destination SIT)**. If a reweigh is not performed, the TSP MAY NOT invoice for more than 18,000 pounds. Reweighing of the shipment shall be performed on a scale different from the one on which the original weighing occurred.

### 5.4.5 Constructive Weight

The application of constructive weight will occur only upon written approval of the BLIO. If approved, constructive weight will be applied based on seven (7) pounds per cubic foot. When

PBP&E or a POV is included as part of the shipment, the weight of such articles will be annotated separately on the BL.

## 5.5 Storage-In-Transit (SIT)

SIT is the holding of a shipment, or portion thereof, at a facility or warehouse the TSP uses for storage pending further transportation. TSPs must provide SIT at destination unless SIT at origin is specified on the BL and authorized in writing by the BLIO. A shipment may be held in SIT for a period not to exceed 150 calendar days for domestic shipments and 180 calendar days for international shipments (unless the appropriate travel regulation reflects a different time period, or the time period contained in the regulation is otherwise waived by the appropriate agency with waiver authority). SIT may not occur at origin unless authorized by the BLIO.

The BL will identify the authorized length of SIT. Prior to expiration of the initial authorized period of SIT, a request for extension must be made by the employee to the agency official designated to approve such requests. The extension must be approved in writing by the agency official and shall identify the additional days of SIT authorized. A copy of the written authorization from the agency must be provided to the TSP. The TSP shall advise the owner when the storage period will end and determine from the owner whether the shipment, or any portion thereof, will be delivered to the owner's residence or held in storage.

The TSP rendering SIT shall, no less than 10 business days prior to the expiration of either the specified period of time during which the goods are to be held in such SIT or the maximum period of time authorized, notify the owner in writing of:

- a. The date the shipment converts to owner's expense;
- b. The existence of a 9-month period subsequent to the date of conversion to owner's expense during which the owner may file claims against the TSP for loss and/or damage which occurred to the goods in transit or during the SIT period; and
- c. The fact that at midnight on the date of conversion the liability of the TSP shall terminate and the property shall be subject to the rules, regulations and charges of the warehouseman.

The required notification shall be made by facsimile transmission; email; overnight courier; or certified mail, return receipt requested. TSPs holding goods for SIT for a period of time less than 10 business days shall, no less than 1 business day prior to the expiration of the specified time during which the goods are to be held in such storage, give notification to the owner of the information specified above and maintain a record thereof as part of its record of the shipment. Failure or refusal of a TSP to notify the owner in accordance with the foregoing shall automatically effect a continuance of the TSP liability pursuant to the applicable GSA



tender/tariff provisions with respect to SIT until the end of the day following the date upon which notice is given.

When converted to owner's expense, it must be done so in the name of the owner and the owner must be provided with the contact information of the storage location to include the telephone number, mailing address and/or email address.

### **5.5.1 Facilities**

The facilities or warehouses used by the TSP for SIT shall be commercial facilities or warehouses used by the TSP or its agent in the normal course of business for receipt and storage of household goods awaiting further transportation and furnishing the services set out in Sections 5.5.2 through 5.5.7 below. Unless approved by the BLIO, the use of trailers, vans, public warehouses, and self-storage units is prohibited.

### **5.5.2 Location of SIT**

SIT will be performed only when shown on the BL. Shipments shall not be placed in SIT at a location in excess of fifty (50) miles from the origin or destination address on the BL, and shall be at the TSP's nearest available SIT facility at destination shown in the "Consignee Block" unless specified on the BL or authorized by the BLIO. Placing a shipment in SIT does not constitute a delivery or completion of service. Delivery of the shipment to the final destination and completion of destination services shall be performed after the goods are removed from SIT as part of the through service.

### **5.5.3 Lot Identification**

All lots shall be properly identified by the owner's name, order number, warehouse lot number and BL number. Such identification shall be in plain view on each lot.

### **5.5.4 Palletization of Property**

Personal property shall be stored on skids, pallet bases, elevated platforms or similar storage aids maintaining a minimum of at least two (2) inches clearance from the floor to the lowest part of the HHG. In addition, property shall not be stored in contact with exterior walls. Trash cans, extension ladders, lawn mowers, television antennas, swing sets, and other like items are excluded from this requirement.

## **5.5.5 Procedures Applicable to Domestic SIT Only**

### **5.5.5.1 Rugs and pads**

Rugs, carpets and padding shall be stored on racks in a horizontal position without folding any portion of the rug, carpet or padding.

### **5.5.5.2 Overstuffed Furniture**

Upholstered or overstuffed furniture shall be placed in a normal upright position and covered for protection against dust. No boxes, cartons or other pieces of furniture shall be placed upon this type of furniture. When placed in individual room storage or when containers are employed for warehouse storage, upholstered or overstuffed furniture shall have protection, padding, blocking and bracing to preclude damage from any pressure against the upholstery, including pressure from its own weight as well as from conditions external to the container.

## **5.5.6 Procedures Applicable to International SIT Only**

### **5.5.6.1 Removal from Shipping Containers Prohibited**

The contents of containerized international shipments shall not be removed from the containers when placed in SIT.

### **5.5.6.2 Marking of SIT Containers**

All containerized shipments of HHG shall be marked with the owner's name and the GBL number.

## **5.5.7 Partial Withdrawal from SIT**

### **5.5.7.1 Identification of Items to be Withdrawn**

Items for withdrawal from SIT should be indicated by the owner or their authorized agent at the time of packing whenever possible. When the shipment has already been packed, inventory item numbers will be furnished by the owner to the BLIO who shall provide the information to the TSP.

### **5.5.7.2 Items That May be Withdrawn**

Only complete cartons or item numbers on the inventory may be withdrawn. Individual cartons shall not be opened.

### **5.5.7.3 Ordering Partial Withdrawal**

Partial withdrawal shall only be ordered by the BLIO who shall certify this order on the DD Form 619 or other commercial form.

### **5.5.7.4 Weight of Partial Withdrawal**

TSP is responsible for obtaining the weight of the portion withdrawn.

### **5.5.7.5 Billing for Partial Withdrawal**

TSP shall bill for the partial withdrawal of property as directed by the BLIO.

## **5.6 Unaccompanied Air Baggage (UAB)**

UAB shall be handled in accordance with the instructions of the shipping agency. TSP shall be required to provide the movement of UAB, including packing and crating of goods at origin, surface transportation to origin airport, air transportation to destination airport and surface transportation to destination residence. UAB shall be unpacked by the TSP unless waived by the owner. Certification that unpacking was performed by the TSP will be by the owner on a DD Form 619, or comparable commercial document.

## **5.7 Privately Owned Vehicles (POV)**

### **5.7.1 Domestic Shipments of POV**

When authorized, the transportation of POV within CONUS shall be handled in accordance with the instructions of the shipping agency. The TSP shall:

- Prepare the vehicle for shipment;
- Pick the vehicle up at origin;
- Transport the vehicle from origin to destination;
- Deliver the vehicle to final destination; and
- Provide Full Replacement Value (FRV) protection based on the current valuation of the vehicle.

### **5.7.2 International Shipments of POV**

When authorized, POV shall be handled in accordance with the instructions of the shipping agency. An owner may ship only one POV to a duty post outside CONUS, excluding replacement vehicles. The owner reserves the option of Door-to-Door or Port-to-Port services.

The TSP shall provide all transportation services for the POV as listed above. In addition, the TSP shall provide delivery service to the port of exit and delivery to destination residence from

the port of entry. Whenever possible, movement of the POV to the port of exit and from the port of entry should be by truck-away service. However, if the distance between origin residence/destination residence and port of exit/port of entry is thirty (30) miles or less, the vehicle may be driven.

## 5.8 Diversion or Reconsignment

Diversion or reconsignment of a shipment to a destination other than that specified on the BL can only be authorized by written order or oral notice followed by written order of the BLIO. The destination area is the territory recognized as the commercial zone (30 miles for domestic, 50 miles for international) of the destination address, city or municipality shown on the BL. Instructions furnished by the owner or their authorized representative to the TSP to perform local drayage to any point within the commercial zone shall not constitute an order for diversion or reconsignment.

## 5.9 Documentation Requirements

The TSP shall prepare and distribute the following documents. All documents shall be legible in their entirety. Weight tickets shall be certified. Under no circumstances shall owners or their authorized representative be asked to sign a blank or incomplete form, with the exception of the "Unit Price" and "Charge" columns of DD Form 619 which may be incomplete at time of signing.

### 5.9.1 Domestic Shipment Documentation Requirements

Documentation	Distribution	Timing
<ul style="list-style-type: none"> <li>• Copy of Pre-move Survey</li> <li>• Original BL</li> <li>• Copy of Descriptive Inventory</li> <li>• Original DD 619 (or commercial equivalent)</li> <li>• Original weight tickets</li> <li>• Original reweigh tickets (if required)</li> <li>• Notice of Loss or Damage At Delivery</li> <li>• Notice of Loss or Damage AFTER Delivery</li> </ul>	TSP	
<ul style="list-style-type: none"> <li>• Original Pre-move Survey</li> <li>• Copy of BL</li> <li>• Original Descriptive Inventory</li> <li>• Copies of DD 619 (or commercial equivalent)</li> <li>• Copy of reweigh ticket, if requested</li> </ul>	Owner or Authorized Agent	NLT ten (10) business days after survey, pick-up or delivery as appropriate.

Documentation	Distribution	Timing
<ul style="list-style-type: none"> <li>• 3 copies of Notice of Loss or Damage At Delivery</li> <li>• 3 copies of Notice of Loss or Damage AFTER Delivery</li> </ul>	Owner or Authorized Agent	At time of delivery
<ul style="list-style-type: none"> <li>• Rated copy of BL (Annotated with gross, tare and net weights and charges to date)</li> <li>• Descriptive Inventory and “bingo cards” for overflow containers</li> <li>• Copies of DD 619 (or commercial equivalent)</li> <li>• Copy of weight tickets (see Note)</li> <li>• Copy of reweigh tickets, if requested</li> </ul>	BLIO	NLT fourteen (14) business days after service
<ul style="list-style-type: none"> <li>• Notice of Loss or Damage At Delivery (if required by BLIO)</li> </ul>	BLIO	NLT thirty (30) calendar days after delivery

Note: If the shipment is scheduled to be delivered before the submission of documents, the BLIO shall be advised of the weight prior to delivery. BLIO will establish how this notification is to take place and may waive this requirement.

## 5.9.2 International Shipment Documentation Requirements

Documentation	Distribution	Timing
<ul style="list-style-type: none"> <li>• Original GBL</li> <li>• Copy of Pre-move Survey</li> <li>• Copy of Descriptive Inventory</li> <li>• Original DD 619 (or commercial equivalent)</li> <li>• Original weight tickets</li> <li>• Original reweigh tickets (if required)</li> <li>• Notice of Loss or Damage At Delivery</li> <li>• Notice of Loss or Damage AFTER Delivery</li> <li>• For Non-U.S. Flag shipments by vessel, screenshots of ocean cargo rates for the date of the shipment to validate differences between U.S. Flag and Non-U.S. Flag vessel rates</li> <li>• For Non-U.S. Flag shipments by air, copy of certification/waiver, and any other documentation required by shipping agency, showing authorization to use a Non-U.S. Flag air carrier</li> </ul>	TSP	
<ul style="list-style-type: none"> <li>• Copy of GBL</li> <li>• Copy of Descriptive Inventory</li> <li>• Copies of DD 619 (or commercial equivalent)</li> <li>• Copy of reweigh ticket, if requested</li> </ul>	Owner or Authorized Agent	NLT seven (7) business days after pick-up or delivery as appropriate.

Documentation	Distribution	Timing
<ul style="list-style-type: none"> <li>• 3 copies of Notice of Loss or Damage At Delivery</li> <li>• 3 copies of Notice of Loss or Damage AFTER Delivery</li> </ul>	Owner or Authorized Agent	At time of delivery
<ul style="list-style-type: none"> <li>• Rated copy of GBL (Annotated with gross, tare and net weights and charges to date. Show also the number of containers and gross cube of shipment)</li> <li>• Descriptive Inventory and “bingo cards” for each liftvan and overflow container (see Note)</li> <li>• Copies of DD 619 (or commercial equivalent)</li> <li>• Copy of reweigh tickets, if requested</li> </ul>	BLIO	NLT seven (7) business days after service
<ul style="list-style-type: none"> <li>• Notice of Loss or Damage At Delivery (if required by BLIO)</li> </ul>	BLIO	NLT thirty (30) calendar days after delivery

Note: If the shipment is scheduled to be delivered before the submission of documents, the BLIO shall be advised of the weight prior to delivery. BLIO will establish how this notification is to take place and may waive this requirement.

## 5.10 Tracing

### 5.10.1 Shipments

When the owner or BLIO requests information concerning shipments in transit, TSPs shall promptly determine the location of the shipment and make a prompt report back to the requestor by electronic means. TSPs shall complete this action within 72 hours for an international shipment, and 24 hours for a domestic shipment.

### 5.10.2 Missing Items

The TSP shall trace any missing property tendered to the TSP upon request from the owner or BLIO. The TSP shall trace:

- Missing cartons, containers or loose HHG discovered at delivery to residence
- Missing shipments and shipments that fail to meet their RDD
- Missing liftvan(s)/container(s) when a containerized shipment is placed into SIT and the liftvan(s)/container(s) are found to be missing with no annotation of the BL or inventory to explain the shortage.

The TSP shall promptly report to the requesters the current or last known location of the missing HHG.

## 5.11 Impractical Operations

Nothing in this section requires the TSP to perform any linehaul service or any pick-up or delivery service or any other service from, to, or at any point or location where, through no fault or neglect of the TSP, the furnishing of such services is impractical because:

- The conditions of roads, streets, driveways, alleys or approaches thereto would subject the TSP's operations to unreasonable risk of loss or damage to life or property
- Loading or unloading facilities are inadequate
- Any force majeure, war, insurrections, riot, civil disturbance, strike, picketing or other labor disturbance would (1) subject operations to unreasonable risk of loss or damage to life or property or (2) unreasonably jeopardize the ability of the TSP to render linehaul or pick-up or delivery or any other service from, to, or at other points or locations
- TSP's hauling contractors, TSP's employees or TSP's agents are precluded, for reasons beyond TSP's control, from entering premises where pick-up or delivery is to be made
- Local, state or Federal restrictions, regulations or laws prohibit performance of such services by linehaul equipment
- When service is impractical for reasons stated in this rule, and service can be completed through the employment of services of third parties, the BLIO may order such service in writing.

Additionally, when the location of property and goods to be shipped or delivered:

- Is not accessible by a permanent stairway (does not include ladders of any type)
- Is not adequately lighted
- Does not have a flat continuous floor
- Does not allow a person to stand erect

The TSP is not responsible for the removal or placement of such property or goods unless the owner requests, and the BLIO authorizes, such removal or placement as well as the additional labor charges incurred.

## 5.12 Other Exceptions

### 5.12.1 Provision of Shuttle Service

This HTOS provision applies when it is physically impossible for the TSP to perform pickup of the shipment at the origin address named on the BL or to complete the delivery of the shipment at

the destination address as named on the BL with normally assigned linehaul vehicle/equipment. Service for shuttles and/or the use of smaller equipment requires preapproval in writing by the BLIO and must contain the supporting documentation as identified below.

Shuttle Service: Shuttle service is defined as a truck to truck transfer. Except as otherwise provided, shuttle service charges apply at the point where the service is performed and include the cost of the shuttle vehicle and labor required to perform the shuttle service. Other additional services may apply depending on the circumstances and conditions at the pickup or delivery locations. These include, but are not limited to, Waiting Time and Stopoffs and Diversions.

If the conditions of Impractical Operation (HTOS 5.11 above) occur and, in the opinion of the TSP, constitute the need for shuttle service, the TSP must submit a request in writing to the BLIO identifying the reason(s) why shuttle service is needed. The request must then be approved in writing by the BLIO prior to the performance of shuttle service. Once approved in writing by the BLIO, the TSP will use or engage smaller equipment than its normal linehaul equipment or provide extra labor for the purpose, if possible, of transferring the shipment between the origin or destination address and the point of transfer (which may be the TSP's nearest warehouse or storage facility) TO OR FROM the TSP's linehaul equipment.

If shuttle service is approved and performed in accordance with this provision, the TSP must submit the following documentation when billing for shuttle service:

1. Copy of the request submitted to the BLIO as to why shuttle service was requested;
2. Copy of the written approval from the BLIO approving the use of a shuttle;
3. Copy of the document containing the signature of the Owner specifically identifying that shuttle service was performed; and
4. Additional documentation verifying that the shuttle did occur (an additional loading/unloading took place), which could include:
  - a. Equipment rental receipts, if appropriate; or
  - b. Dispatch logs identifying the equipment and driver that were used to perform the transfer to or from the TSP's linehaul equipment, with dates; or
  - c. Weight tickets from a larger vehicle and not the smaller vehicle; or
  - d. Reweigh ticket if one was requested.

**Smaller Equipment Only:** Documentation Requirements:

- Copy of the request submitted to the BLIO as to why smaller equipment was requested and that a shuttle (truck to truck transfer) will not be provided;



- Copy of the written approval from the BLIO approving the use of smaller equipment; and
- Copy of the document containing the signature of the owner specifically identifying that smaller equipment was used.

There may be circumstances in which smaller equipment used for the duration of the shipment will best meet the needs of the agency. In these rare occasions, there are two options available.

1. The TSP maintains the equipment through their own firm or one of their agents. In this scenario, the TSP must adhere to the documentation requirements for the use of smaller equipment only as identified within this HTOS provision, and must specifically state in the request to the BLIO for the use of smaller equipment only that the smaller equipment will be used for the duration of the shipment and that no additional fee for the use of smaller equipment only will be assessed. Upon billing, the TSP may bill a line-haul charge (and short haul if applicable), under the accepted discount provided in TMSS 2.0. Items 135 A and B and origin/destination line haul factors are also applicable charges unless the agency has a standing route order specifically excluding these costs. TSPs may not bill for a shuttle charge.

2. The TSP does not have availability of equipment and uses a third-party rental company. In this scenario, the TSP must adhere to the documentation requirements for the use of smaller equipment only as identified within this HTOS provision, and must specifically state in the request to the BLIO for the use of smaller equipment only that the smaller equipment will be used for the duration of the shipment and that the agency will be responsible for the cost of the rental of the needed smaller equipment. Upon billing, the TSP may bill a line-haul charge (and short haul if applicable), under the accepted discount provided in TMSS 2.0. Items 135 A and B and origin/destination line haul factors are also applicable charges unless the agency has a standing route order specifically excluding these costs. The rental receipt for the smaller equipment used for the shipment shall be provided to the agency as a pass through charge. One receipt per shipment will be allowed. TSPs may not bill for a shuttle charge.

### **5.12.2 Lack of Proper Delivery Address**

If the BL sets out a specific residential delivery address and delivery cannot be made at the address specified on the BL through no fault of the TSP, and neither the shipping agency, the destination BLIO, nor the owner designates another address at which delivery can be made, the TSP shall place the property in SIT when the BLIO authorizes the storage.

## **5.12.3 Constructive Delivery**

### **5.12.3.1 Tender at Nearest Point of Approach**

When it is physically impossible for TSP to perform pick-up of shipment at origin address or to complete delivery of the shipment at the destination address with normally assigned linehaul vehicle/equipment due to the structure of the building, its inaccessibility by highway, inadequate or unsafe public or private road, overhead obstructions, narrow gates, sharp turns, trees, shrubbery, the deterioration of roadway due to rain, flood, snow or nature of an article or articles included in the shipment, the TSP shall hold itself available at point of pick-up or tender delivery at destination at the nearest point of approach to the desired location where the linehaul vehicle/equipment can be made safely accessible (which may be the TSP's nearest warehouse or storage facility).

### **5.12.3.2 Owner Does Not Accept Constructive Delivery**

Under the conditions in Section 5.12.3.1 above, if the owner does not accept the constructive delivery of the HHG shipment at nearest point of safe approach by TSP's road equipment to the destination address and if shuttle service or small equipment only is not approved, the TSP may place the shipment or any part thereof not reasonably possible for delivery, in storage at the nearest commercial facility or warehouse used by the TSP or its agent in the normal course of business for receipt and storage of household goods awaiting further transportation (see exception below for international shipments). The BLIO shall be informed of and approve such action prior to placement in warehouse. The liability on the part of the TSP shall cease when the shipment is unloaded into the warehouse and the shipment is considered as having been delivered.

However, for international shipments, the TSP shall place shipments in SIT at the nearest available SIT facility of the TSP's agent at destination shown in the "Consignee Block" unless specified on the GBL or authorized by the BLIO.

## **5.12.4 Detention by TSP or Agents Prohibited**

Personal property shipments moved under this HTOS are sponsored by the Federal Government and, as such, will not, under any condition or for any reason, be detained by TSPs or agents.

## **5.12.5 Extended Storage**

Extended Storage when authorized in writing, also referred to as Non-Temporary Storage (NTS) or Permanent Storage, is provided under the scope of services for CHAMP as detailed in the Extended Storage Tender of Service (XTOS).

## **6 Move Management Services**

### **6.1 Scope of Move Management Services**

Only TSPs meeting the requirements identified in the table contained in Section 2.4.3.1. may submit rate offers as a Move Management Services (MMS) provider.

The MMS provider shall provide all household goods (HHG) transportation services as described in the Household Goods Tender of Service (HTOS) and all move management services as described in this section. The MMS provider shall comply with all requirements of this HTOS including the service, delivery timeframe, billing, reporting, and liability requirements. For intrastate shipments, it is the responsibility of the ordering agency and MMS Provider to determine if move management services are allowed under a regulated state's laws.

### **6.2 Memorandum of Agreement (MOA)**

The MMS provider and the agency shall enter into a written Memorandum of Agreement (MOA) setting out the terms and conditions of the MMS provider's responsibilities. In instances when the agency requests Bill of Lading (BL) preparation and maintenance under Section 6.6.4, the MOA should contain specific instructions on the BL preparation and maintenance, including instructions to complete each portion of the BL.

A sample MOA is provided in Appendix E. This document is only a sample to be used to initiate the MOA drafting process between the agency and the MMS provider. The agency and MMS provider must tailor the final MOA to meet the agency's specific needs. If requested by the MMS provider and/or the agency, the GSA Program Management Office (PMO) will review the agreement before implementation.

When an agency delegates authority in writing to the MMS provider to approve additional services, the MMS provider is responsible for providing (in writing) an estimated cost for that service, prior to the service being performed. The MMS provider may not invoice the agency any more than 115% of the original estimated cost.

### **6.3 Performance as TSP**

The MMS provider shall be approved as a Transportation Service Provider (TSP) in the Centralized Household Goods Traffic Management Program (CHAMP), meet the requirements of Section 2.4.3.1. to file any applicable move management rates, file rates within its current approved scope of operation, be subject to the Customer Satisfaction Index (CSI) rating system

and comply with the requirement to collect and remit to GSA the **Administrative Fee (AF)** as specified in the annual Request for Offers (RFO).

## 6.4 Commissions Prohibited

The payment of a commission from the TSP to a MMS provider is prohibited under CHAMP.

## 6.5 Required Services

The MMS provider shall arrange, coordinate and monitor each owner's HHG move from initial notification of the move by the BLIO through completion of all move-related transactions required under Sections 6.5.1 through 6.5.7. The MMS provider shall comply with the terms of the MOA when performing these services.

A HHG move within the Continental United States (CONUS) and Canada is defined as a basic move consisting of one shipment of HHG and, when specifically authorized by the agency, shipment of one or more Privately Owned Vehicles (POVs) and Unaccompanied Air Baggage (UAB) shipments (as defined in the RFO). A HHG move to or from an international location is defined as a basic move consisting of one surface shipment of HHG and when specifically authorized by the agency, UAB shipments and shipment of one or more POVs. Multiple origins and/or destinations may be involved for both CONUS and international shipments. A move consisting of any shipment for other than household goods (49 USC 13102(10)(A)-(B)) is not covered under the terms of this HTOS.

### 6.5.1 Customer Service

The MMS provider shall:

- Provide a 24-hour, toll-free telephone number to assist in tracking/tracing shipments;
- Resolve problems that occur during the move;
- Provide an approved quality control program addressing all problems which might occur; and
- Assist in filing post-delivery claims for agencies that choose that optional service.

### 6.5.2 TSP Selection

An agency may select the TSP to transport the owner's HHG or may delegate this responsibility to the MMS provider. If the agency delegates TSP selection to the MMS provider, the agency will furnish the MMS provider criteria to use in selecting the TSP. The MMS provider shall be capable of accessing the GSA Transportation Management Services Solution 2.0 (TMSS 2.0) system to obtain performance/best value information for use in making the TSP selection when delegated this responsibility by the agency and document the reason why the selected TSP was

chosen by the MMS provider. Selection criteria shall be submitted to the agency at their discretion.

### **6.5.3 Shipment Booking**

The MMS provider shall perform the following when booking a shipment:

- Schedule the move with the selected TSP
- Order a pre-move survey
- Identify any special services including, but not limited to: shuttle service, smaller equipment only service, special crating and third- party servicing.

Counsel the owner about services the owner is authorized at the agency's expense as well as any requested services that are not the agency's financial responsibility and which the employing agency will charge back to the owner.

The MMS provider may develop a generic form for this purpose. Any service shown on a generic form that is not applicable to a particular shipment shall be struck through or marked as "None" or "Not Applicable" before the form is submitted to the Bill of Lading Issuing Officer (BLIO) for written approval.

### **6.5.4 Ensuring TSP Performance**

The MMS provider shall ensure that transportation services are performed according to the provisions of this HTOS, notwithstanding the Origin and Destination On-Site Quality Control procedures specified in Section 6.6.7 below. The MMS provider shall also take any action deemed necessary and appropriate to protect the interests of the agency to ensure proper TSP performance, and to protect both the real and personal property of the owner. When the MMS provider fails to direct performance as required and causes the agency or owner to incur damages the MMS provider will be liable to the agency and the owner, as appropriate, for such damages.

### **6.5.5 Arranging Storage-in-Transit (SIT)**

If a BLIO authorizes Storage-in-Transit (SIT), the MMS provider shall arrange the storage under provisions of this HTOS. The MMS provider shall notify the owner of the authorized SIT duration and location and provide the owner's SIT-provider contact information to the agency within five (5) calendar days after delivery into SIT.

#### **6.5.5.1 Monitoring Shipments in SIT**

The MMS provider shall monitor shipments in SIT and is responsible for arranging delivery of shipments from SIT. The MMS provider shall send a written request for disposition instructions

to the owner or the BLIO at least ten (10) business days before expiration of the authorized SIT period. The request will inform the owner of their personal financial responsibility for any charges incurred for storage in excess of the maximum authorized period.

### **6.5.5.2 SIT in Excess of 150 Calendar Days for Domestic and 180 Calendar Days for International.**

If SIT exceeds 150 calendar days for domestic shipments or 180 calendar days for international shipments, the MMS provider shall determine the condition of the owner's property at the end of this period to protect the Federal Government's and the owner's right to recover for TSP-caused loss or damage. The warehouse automatically will be considered the shipment's destination and the warehouseman the agent of the owner's property upon expiration of the authorized SIT period, at which time the MMS provider's responsibility for the shipment ends. The shipment then becomes subject to warehouse rules, procedures and charges, to include local drayage charges for delivery out of storage. The owner is responsible for payment of storage charges for any period of storage in excess of the authorized period.

### **6.5.6 Completion of GSA Form 3080**

The GSA Form 3080, Household Goods Carrier Evaluation Report, is the customer satisfaction survey to be completed by the owner (see HTOS Section 7.5). It is prohibited for the MMS Provider to complete any portion of the GSA Form 3080. The MMS provider is subject to disciplinary action from the PMO if a MMS provider completes the electronic 3080. The MMS provider shall also follow up with the owner to ensure the form is completed. If the owner has not completed the appropriate section on the form within thirty (30) calendar days from the date of delivery of the HHG to the destination residence, the MMS provider shall advise the BLIO.

### **6.5.7 Service Performance Audit**

The MMS provider shall conduct an independent service performance line item audit of transportation billings. This service performance audit is unrelated to an agency's prepayment audit of the actual billing charges. The MMS provider shall document and certify, by line item, whether billed services (including any services specifically requested by the owner) were necessary, were properly authorized and were actually performed. The provider may develop a form for this purpose and, if requested, have it preapproved by the BLIO.

### **6.5.8 Management Information Reports**

The Federal Government requires certain management information reports that may or may not be commercially standard. If the MMS provider has a commercial report that would meet an agency's stated specific need, it may propose that the agency use that report instead of the one

specified, as long as it can satisfactorily demonstrate how the proposed substitution would meet the agency's needs. Reports must contain monthly, quarterly and year-to-date totals of specific information required by the agency, when requested. The MMS provider shall provide required reports to the agency within fifteen (15) business days following the month/quarter services were performed.

If requested by the agency, the MMS provider shall furnish the following reports with the form, content and frequency specified by the agency, data elements may be revised by the agency.

### **6.5.8.1 Shipment Summary**

A summary of the total number of shipments handled for the specified period further broken down into the following categories:

- Number of shipments by agency activity
- Number of shipments by TSP
- Number of interstate shipments
- Number of intrastate shipments
- Number of shipments to/from an international location

For each category the MMS provider shall show total linehaul and accessorial charges.

### **6.5.8.2 Claims Summary**

A summary of the total number of loss/damage claims handled for the specified period further broken down into the following incremental categories:

- Number of claims by agency activity
- Number of claims by TSP
- Number of intrastate claims
- Number of interstate claims
- Number of international location claims
- Average number of days between the date of claim filing and date of issue of initial settlement offer
- Average number of days between the date of receipt of the initial settlement offer and the date of final settlement
- Average amount claimed and settled interstate
- Average amount claimed and settled intrastate
- Average amount claimed and settled on shipments to/from an international location

For any claim not settled within the specified thirty (30) or sixty (60) calendar day limit, the MMS provider shall include an explanation for the delay, using the appropriate Delay Codes identified in Appendix D Report Formats.

### **6.5.8.3 Counseling Contact Summary Report**

When an agency has chosen the optional “Owner Pre-Move Counseling” service, the MMS provider shall present a summary report of counseling contacts showing the owner’s name, date of initial contact and current status of the move including date(s) for the pre-move survey, packing, pick-up and actual or proposed delivery into SIT and/or residence.

### **6.5.8.4 On-time Services Summary Report**

A summary report listing:

- Owner(s) name;
- Scheduled pick-up date;
- Actual pick-up date;
- Scheduled delivery date(s) into SIT and/or residence;
- Actual delivery date(s) into SIT and/or residence;
- Scheduled date for delivery out of SIT; and
- Actual date for delivery out of SIT.

When scheduled and actual dates are different, an explanation shall be provided.

### **6.5.8.5 Specially Requested Reports**

Special one-time reports may be furnished to the BLIO when the agency requests and the PMO approves. Content of these reports will be specified at the time of the agency request and PMO approval.

## **6.6 Optional Services**

If specifically requested by the agency, the MMS provider may provide the optional services as described in Sections 6.6.1 through 6.6.7 below.

### **6.6.1 Owner Pre-move Counseling**

Owner pre-move counseling (as distinguished from a TSP provided pre-move survey) shall include information on the TSP’s commercial moving practices affecting all aspects of the HHG move. It also may include Federal Government-specific information on HHG allowances prescribed in the [Federal Travel Regulation](#) (41 CFR Chapters 300-304) as well as information on any agency internal implementing regulations including weight allowance information.



Additionally, the provider shall counsel the owner about services the owner is authorized at Federal Government expense as well as any requested services that are not the Federal Government's financial responsibility and which the employing agency will charge back to the owner. Some of these services are:

- Extra pick-up/delivery
- Temporary SIT authorized by the agency
- Extended (Non-temporary (NTS) or “permanent”) storage
- Unauthorized items
- Assembly/disassembly of property
- Shipment of perishable items
- Firearms and hazardous material exclusions
- Level of service coverage, options and costs
- Reporting concealed damages, owner rights and responsibilities, third-party servicing
- Packing/unpacking and crating/ uncrating
- Preparation and filing of claims
- Name and address of origin/destination storage provider
- Local drayage out of storage

## 6.6.2 Prepayment Audit FMR 102-118

Prepayment audits are the responsibility of the agency. Prepayment audit plans are established by the agency and approved by the GSA Transportation Audits Division. Services must meet all requirements set forth in the Federal Management Regulation (FMR) Part 102-118 and satisfy the requirements of the agency's prepayment audit plan and reporting requirements. It is incumbent upon the agency to ensure its prepayment audit plan is free of any conflicts of interest ([see FMR Part 102-118.275\(c\)](#)). If an agency requires its TSP to arrange for the prepayment audit of invoices, such requirement must be included in that agency's Standing Route Order (SRO) so that the TSP can factor the cost into their filed rates.

## 6.6.3 Preparation of Shipment Documentation

If an agency exercises its option to have the MMS provider prepare the BL, the MMS provider must comply with the terms and conditions set forth in [FMR Parts 102-117 and 102-118](#). On international shipments, the MMS provider shall complete and distribute copies of each GBL following instructions published in the “U.S. Government Freight Transportation—Handbook” from the [Transportation Audit Division \(QMCA\)](#)

The MMS provider shall furnish a legible memorandum copy of all BL or a legible copy of all BL prepared and distributed to the BLIO before the shipment pick-up date.

## 6.6.4 Data Communications Capabilities

The MMS provider shall:

- Provide on-line electronic access to all database information pertaining to orders and applicable shipment records
- Provide the BLIO or designee and the GSA PMO in Kansas City, Missouri, on-line access to all database information pertaining to orders and shipment records for all accounts established under the terms of this HTOS;
- Establish sufficient safeguards to prevent unauthorized access to the database information and make real-time electronic access available; and
- Furnish clear documentation setting out procedures for access to and use of the database.

### 6.6.4.1 Data Elements

The database must contain, but is not limited to, the following elements:

- Order information
- Shipment information sufficient to generate the management information reports specified in Section 6.5.8.

The shipment database must be maintained in a separate directory with a separate shipment record for each move. Shipment files must not be commingled with data maintained for shipments not subject to this HTOS. Each shipment record must contain all information required for that particular shipment including any claims filed by the TSP, status of the claim, etc. using a continuous computer terminal screen, if necessary. Performance data documenting how the move was handled must be collected independently and maintained in this record.

The MMS provider shall provide the capability for the BLIOs and the GSA PMO to extract and consolidate data such as TSP performance if specific reports are required.

### 6.6.4.2 Database Maintenance

The MMS provider shall update the database at least once every 24 hours, and provide for on-line electronic access to database elements for a period of one (1) year from date of pick-up. After one year, only a hard copy of the records is required to be maintained for six (6) years after the date of action.

### **6.6.5 On-site Quality Control Service**

If an agency requests, the MMS provider shall arrange for quality control personnel to provide on-site inspection services at the origin and destination residences. Inspection services include, but are not limited to:

- Verification of correct inventory coding
- Use of proper packing materials
- Appropriate article servicing
- Equipment and personnel suitability
- Satisfactory performance of unpacking.

The actual cost of any on-site quality control service requested is negotiable between the MMS provider and the agency. The price agreed upon shall be stated in a written document and signed and retained by both parties. This document is construed as a one-time only amendment to the MMS provider's rate filing. A copy of the written document shall be included with the MMS provider's voucher. The MMS provider may engage a third party to perform these services provided they are representatives or employees of a TSP or an agent thereof.

### **6.6.6 Quality Assurance Plan**

If requested by the agency, the MMS provider shall provide the agency a quality assurance plan to ensure quality service and shall designate quality assurance personnel to execute the plan.

### **6.6.7 Claims Preparation, Filing, and Settlement Assistance**

If either the owner or agency requests, the MMS provider shall provide timely loss and damage claim preparation and filing assistance, including follow-up assistance for any subsequently discovered loss or damage. The MMS provider shall review and negotiate any settlement offer that is inconsistent with the MMS provider's liability or HTOS provisions, and, in the case of an impasse between owner and MMS provider, shall refer the complete file to the agency. The MMS provider shall also counsel the owner about potential consequences of signing any full and unconditional release on any offer of settlement before all claims resulting from a particular move have been resolved.

## **7 Inspection of Services**

### **7.1 Overview**

This section describes the processes by which the Federal Government may inspect the facilities and services provided by Transportation Service Providers (TSPs) for Household Goods (HHG) shipments moving under the Centralized Household Goods Traffic Management Program (CHAMP). In general, the Federal Government reserves the right to inspect these facilities and services and deems it necessary to insure not only compliance with the provisions of this Household Goods Tender of Service (HTOS) but also to determine owner satisfaction with these services. The Federal Government will use the results of these inspections to correct deficiencies in a TSP's services, to provide "best value" recommendations to agencies and to improve the level of satisfaction.

- The Federal Government may use any and all of the following to inspect and evaluate TSP service levels:
- Inspection by the Program Management Office (PMO) and its designated representative
- Inspection by the Bill of Lading Issuing Officer (BLIO) and its designated representatives
- Inspection by the owner or their authorized representative

Collection and analysis of GSA Form 3080, Household Goods Carrier Evaluation Reports. (See also Section 2 on how this information is used to adjust a TSP's scope of operation.)

The following sections provide additional detail on these procedures. All references to the TSP refer to the TSP and its agents.

### **7.2 Inspection by the Federal Government**

#### **7.2.1 Inspection of Facilities and Operations**

The PMO or its designee will have the right to review and inspect the facilities and operations of any CHAMP TSP. The inspections will determine if the equipment, facilities, operations and personnel are adequate and capable of performing the services required by the Federal Government.

The inspections will validate that TSP operations have been performed in accordance with the provisions of this HTOS and the requirements of the Federal ordering office.

The PMO or designated representative(s) may inspect the TSP's facilities and operations at the TSP's main facility, at the residence of the owner, or at the warehouse or any other facility of the TSP during regular office hours and at any time that work is in progress.

Published corporate TSP quality control programs shall be presented and explained to authorized inspectors when the TSP's facilities are inspected.

### **7.2.1.1 Inspection of Facilities**

The TSP shall furnish PMO or designated representatives with free and reasonable access to its facilities and provide assistance to successfully accomplish the review. The TSP shall provide, without cost to the Federal Government, legible reproductions of any documents requested and required in the performance of the inspection.

### **7.2.1.2 Inspection of Operations**

Authorized representatives will have the right to inspect the packing, loading, weighing, pick-up, delivery, unpacking, warehousing and any other services performed or being performed by the TSP. PMO authorized representatives will include:

- GSA personnel designated to perform quality assurance
- The owner or their authorized representative
- Personnel of the owner's agency designated to perform quality assurance.

### **7.2.1.3 Inspection by the owner**

Most often, the owner will inspect TSP services in the absence of an authorized GSA representative, the employing agency, or the BLIO. The owner's report of inspection (as documented by owner's signature on the Bill of Lading (BL)), or a joint inspection conducted at delivery or other report are all acceptable reports of inspection and will be considered administratively final.

### **7.2.1.4 Immediate Corrective Actions**

When authorized representatives of the BLIO find that packing, loading, unpacking or any other work being performed or already completed does not comply with the terms, conditions or specifications set out in this HTOS, the authorized representative will advise the TSP of the situation. The TSP shall promptly correct the deficiency by taking whatever action is necessary at no additional cost to the Federal Government or the owner.

## **7.2.2 Reports of Inspection**

Reports of inspection will be furnished to the PMO. Upon receipt of an on-site review, the PMO will furnish the TSP a report within ninety (90) calendar days of completion of the on-site review. The report will show the findings of the review and corrective actions, if any, which must be taken by the TSP to bring its operation into compliance with requirements as set forth in this HTOS.

A TSP receiving a report showing corrective actions which need to be taken shall have its approval changed to conditional, and shall have thirty (30) calendar days from date of receipt to institute those corrective actions identified as requiring immediate action and to notify the PMO of completion of those corrective actions. Corrective actions not performed in thirty (30) calendar days could result in the TSP's placement in temporary non-use status.

Reports of inspection by the PMO will be considered as final and conclusive of the performance of the services inspected. If the TSP objects to the rating or required corrective actions imposed by the BLIO, the TSP shall first notify the BLIO in writing, setting out the basis of the disagreement and requesting the opportunity to resolve it. If the TSP still objects to the BLIO's report, it may appeal to the PMO in accordance with the provisions of Section 3.

## **7.3 Other Inspections**

### **7.3.1 Inspection of Sorting For Partial Withdrawal from SIT**

The owner or any other person responsible for payment of the transportation charges will have the right to be present at the TSP's facility during the sorting of the property for a partial withdrawal from Storage-in-Transit (SIT). The TSP shall deliver, or the owner has the option to pick up, the property.

### **7.3.2 Inspection and Re-packing of Pre-packed Items by the TSP**

The TSP is responsible for all packing. The TSP is authorized to inspect all packed by owner (PBO) goods to ascertain the contents and determine that only articles not otherwise prohibited by this HTOS are contained in the shipment. For domestic shipments, to ensure safe transportation, if the TSP determines it is necessary to unpack and repack cartons and/or containers that have been packed by the Owner, no additional labor, unpacking and/or additional re-packing charges will apply.

Please note: Labor charges apply for international shipments, see Section 12.7.

## **7.4 Acceptance by the Federal Government**

Acceptance, as used in this HTOS, means the act of an authorized representative of the Federal Government by which the Federal Government assumes for itself or approves specific services, as partial or complete performance of the requirements of the HTOS.

### **7.4.1 Warranty**

Notwithstanding inspection and acceptance by the Federal Government or any provision concerning the conclusiveness thereof, the TSP warrants that all services performed under this

HTOS will, at the time of acceptance, be free from defects in workmanship and conform to the requirements of this HTOS. The BLIO will give written notice of any defect or nonconformance to the TSP within forty-five (45) business days from the date of acceptance by the Federal Government. This notice will state either (1) that the TSP shall correct or reperform any defective or nonconforming services, or (2) that the Federal Government does not require correction or reperformance.

#### **7.4.2 Correction and Reperformance**

Correction, as used in this section, means the elimination of a defect. If the TSP is required to correct or reperform, it shall be at no cost to the Federal Government, and any services corrected or reperformed by the TSP shall be subject to this clause or if the TSP refuses to correct or reperform, the BLIO may correct or replace with similar services and charge to the TSP the cost occasioned to the Federal Government thereby, or make an equitable adjustment in the price for services rendered.

#### **7.4.3 No Correction and Reperformance**

If the Federal Government does not require correction or reperformance, the BLIO will make an equitable adjustment in the price for services rendered.

### **7.5 Household Goods Carrier Evaluation Report (GSA Form 3080)**

This section describes the GSA Form 3080, Household Goods Carrier Evaluation Report, the procedures for administering the TSP evaluation program and how the GSA Form 3080 responses are used to compute the TSP Customer Satisfaction Indices (CSI). Section 2, Application and Participation, describes how the CSI is used to adjust the scope of a TSP's operation. The CSI is also used by agencies in TSP selection and shipment distribution to meet their agency's service requirements at the lowest cost consistent with those requirements.

#### **7.5.1 Overview**

The GSA Form 3080 Carrier Evaluation Report is a customer satisfaction survey. Upon completion of services by the TSP at destination, the TSP must initiate an electronic GSA Form 3080 survey to every owner for each shipment type (HHG, UAB, POV) within the GSA's Transportation Management Services Solution 2.0 (TMSS 2.0) 3080 Module within thirty (30) calendar days of final delivery. The TSP is required to complete all requested shipment information and must ensure that the BL number entered on the GSA Form 3080 matches the BL number entered for the corresponding shipment on the required Shipment and/or SIT Report. The TSP may monitor the responses through the survey reporting tool. It is prohibited for the TSP to complete any

portion of the GSA Form 3080. The TSP is subject to disciplinary action from the PMO if the TSP completes the electronic 3080 or fails to initiate a 3080. The GSA PMO will initiate the agency survey on a yearly basis. The agency will provide survey results for each TSP or move manager that has handled shipments for that agency in the reporting quarter.

Electronic GSA Form 3080s must be initiated in the TMSS 2.0 system via one of the following options:

Option 1: Enter the shipment specifics for each completed shipment into the GSA Form 3080 module – owner information, AMC information, TSP contact information and shipment details (origin, destination, BL number, type, etc). When entering the required Federal Agency Identification Code (FAIC), ensure that it is associated with the AMC name entered. FAICs can be located in the FAIC List within TMSS 2.0 or the PMO may be contacted for assistance in identifying the correct FAIC. Once entered, TMSS 2.0 will send the GSA Form 3080 to the owner via the e-mail address entered by the TSP. After completion by the owner, TMSS 2.0 will notify the AMC via the email provided.

Option 2: Similar to rate filing, Shipment Reports and SIT Reports; upload a batch of shipment specifics in one file. See “GSA Form 3080 Batch Filing Instructions (Option 2)” in Appendix D of this HTOS. All GSA Form 3080 fields should be included as detailed in Option 1. When entering the required Federal Agency Identification Code (FAIC), ensure that it is associated with the AMC name entered. FAICs can be located in the FAIC List within TMSS 2.0 or the PMO may be contacted for assistance in identifying the correct FAIC. TMSS 2.0 will validate the uploaded information. Once all information is received in the correct format, TMSS 2.0 will generate the GSA Form 3080 request to the identified owner via the e-mail provided by the TSP. The remainder of the process will be initiated by TMSS 2.0 as described above in Option 1.

The CSI is calculated on an annual basis. Only GSA Form 3080s for shipments with indicated delivery dates between January 1 and December 31 of the calendar year for which the CSI is calculated will be used. The TMSS 2.0 GSA 3080 report module provides TSPs with access to their responses. TSPs can use the report module to monitor outstanding GSA Form 3080s and review the owner’s scores. GSA Form 3080s not completed in TMSS 2.0 by the last day in February will not be used in the calculation of a TSP’s CSI score for the previous calendar year. The AMC portion of the GSA Form 3080 survey must be completed at least once by at least one agency for that TSP to receive a CSI score.



## 7.5.2 Issuing CSI Score

Based on the number of shipment scores reported to the PMO on GSA Form 3080, a TSP will be issued a CSI or be in “unindexed” status. The following criteria will be used when issuing CSI scores.

### 7.5.2.1 Unindexed Status

A TSP will not be issued a CSI if:

- The TSP had less than two shipments reported.
- The TSP had less than two GSA Forms 3080 returned to GSA.
- The TSP’s GSA Form 3080 rate of return was less than 80% of the overall program average rate of return for the calendar year.
- The TSP did not submit complete shipment information.
- The AMC did not fill out at least one GSA Form 3080 for that TSP.
- The TSP is not up to date with **AF** payments.
- The TSP has no System for Award Management (SAM) record, or it has expired.
- The TSP does not possess or has failed to maintain the proper authority for which it is approved (domestic and/or international).

### 7.5.2.2 Indexed status

A TSP will be issued a CSI if:

- The TSP had between two and fourteen GSA Form 3080s returned to GSA and the TSP’s GSA Form 3080 rate of return was greater than 80% of the overall program average.
- The TSP had 15 or more GSA Form 3080s returned to GSA.
- The AMC had filled out at least one 3080 AMC portion for that TSP.
- The TSP is up to date with all **AF** payments.

## 7.5.3 Appeal Procedures

In the event that the rated TSP disagrees with the evaluation contained on the GSA Form 3080, the TSP has the right to appeal such evaluation as specified below. The objective of these appeal procedures is to resolve the disagreement as close to the point of service as possible. Except as provided below, an appeal received by the PMO directly from a rated TSP will be rejected.

### **7.5.3.1 Shipment Not Tendered**

If the rated TSP determines that a shipment was not tendered to its company, the TSP shall advise the PMO in writing requesting review and correction.

### **7.5.3.2 Disagree with the Rating by the Owner**

If the rated TSP disagrees with the owner's evaluation and the owner's evaluation has not been changed by the BLIO prior to submission to the PMO, the rated TSP shall first notify the owner in writing, setting out the basis of the disagreement and requesting the opportunity to resolve it. The BLIO may submit a written request via email to the PMO to change an owner's rating.

Note: If the rated TSP disagrees with the owner's evaluation and the owner's evaluation has been changed by the BLIO, prior to submission to the PMO, the procedures in Section 7.5.3.3.2 will apply.

#### **7.5.3.2.1 Disagreement is Resolved**

If the owner and the rated TSP resolve the disagreement and that resolution changes the owner's rating, the owner and the rated TSP shall jointly advise the BLIO by a single memo or email. The BLIO will then notify the PMO in writing by letter or email and request that the rating be changed.

#### **7.5.3.2.2 Disagreement is Not Resolved**

If the owner and the rated TSP cannot resolve the disagreement, the rated TSP shall notify the BLIO in writing requesting review and resolution. The request will set out the basis of the disagreement, actions taken to resolve the disagreement, and include a copy of the communication to the owner and any records that may have been made of conversations, meetings or correspondence with the owner. The BLIO will then investigate the disagreement, determine whether any changes should be made in the rating, and, if so, advise the PMO in writing. The BLIO's determination is final and not reviewable by the PMO.

### **7.5.3.3 Disagree with Rating by the BLIO**

In the event the rated TSP disagrees with the BLIO's evaluation, the rated TSP shall first notify the BLIO in writing, setting out the basis of the disagreement and requesting the opportunity to resolve it.

#### **7.5.3.3.1 Disagreement is Resolved**

If the BLIO and the rated TSP resolve the disagreement and that resolution changes the BLIO's rating, the BLIO and the rated TSP shall jointly advise the PMO in a single memo or email signed.

#### **7.5.3.3.2 Disagreement is Not Resolved**

If the BLIO and the rated TSP cannot resolve the disagreement, the rated TSP and the BLIO must jointly prepare a single memo or email to the PMO approved by both that they request resolution of the disagreement by the PMO and agree to accept the findings of the PMO without further appeal.

The request will set out the basis of the disagreement, actions taken to resolve the disagreement, and include a copy of the communication to the BLIO and any records that may have been made of conversations, meetings or correspondence by either party. The PMO will then investigate the disagreement, determine whether any changes should be made to the rating, and, if so, advise the rated TSP and the BLIO in writing and correct the rating. If the rated TSP and the BLIO cannot agree to jointly request review and resolution by the PMO, the original rating will remain in effect.

#### **7.5.3.3.3 Oral Appeals**

Oral appeals will be construed as without merit and be rejected.

## 8 Invoicing and Payments

This section describes the process for invoicing Household Goods (HHG) services (including the movement of Unaccompanied Air Baggage (UAB) and Privately Owned Vehicles (POVs) and how to remit payment for the GSA **Administrative Fee (AF)**. Each portion of a shipment shall be rated at the rate in effect on the date of initial pick-up of the shipment, based on the applicable weight of the entire shipment. Transportation Service Providers (TSPs) shall refer to the annual RFO for complete details on rates and charges.

### 8.1 Invoicing

#### 8.1.1 Voucher and Supporting Documents

GSA has prescribed the Public Voucher for Transportation Charges, SF 1113, and Memorandum Copy, SF 1113-A, for use by TSPs in billing charges for authorized HHG services furnished to the Federal Government. These forms are available from the [GSA Forms Library](#) and URLs are provided in Appendix C.

The SF 1113 and one SF 1113-A shall be submitted to the billing office specified on the BL and are expected to be submitted within sixty (60) calendar days after delivery/service is completed. The SF 1113 shall be supported by the BL and other documents required in the table below.

Invoice and Supporting Documents	
Public Voucher for Transportation Charges (SF 1113/SF 1113A)	<p>The TSP shall include the following items on the SF 1113:</p> <ul style="list-style-type: none"> <li>• The required transit time for the shipment, as set forth in this HTOS, or the RFO, as applicable</li> <li>• The actual transit time for the shipment</li> <li>• TSP’s Taxpayer ID Number</li> <li>• The Late Delivery Reduction assessed as a deduction from total charges in accordance with Section 8.4.1</li> </ul>
Bill of Lading (BL)	<p>The original BL is the primary shipping document the TSP uses to bill the Federal Government for transportation services rendered. However, if after delivery, the original BL cannot be located by the billing TSP, and it is evident that the original BL has been lost or destroyed, the TSP must use the Freight Waybill-Original properly certified by the TSP as a substitute document, when submitting public vouchers to the appropriate Federal Government paying office.</p> <p>If both the original BL and the freight waybill are lost, the TSP shall request, and be provided, a certified true copy of the issuing office's Memorandum Copy for use as a substitute billing document</p>

Invoice and Supporting Documents	
Weight Tickets	<p>The TSP shall submit weight tickets determining net weight with proper identification of the shipment thereon for both original weighing and, if applicable, reweighing. The lower of the two net scale weights shall be used for determining the applicable charges. If shipment is reweighed the TSP shall include a copy of the written request for reweighing and both sets of weight tickets.</p> <p>TSPs may substitute manufacturer’s weight for automobiles, trucks, vans, motorcycles, campers and boats in lieu of obtaining separate weight tickets on these articles whenever such articles are included within a shipment. Manufacturer’s weight will be obtained from either the Branham Automobile Reference Book, the National Automobile Dealers Association (N.A.D.A.) Official Used Car Guide (the “Guide”), or from other appropriate reference sources of manufacturer’s weight or the owner may provide the TSP with copies of manufacturer’s documents evidencing the weight of the article included in the shipment, unless otherwise weighed as part of the gross weight of the shipment</p>
Authorization For Diversion Or Reconsignment	Written authorization for diversion or reconsignment, if applicable
Approvals And Authorization For Waiver	Written authorization is required for a waiver of any requirements stated herein and when assessing additional charges as a result of a waiver or approval. This includes approvals and extensions of SIT above the original authorization.
Advanced Charges/Third Party Charges	Charges advanced by TSP for services of others shall be supported by the TSP with the Bill of Lading Issuing Officer’s (BLIO's) authorization, a copy of the invoice setting forth services rendered, charges and basis thereof including reference to the GSA tariff, price list, rate schedule, or similar statement of rates and charges. The charges so advanced are in addition to, and shall be paid with, all other lawful rates and charges
Miscellaneous Charge	Any cost incurred by the TSP for a service outside the terms of this HTOS, authorized in writing by the BLIO, will be billed as a miscellaneous charge. A description of the service, the BLIO's authorization, and the basis for the computation of the charge is required
DD Form 619 Or Comparable Commercial Form	“Statement of Accessorial Services Performed” (DD Form 619) or comparable commercial form when charges are assessed for accessorial services, not including SIT. Each household appliance serviced will be identified to show the manufacturer’s name, brand, and model
DD Form 619 Or Comparable Commercial Form	“Statement of Accessorial Services Performed - SIT Delivery and Reweigh” (DD Form 619) or comparable commercial form, when charges are assessed for SIT delivery. Net or gross weight, whichever is applicable, will be noted on the DD Form 619

Invoice and Supporting Documents	
Applicable Tariff Pricing	A copy of the applicable tariff pricing pages for intrastate shipments governed by a state’s tariff or state approved TSP tariff
Storage-in-Transit (SIT) Warehouse Receipts	A copy of the warehouse receipt(s) identifying the number of days in SIT

### 8.1.2 Electronic Payments

The agencies ordering HHG services will establish their own procedures for the submission of TSP invoices. This may include requiring the use of electronic commerce systems that include fees paid by the TSP. The TSP shall be responsible for complying with the agencies’ payment procedures.

## 8.2 Composition of Charges

### 8.2.1 Applicable Rate

All charges for transportation and related services for shipments handled shall be in accordance with the lowest applicable tariff or tender, and shall be billed to the agency shown in the “Bill Charges to” block on the BL. Where a TSP offers applicable rates in two separate tariffs/rate tenders, the Government is entitled to the lower of the two rates. GSA’s tariff/rate tender shall not apply where charges for service provided under that tariff/rate tender exceed charges otherwise applicable for the same or similar service. In the event that GSA’s rates are higher than the rates under the other tariff/rate tender, the other tariff/rate tender will apply and a copy of the pricing pages from that other tariff/rate tender shall be submitted to the agency’s prepayment auditing division.

The TSP's public voucher for charges shall be supported by the documents specified in Section 8.1. Failure to submit any of the documents shall result in rejection of the associated charges.

### 8.2.2 Applicable Rate in Absence of Accepted Rate

At the time of approval, GSA establishes a TSP’s approved scope of operation. Agencies are encouraged to use those TSPs that have approved rates filed in conjunction with the TSP’s approved scope of operation. If the selection of TSPs for a specific route is limited, the acceptance and movement of a shipment by the TSP outside of its approved scope of operation over routes for which the TSP has no accepted rates or whose rates have been canceled shall constitute an agreement by that TSP to perform the transportation services at a One-Time-Only (OTO) rate. To offer an OTO rate, the TSP must have legal authority to perform the move. See Section 4.4 for OTO requirements.

### 8.2.3 Applicable Charges on Overweight International Shipments

BLIOs may require TSPs to report the actual weight of international shipments prior to movement (See Section 11.2). This is to determine if the actual weight is in excess of the owner's authorized allowance. If this should occur, and the TSP fails to notify the BLIO of the shipment weight and moves the shipment from origin to destination, TSP shall collect from the Federal Government those transportation and accessorial service charges, including terminal services charges, in an amount equal to the charges accruing to the authorized shipment weight, not the actual shipment weight. The TSP shall have no recourse to the owner for the additional charges.

### 8.2.4 Applicable Weight When Reweigh Performed

When a shipment is reweighed in accordance with Section 5.4.4, charges will be based on the lower of the two net scale weights. In the event the reweigh information is not available at the time of the TSP's initial submission of its invoice, the TSP may either present a supplemental billing adjusting the transportation charges or adjust supplemental billings to reflect the reweigh weight.

## 8.3 Adjustment Based On Rate Differentials Involved In the Use of Non-United States Flag Shipping

For rate-filing purposes, TSPs are advised to file rates that presume use of United States (U.S.) Flag vessels for ocean shipping. Adjustments in international single factor rates will be permitted when rate differentials are involved due to the use of non-U.S. Flag Shipping (see Section 5.3.1.1 for the requirements and documentation needed to justify and obtain a Determination of Non-Availability (DNA) from the Maritime Administration (MARAD) for the use of a non-U.S. Flag vessel). If increases or decreases occur in ocean shipment rates when a DNA is received for the use of non-U.S. Flag Shipping, the TSP will submit all documentation (see Section 5.9.2) to support the cost difference between the non-U.S. Flag vessel rate and the applicable single factor rate (SFR) filed and accepted by GSA and will invoice the shipping agency accordingly. If a TSP is not able to provide documentation to substantiate the exact difference between the non-U.S. Flag vessel rate and the applicable SFR filed and accepted by GSA, the default discount to the shipping agency is 8% of the SFR net charges. **If a DNA is not authorized and/or the DNA form is not included in the invoice submission, post-payment auditors will assess an overcharge up to 15% of the SFR net charges to assess presumed cost-reduction from unauthorized use of a non-U.S. Flag vessel.**

## 8.4 Reductions in Charges

### 8.4.1 Late Delivery Reduction

A late delivery reduction of \$100.00 per day will be payable to the agency paying the transportation charges for each calendar day, or fraction thereof, when the actual transit time for direct delivery

shipments exceeds the transit time as defined in Section 10 and the RFO. This reduction is subject to the following conditions:

- When the BLIO and the TSP mutually agree to a transit time longer than the transit time as shown in Section 10 or the RFO, the penalty will begin on the day after the agreed date
- When the Federal Government and the TSP mutually agree to a transit time chart other than the chart in Section 10 or the RFO, the penalty will begin on the day after the agreed date
- When a shipment consigned to Storage-in-Transit (SIT) at destination is en route and the destination is changed to a direct delivery, the transit time is negotiable and no penalty occurs for late delivery
- This reduction will apply only for shipments which
  - Weigh or are rated at 3,500 pounds or more that are picked up during the period from October 1 through May 14 of each subsequent year or
  - Weigh or are rated at 5,000 pounds or more that are picked up during the period from May 15 through September 30 of each year
- This reduction will apply when reconsignment or diversion is made on a shipment, based on the applicable mileage and weight of the shipment from point of diversion to the new destination
- This reduction will not apply if delay is caused by reasons beyond the TSP's control, described as "Impractical Operation" in Section 5
- This reduction will not apply to a shipment, or portion thereof, which is lost or destroyed in transit and cannot be delivered due to such loss or destruction
- This reduction will not apply to an overflow portion of the shipment when the overflow weight represents less than twenty (20) percent of the total shipment weight and contains nonessential items (possessions not needed to maintain day-to-day housekeeping during the period of time between delivery of the main portion of the shipment and delivery of the overflow)

The total reimbursement to the agency will not exceed

- An amount equal to the linehaul transportation charges for the shipment on a domestic shipment
- An amount equal to total charges for an international shipment, excluding SIT

This payment satisfies the Federal Government's right to equitable adjustment for failure to perform, but does not waive, mitigate, or satisfy any other right or remedy available to the Federal Government on account of late delivery by the TSP.



## **8.4.2 Improper Customs Clearance Reduction**

In the event that a TSP improperly clears a shipment through customs (for example, a Department of State (DOS) shipment is cleared as a Department of Defense (DoD) shipment, rather than a DOS shipment) and warehouse handling, storage, or delivery costs accrue exceeding those applicable to the properly cleared shipment, the excess warehouse handling, storage, or delivery costs will not be reimbursable by the agency paying the transportation charges.

## **8.5 Other Charges**

### **8.5.1 Valuation Charges**

Although the liability in excess of that declared by the shipping agency is an expense of the owner, the charges will be billed by the TSP to the finance office of the agency sponsoring the shipment and identified as a separate item of billing.

### **8.5.2 Delivery/Pick-up at a Third Party and Self-Storage Warehouse**

Except as otherwise provided herein, when TSP picks up or delivers a shipment to/from a third party warehouse (including self-storage/mini-warehouse locations), a charge will apply when the TSP is requested by the BLIO to enter the warehouse for the purpose of removing items stored from, or placing items into, the warehouse space rented/controlled by the owner or the agency. This service must be approved in writing by the BLIO prior to performance of the service. Charges apply at the point where the service is performed, based on the weight of the shipment, or portion thereof, that is placed into or removed from the warehouse, subject to a minimum weight of 1,000 pounds.

### **8.5.3 Charges for Repacking Pre-packed Items**

When the TSP is required to repack cartons and/or containers that have been packed by the Owner, no additional repacking or carton/containers charges will apply on domestic shipments due to the Full Service Packing charges for the shipment. Please note: Labor charges apply for international shipments, see Section 12.7.

### **8.5.4 Charges for Crating Services**

Crating services will be quoted, billed and paid as provided in the GSA tariff for domestic shipments or Section 12 of this HTOS for international shipments. If the use of a third party is authorized in writing by the BLIO to provide crating services and the charges are in excess of those provided in the GSA tariff or Section 12, the office that issued the BL or the BLIO has the authority to waive or negotiate the excess crating charges, in whole or in part, based on the circumstances of the use of third party services.

### **8.5.5 Excessive Distance Carry**

For domestic shipments, refer to GSA tariff. For international shipments refer to Section 12.26 of the HTOS.

### **8.5.6 Charges for Reweigh**

The TSP may bill the agency for the cost of the reweigh scale charge but an original copy of the scale charge invoice must be included with the billing. No reweigh service charge will apply.

## **8.6 Storage-In-Transit (SIT) Charges**

### **8.6.1 Warehouse Handling Charges**

Warehouse handling charges for shipments placed in Storage-in-Transit (SIT) will be in accordance with the GSA tariff and tender for the destination address or municipality shown on the BL, unless otherwise specifically authorized by the BLIO. In the event the TSP is authorized to use trailers, vans, public warehouses and self-storage units, one-half the applicable warehouse handling rate will be paid.

### **8.6.2 Storage Charges**

Storage charges for shipments placed in SIT will be in accordance with the applicable GSA tariff and tender for the destination address shown on the BL, unless otherwise specifically authorized in writing by the BLIO or on the BL. In the event the TSP is authorized to use trailers, vans, public warehouses and self-storage units, one-half the applicable storage rate will be paid.

### **8.6.3 Domestic SIT Pick-up or Delivery Charges**

Pick-up or delivery charges for shipments placed in SIT will be in accordance with the GSA tariff for the destination address shown on the BL, unless otherwise specifically authorized in writing by the BLIO.

### **8.6.4 International SIT Pick-up or Delivery Charges**

On shipments delivered from SIT, the applicable transportation charges will be the delivery transportation rate from the nearest available TSP agent's DoD or DOS-approved SIT facility at destination shown in the "Consignee Block" to final destination.

### **8.6.5 Placement in SIT on Different Dates**

When property is placed in SIT in segments on different dates, the transportation rates and additional service charges in effect on the date of the pick-up of the initial shipment will apply to each property segment placed in SIT.

## **8.6.6 Nearest Available Facility Rule**

If SIT facilities (TSP or foreign warehouse) are not available within the required 50 miles of the destination address as identified on the BL (or the origin address as identified on the BL if SIT at origin was specified on the BL or authorized in writing by the BLIO), the BLIO will be advised and SIT will be placed at:

- a. The nearest available facility (TSP or foreign warehouse), or
- b. The BLIO and TSP agreed upon facility. In which case, charges will be assessed based on either the destination address as identified on the BL (or the origin address as identified on the BL if SIT at origin was specified on the BL or authorized in writing by the BLIO) or the actual location.

The BLIO can waive, in writing, the 50 mile distance and pricing requirement at their discretion. When a waiver is granted, the billing must be supported by a copy of the waiver indicating the BLIO waived the 50 mile distance requirement and that charges are based on the location where the SIT was performed.

In the event the storage occurs at a point other than the TSP's agent's nearest available facility, and in the event that the transit time for delivery from the actual point of storage to the final destination exceeds the transit time between the TSP's agent's nearest available facility and the final destination, the total charges may be subject to a reduction equal to the Federal Government paid cost of temporary quarters for the excess transit time. This may apply if the agency approves an alternate location for the TSP's convenience.

## **8.6.7 Additional International Provisions for SIT Charges**

### **8.6.7.1 Storage Charges at Destination**

When SIT is at destination, charges (including charges for additional services, advances and other properly authorized charges) will be billed after SIT is completed.

### **8.6.7.2 Agent Refusal of International SIT Shipment**

If the agent refuses to accept a shipment (e.g., because of the TSP's refusal to provide a waiver or due to the TSP's poor payment history) the agent's facility will be considered "available" for the purpose of determining charges under the provisions of Section 8.6.6 without regard to which destination warehouse the TSP uses.

### **8.6.8 Charges Applicable To Portion**

The transportation charges to apply on a portion of a SIT shipment delivered from warehouse location to destination will be the applicable transportation rate based on the weight of such portion, subject to the provisions of Section 8.6.10 on withdrawals.

### **8.6.9 Overflow**

On property consigned to SIT where an overflow of property requires that a split shipment be delivered to the warehouse on different dates, the charges for such property will be as follows:

- Transportation charges from initial point of pickup to delivery address as identified on the BL based on the combined weight of the property stored in transit and computation of transportation charges will be as provided in Section 8.6.5.
- Storage charges in effect on date of initial pick-up will apply and be assessed separately on each portion of shipment stored in transit, except the 1,000 pound minimum weight will apply to the combined weight of property stored in transit. Storage will be rated separately on each portion added
- All subsequent charges will be based on the combined weight of the property stored in transit.
- Warehouse handling charges will be based on the combined weight of the property placed in SIT and will apply only once
- All subsequent charges will be based on the combined weight of the SIT property.

### **8.6.10 Withdrawal of Property**

During SIT, the owner may withdraw a portion of the property. When the selection of items requires unstacking/restacking all or a portion of the shipment, charges for such handling will be assessed in accordance with labor charge provisions in the GSA tariff or tender. Charges for transportation furnished, if any, for the portion selected for delivery will be assessed on the same basis as an individual shipment. The following will be applicable to the portion remaining in storage:

- Storage charges will continue to apply on the weight of remainder of the property
- Charges for transportation furnished, if any, for the delivery of the remainder of the property will be assessed on the same basis as an individual shipment.

Billing of charges incident to partial withdrawal of property will be in accordance with the instructions of the BLIO.

### **8.6.11 Removal from SIT and Extra Pick-up**

When property is removed from SIT and extra pick-ups are ordered, the transportation rates and additional service charges in effect on the date of the pick-up of the initial shipment will apply based on the weight of the property removed from SIT or constituting the extra pick-up.

## **8.7 Payment In The Event Of Shipment Termination**

### **8.7.1 Termination of a Domestic Shipment**

In the event a TSP's right to provide services is terminated by the BLIO as provided in Section 3, the TSP will be paid up to the point of termination for services actually performed. Payment to the terminated TSP will be based on the actual services performed, less the difference between the terminated TSP's billing and the billing of the replacement TSP.

### **8.7.2 Termination of an International Shipment**

In the event a TSP's right to provide services is terminated by the BLIO as provided in Section 3, the TSP will be paid up to the point of termination on a prorated basis for the services actually performed. The basis of proration shall be negotiated between the BLIO and the TSP. Upon determination, the BLIO's decision shall be final and conclusive.

## **8.8 Collection of Transportation Charges on Household Goods Shipments Involving Loss or Destruction-in-Transit**

TSP can collect, or require the agency to pay, any applicable transportation charges (including charges for additional services) when a shipment or portion thereof is lost or destroyed in transit, only if in accordance with the terms and conditions of GSA's CHAMP, the TSP has paid to the owner Full Replacement Value for the lost or destroyed items. The TSP is not responsible for loss or damage caused by one or more of the exceptions listed in Section 9.1.2.

## **8.9 Other Provisions**

### **8.9.1 Application of Prompt Payment Act**

The Prompt Payment Act, 31 USC 3901, et seq., applies to shipments transported under this HTOS.

### **8.9.2 Payment of Debt**

Should any agency be advised that a TSP filing rates under the terms of this HTOS has failed to comply with the terms of an arrangement entered into between the TSP and an agency of the Federal Claims Collection Act of 1966, as amended, relating to transportation services, that agency

may place the TSP in temporary non-use status until such time as the TSP has complied with the terms of the arrangement.

### **8.9.3 Excess Costs - International Only**

To enable the Government to collect excess costs incurred due to TSPs defaulting on shipments in transit, TSPs assuming the onward movement will maintain records of all excess costs including demurrage, storage, etc., over and above those normally associated with a shipment. These records will be provided to the BLIO or PMO on request.

## **8.10 Limitation of Action – Claims for Charges**

### **8.10.1 Filing of Claims by TSPs**

All claims and actions at law by TSPs for recovery of their charges on shipments subject to the provisions of this HTOS will be filed within three (3) years (not including any time of war) from the date of any one of the following, whichever is later:

- Final delivery of the property
- Payment of the transportation charges thereon
- Subsequent refund of excess charges
- Deduction of such excess charges from TSP's account.

### **8.10.2 Filing of Claims Against TSPs**

All claims and actions at law against TSPs for recovery of excess charges on shipments subject to the provisions of this HTOS will be filed within three (3) years (not including any time of war) from the date of payment of the charges thereon.

### **8.10.3 Federal Government's Breach of Limitation – International Only**

Provided, however, that if the limitation of actions set forth in this item is breached by the Federal Government by the filing of a claim or action at law (other than by mistake or inadvertence) at a time other than stated in this section, this section will be of no force and effect and will be void ab initio.

## **8.11 Payment of GSA Administrative Fee (AF)**

### **8.11.1 Remittance of GSA AF**

The GSA Administrative Fee (AF) will be remitted to GSA on the basis of shipments billed as reported, in the PMO Shipment Report and/or Storage-in-Transit (SIT) Report (Section 11 and Appendix D) and in accordance with the provisions of the annual RFO. **The AF to be applied will be**

**determined based on the AF that was in effect on the date of the initial pick-up of the shipment.**

The remittance may be transmitted either by check or by electronic funds transfer.

### 8.11.1.1 Remittance by Check

Checks shall be made payable to “GSA-GL474.1\*SCAC Code+”; e.g., “GSA-GL474.1\*YZAB+”. The check register/memo line must identify the quarter (i.e. 1stqtr23, 3rdqtr22) and the GBL/BL number or include with the **AF** submission a copy of the Shipment Report and/or SIT Report containing such information.

Checks must be mailed to:

General Services Administration  
 Miscellaneous Receipts for Non-Federal Claims  
 P.O. Box 979009  
 St. Louis, MO 63197-9009

Express delivery (i.e. FedEx, UPS, Airborne, etc.) should be sent to:

US Bank  
 Attention: Government Lockbox 979009  
 Mail Code #SL -MOC1GL,  
 1005 Convention Plaza  
 St. Louis, MO 63101-9009

### 8.11.1.2 Remittance by Electronic Funds Transfer

Payments submitted by electronic funds transfer should be submitted in accordance with the following format.

[1] PRIORITY CODE			
[2] TREASURY DEPARTMENT CODE	[3] TYPE CODE		
[4] SENDING BANK CODE	[5] CLASS CODE	[6] REFERENCE NUMBER	[7] AMOUNT
[8] SENDING BANK NAME			

[9] TREASURY DEPARTMENT NAME [10] INFORMATION [11] INFORMATION and SCAC [12] INFORMATION
---

Explanation of References			
Ref	Name	GSA Required Fill	Explanation
{1}	PRIORITY CODE		Provided by the sending bank. Note: Some Federal Reserve district banks may not require this item
{2}	TREASURY DEPARTMENT CODE	021030004	The nine-digit identifier is the routing symbol of the United States Treasury. This item is a constant and is required for all funds transfer messages to the United States Treasury
{3}	TYPE CODE		The type code will be provided by the bank
{4}	SENDING BANK CODE		The nine-digit sending bank code will be provided by the sending bank
{5}	CLASS CODE		The class code may be provided by the sending bank at its option (if permitted by the Federal Reserve district bank)
{6}	REFERENCE NUMBER		The reference number may be inserted by the sending bank to identify the transaction
{7}	AMOUNT		The amount will include the dollar sign and the appropriate punctuation including cents digits. This item will be provided by the depositor
{8}	SENDING BANK NAME		The telegraphic abbreviation which corresponds to item {4} will be provided by the sending bank
{9}	TREASURY DEPARTMENT NAME	TREAS NYC/(47000016) GSA	This item is of critical importance. It must appear on the funds transfer message in the precise manner as stated to allow for the automated processing and classification of the funds transfer message to the agency location code of the appropriate agency. This item is comprised of a rigidly formatted, non-variable sequence of 15 characters as shown



Explanation of References			
Ref	Name	GSA Required Fill	Explanation
{10 }	INFORMATION	GSA SHIPMENT SURCHARGE	This item identifies the purpose of payment
{11 }	INFORMATION plus SCAC	GL474.1 [YZAB]	This item identifies the account in GSA
{12 }	INFORMATION	PAYMENT FOR [SCAC]	This identifies the TSP making the payment. For [SCAC] substitute the TSP's Standard Carrier Alpha Code

Example of Funds Transfer Message

02			
02103004	10		
011000390		0650	\$1,500.00
FIRST BOS			
TREAS NYC/(47000016)GSA GSA <b>Administrative Fee</b> GL474.1 YZAB			
PAYMENT FOR YZAB			

**8.11.2 Failure to Submit Remittance**

The failure to submit the remittance as required by this section and in accordance with the time frames established in Section 1.3.6 will result in the TSPs immediate placement in temporary non-use pending revocation of its approval to participate in the CHAMP.

## **9 Liability and Claims**

### **9.1 Transportation Service Provider (TSPs) Liability for Loss or Damage**

Transportation Service Providers (TSPs) providing domestic and/or international transportation services, pursuant to the provisions of this Household Goods Tender of Service (HTOS), shall offer full replacement value protection for each shipment. This includes all transportation services (including accessorial and terminal services) furnished by a TSP for which the TSP assumes liability for loss and damage. This will not exceed the full replacement value of the items transported.

#### **9.1.1 Released Value**

All surface and Unaccompanied Air Baggage (UAB) shipments (domestic and international) are released at full value.

All Privately Owned Vehicle (POV) shipments (domestic and international) are released at the current value of the vehicle based on the National Automobile Dealers Association (NADA) value for the vehicle. See Section 9.1.3.2 for more details.

##### **9.1.1.1 Base Valuation**

The TSP shall refer to the current Request for Offers (RFO) for the base valuation for various shipments. Note that different agencies may require different base valuation amounts for their owners.

##### **9.1.1.2 Increase in Basic Released Value**

Should the owner elect to specify a released value different from that specified on the Bill of Lading (BL), after the BL has been issued but prior to the date of pick-up, the TSP should have the owner contact the Bill of Lading Issuing Officer (BLIO) and request an amendment to the original BL indicating the desired valuation.

#### **9.1.2 Exceptions to TSP Liability**

##### **9.1.2.1 Overall Exceptions**

The TSP is not responsible for loss or damage caused by:

- Acts of God, public authority or negligence of the owner and/or owner 's agent
- Hostile or warlike action in the time of peace or war, including action in hindering, combating or defending against an actual, impending or expected attack, including

- by any government or sovereign power (de jure or de facto), or
- by an authority maintaining forces by an agent of any such government, power, authority or forces
- Any weapon of war employing atomic fission or radioactive force whether in time of peace or war, including contamination attributable to effects of radioactive or fissionable materials
- Insurrection, rebellion, revolution, civil war, usurped power or action taken by governmental authority in hindering, combating, or defending against such occurrence, seizure or destruction under quarantine or customs regulations, confiscation by order of any government or public authority, or risks of contraband or illegal transportation or trade
- Strikes, lockouts, labor disturbances, riots, civil commotion, acts of person or persons taking part in such occurrence or disorder
- Inherent vice of the article or infestations by mollusks, arachnids, crustaceans, parasites or other types of pests, fumigation or decontamination when not the fault of the TSP

The burden of proof shall be on the TSP to show that the immediate cause of the loss or damage was one or more of the exceptions listed above which relieved it of liability.

### **9.1.2.2 Government Custody**

Except as provided below with respect to concealed loss or damage, the TSP shall not be liable for loss or damage when the TSP can reasonably establish that such loss or damage occurred while the shipment was in the effective custody and control of the Government.

### **9.1.2.3 Duty to Mitigate Loss**

If loss or damage occurs to a shipment from one of the overall exceptions identified in Section 9.1.2.1, the TSP may still be liable for additional damage that results from its failure to take reasonable steps to mitigate the extent of the loss. For example, if a shipment is damaged by water from a flood or hurricane, the TSP, as soon as practical, should attempt to clean and dry the items, rather than allow further damage (e.g., rust, warping, or mildew), to develop from prolonged exposure to dampness. In some cases, the BLIO may direct the TSP to undertake specific mitigation work, or may authorize payment for mitigation work, subject to later determination of whether the government or the TSP will be liable for the cost. The cost of any such mitigation efforts that are not paid for by the Government will be deducted from the TSP's maximum liability for loss or damage.

### **9.1.3 Extent of TSP's Liability**

#### **9.1.3.1 Liability for Non-Vehicular Personal Property**

Except when loss or damage arises out of causes beyond the control and without the fault or negligence of the TSP, the TSP shall be liable to the Federal Government or the owner for the loss of or damage to any article in an amount not to exceed the released value of any article over which the TSP has control or custody. Custody on the part of the TSP shall be considered to begin at the time performance of service commences and shall continue until services are completed. This includes, but is not limited to, all times while the property is being:

- Packed
- Picked up
- Loaded
- Transported
- Delivered
- Unloaded
- Unpacked
- Stored in transit
- Serviced by a third party hired by the TSP to perform the servicing

##### **9.1.3.1.1 Non-Vehicular Property Delivered To a Foreign Post - International Shipments**

Subject to the general provisions stated above, and in the event non-vehicular personal property is lost or damaged, the measure of damages for a shipment delivered to a foreign post shall be repair or replacement not to exceed the replacement value of the item at the foreign post. The foreign post value must be within ten percent (+/-10%) of the Continental United States (CONUS) replacement value at the point of origin at the time of arrival at the port of debarkation. In the event the foreign post value is not within ten percent (+/-10%), the measure of damages will be the CONUS replacement value of the item at the point of origin at the time of arrival at the port of debarkation plus the cost of transportation and delivery of the property, including customs clearance, to the owner at the post. Replacement value must be based on replacement of the property with property of comparable kind and quality.

##### **9.1.3.1.2 Non-Vehicular Property Delivered Within CONUS**

Subject to the general provisions stated above and in the event personal non-vehicular property is lost or damaged, the measure of damages for a shipment to be delivered within the CONUS shall be repair or replacement not to exceed the replacement value of the property at the point of destination in the United States, including the cost of transportation and delivery of the property, including customs clearance if applicable, to the owner at the destination

residence. Replacement value must be based on replacement of the property with property of comparable kind and quality.

### **9.1.3.2 Liability for Vehicular Property**

#### **9.1.3.2.1 International Shipment**

In the event of loss or damage to vehicular property during the course of an international shipment, the measure of damages will be the cost of repair or replacement not to exceed the current value of the vehicle based on the NADA value for the vehicle (in the month of landing converted to local currency), plus the cost of transportation, delivery and customs clearance (if applicable) to the owner at post and the cost of rental of a comparable vehicle for the period of time during which the vehicle is unavailable for owner use. However, the liability for the cost of rental shall not exceed the current value of the vehicle. The quality of repair or replacement must equal or exceed the standards applied in the CONUS.

#### **9.1.3.2.2 Domestic Shipment**

In the event of loss or damage to vehicular property during the course of a domestic shipment, the measure of damages will be the cost of repair or replacement not to exceed the current value of the vehicle based on the NADA value for the vehicle, plus the cost of transportation, delivery and customs clearance (if applicable) to the owner at destination residence and the cost of rental of a comparable vehicle for the period of time during which the vehicle is unavailable for owner use. However, the liability of the cost of rental shall not exceed the current value of the vehicle. The quality of repair or replacement must equal or exceed the standards applied in the CONUS.

### **9.1.3.3 Liability for Real Property Damage**

The TSP shall be liable for any damage sustained to the premises or property of the owner caused by the TSP, its agents or employees.

### **9.1.3.4 Liability for High Risk Items**

The TSP's legal liability for loss or damage to high risk items shall be the same as for any other property lost or damaged. Unless covered by a high risk program established in accordance with Section 9.1.5 below, a TSP's liability for high risk items shall in no way be limited to a value less than that established under the terms of the level of service stated on the BL.

### **9.1.3.5 Liability for Concealed Loss/Damage**

The TSP shall be liable for concealed loss or damage discovered by the owner within seventy-five (75) calendar days after delivery if the owner notifies the TSP, in writing, of the loss and/or

damage within seventy-five (75) calendar days from the date of delivery. The notification requirement cited here does not mean that a claim cannot be filed after seventy-five (75) calendar days by the owner. Lack of notification shall not be used as the sole basis for denying a claim.

#### **9.1.3.5.1 Burden Of Proof When Notice Is Given**

If the owner provides written notification of the discovered loss or damage within seventy-five (75) calendar days after delivery, the TSP shall bear the burden of proving that it did not cause the loss or damage. If a claim for concealed loss or damage is filed more than seventy-five (75) calendar days after delivery and the TSP received notice of all or some of the loss or damage within that period, the TSP shall bear the burden of proving that it did not cause the loss or damage for which it received notice and on the property for which the owner did not give notice.

#### **9.1.3.5.2 Burden Of Proof When Notice Is Not Given**

If the owner files a claim for concealed loss or damage and the TSP did not receive notice of any of the loss or damage within the seventy-five (75) calendar day period, the owner will bear the burden of proving that the TSP caused the loss or damage.

#### **9.1.3.6 Liability for Delay**

The TSP shall be liable for the inconvenience and extra expense caused to the owner and to the Federal Government if the owner is required to obtain temporary quarters due to the TSP's failure to pick-up or deliver the household goods shipment in accordance with the instructions provided by the BLIO, the owner, or his authorized representative. Equipment failure, actions by other TSPs or agents, and illness or error by persons in its employ or in the employ of its agents, among others, are considered within the control of the TSP and may not be used as a basis for denying a claim for damages due to delay.

#### **9.1.3.7 Liability for Terminated Shipments**

In the event a shipment is terminated by the Federal Government and is assigned to another TSP for completion of service, both the terminated and the assigned TSPs shall be jointly liable for any loss or damage to the shipment and for any delay. The Federal Government reserves the right to file a claim for procurement costs in excess of the terminated TSP's rates on file; property loss or damage; and/or for shipment delay with either the terminated TSP or the assigned TSP. The TSP against which the claim is filed shall be responsible for settling the claim in full without waiting for any acknowledgment of liability or reimbursement from the other TSP.

### **9.1.3.8 Liability for Prohibited Items**

When a TSP undertakes the shipment of items prohibited by law or regulatory bodies which are injurious or contaminating to the shipment, the TSP shall be liable for loss or damage resulting from its failure to decline such items.

### **9.1.3.9 Liability for Missing Articles**

If the missing articles are not found within thirty (30) calendar days from the date of shipment delivery, they shall be presumed lost by the TSP and payment to the owner will be made upon the filing of a claim without dispute.

In the event the missing articles are located subsequent to claims action by the owner or the Federal Government, the TSP shall hold the articles at the point of location, notify the BLIO, and await disposition instructions. When articles/items are returned to the owner, any claims which have been paid in favor of the owner shall be readjusted in the TSP's favor.

## **9.1.4 Owner Failure to Verify Inventory**

The TSP shall not deny liability for property loss or damage solely on the basis that the Federal Government, the owner, or the owner's authorized representative failed to verify the origin or destination inventories.

## **9.1.5 Establishment of High Risk Program**

A high risk program limiting a TSP's liability for loss of or damage to high risk items may only be established with the approval of the BLIO and be evidenced by a written agreement setting out the terms and conditions established by the shipping agency. The mere issuance of a BL to a TSP with a pre-existing high risk program is not sufficient to incorporate the terms of such high risk program into the Federal Government's contract of carriage.

## **9.2 Preparation and Filing of Claims**

The TSP shall furnish to the owner all reasonable and necessary assistance in the preparation and filing of claims. Included in such assistance are inspections of the damaged property, if requested, completion of claim forms, and obtaining estimated repair costs at no cost to the owner.

### **9.2.1 Claims for Loss of or Damage to Personal Property**

Claims for loss of or damage to personal property shipped pursuant to this HTOS must be filed with the TSP by the shipping agency, provided, however, that with the approval of the shipping agency, the owner or their authorized representative may file the claim on behalf of the owner and the Federal Government.

## **9.2.2 Claims for Damage to Real Property**

Claims for damage to real property belonging to the owner at the time of shipment or subsequent thereto must be filed with the TSP by the shipping agency, provided, however, that with the approval of the shipping agency, the owner or designated representative(s) may file the claim on behalf of the owner and the Federal Government.

## **9.2.3 Inconvenience Claims**

Inconvenience claims may be filed with the TSP by either the owner or the Federal Government. When the claim is filed by the owner, the TSP shall be liable for the reasonable costs incurred by the owner in excess of those reimbursed to the owner by the Federal Government.

When the claim is filed by the Federal Government, the TSP shall be liable for the reimbursement made by the Federal Government to the owner for the temporary quarters obtained by the owner.

## **9.2.4 Claims for Injury**

Claims for injury shall be filed with the TSP by the injured party.

## **9.2.5 Claims for Delay**

Claims for delay may be filed by the owner, their authorized representative or by the agency paying the cost of the services provided pursuant to this HTOS.

## **9.2.6 Minimum Filing Requirements**

The minimum requirement to file a claim is written communication from a claimant filed with the Federal Government or the TSP and must include:

- Sufficient facts to identify the shipment (or shipments) of property involved
- An assertion of liability for alleged loss, damage, injury, or delay
- A demand for the payment of a specified or determinable amount of money.

This written communication will be considered in compliance with the provisions for filing claims on the BL or other contract of carriage.

## **9.2.7 Documents Not Constituting Claims**

Bad order reports, appraisal reports of damage, notations of shortage or damage on freight bills, delivery receipts or other documents, notifications of loss or damage at or after delivery, or inspection reports issued by the TSP or their inspection agencies, whether the extent of the



loss or damage is indicated in dollars and cents or not, standing alone, will not be considered sufficient to comply with the minimum claim filing requirements specified above.

## **9.2.8 Supporting Documents**

### **9.2.8.1 Minimum Requirements**

When necessary to an investigation, each claim for each article must be supported by a statement of the nature and extent of such damage, the basis for the amount claimed (i.e., date article purchased, original cost, actual cash value at time of loss or damage) or the full replacement value.

### **9.2.8.2 Inconvenience Claims**

Inconvenience claims shall be supported with an itemized listing of costs incurred and payments made by the Federal Government to the owner.

## **9.2.9 Only Claim**

When a claim asserted for loss of an entire package or an entire shipment cannot otherwise be authenticated upon investigation, the TSP shall obtain from the claimant a certified statement, in writing, that the property for which the claim is filed has not been received from any other source.

## **9.2.10 Inventory Correctness**

When a claim is asserted for loss of an article, either contained in a carton or as a stand-alone item, and it is not specified on the inventory, the item shall be construed as present and the TSP shall not contest a claim for the missing item, unless the TSP can establish that the inventory was a complete listing of all items in the shipment and that the article was not received by the TSP.

## **9.3 Claims Settlement**

The TSP shall acknowledge a claim in writing within ten (10) calendar days and shall settle the claim within thirty (30) calendar days of receipt.

### **9.3.1 Settling Property Loss or Damage Claims**

The TSP shall satisfy a claim by repairing or replacing the property lost or damaged to the extent of TSP liability with materials of like kind, quality, and condition at time of acceptance by the TSP. Repair or replacement will also be construed to include payment in cash.

In the event that estimates of repair costs are obtained by the owner, either on their own or at the request of the TSP, the estimator's cost to furnish such estimates shall be reimbursable to the owner. However, if the terms of the estimate provide that the cost of the estimate will be deducted from the cost of repairs when repairs are completed, the TSP's liability will not exceed the cost of repairs.

### **9.3.2 Delays in Settlement**

If the claim cannot be processed and disposed of within thirty (30) calendar days after receipt thereof, an additional thirty (30) calendar day period will be available for settlement of the claim. The TSP shall, at that time, advise the claimant and the BLIO in writing or electronically of the status of the claim and the reason for the delay in making final disposition. The TSP shall retain a copy of such advice to the claimant in its claim file.

### **9.3.3 Claim Settlement Penalty**

If the TSP does not settle the claim within thirty (30) calendar days after receipt, the TSP shall pay a \$30.00 per day penalty to the ordering agency. The total penalty shall not exceed \$300.00. The BLIO can waive the penalty in whole or part depending on the circumstances.

### **9.3.4 TSP Failure to Settle**

Failure to make settlement within the initial thirty (30) calendar day period (or the maximum sixty (60) calendar day period if proper notice is given) shall be construed as a refusal by the TSP to settle the claim. If a TSP fails to settle a claim in the time allowed or to its legal liability as determined and to the satisfaction of the owner, the agency paying the costs of the shipment and BLIO are authorized to make a determination of TSP liability for:

- Equitable adjustment for incomplete or non-performance of services
- Loss of or damage to real and personal property.

In making these decisions, the BLIO should interview the TSP and the owner or authorized representative and review the TSP's settlement offer (if any) and all supporting schedules and documentation. Upon review, the BLIO will determine the propriety of the settlement or, when appropriate, direct the TSP to resettle in the amount or amounts determined to be proper by the BLIO.

### **9.3.5 Setoff**

Failure to make settlement within the initial thirty (30) calendar day period, or the maximum sixty (60) calendar day period shall be construed as a refusal by the TSP to settle the claim and as an admission of its liability to the full extent of the law and this HTOS.

If the TSP refuses to settle a claim, the BLIO can initiate action to collect the money due from the amount owed the TSP.

## **9.4 Additional International Provisions**

The following provisions apply to TSPs performing international HHG shipments.

### **9.4.1 Liability for General Average/Salvages**

On ocean shipments, in addition to the TSP's liability as otherwise provided in this HTOS, the TSP assumes full liability for and shall pay all contributions in general average or salvage assessed against personal property and shall provide bonds or make arrangements for the prompt release of the shipments from any maritime lien arising there from.

### **9.4.2 Federal Government Liability**

The Federal Government (DOS or other Federal Government agencies assuming effective custody) will be liable to the TSP for damage to or loss or destruction of liftvans due to negligence of the Federal Government, reasonable wear and tear excepted.

## **9.5 Limitation of Action – Claims for Property Loss or Damage**

The time frame for the filing of claims for property loss and damage shall be in accordance with the laws of the United States of America and the terms and conditions of the applicable Bill of Lading.

## **10 Transit Times**

### **10.1 Overview**

This section provides transit times for both domestic and international Household Goods (HHG) shipments moved in accordance with the provisions of this Household Goods Tender of Service (HTOS). This includes shipments delivered directly to a residence or delivered to storage at destination.

The transit times in this section are the maximum number of transit days allowed. If circumstances beyond a Transportation Service Provider's (TSP's) control result in a failure to meet the applicable transit time(s) identified in Section 10, the TSP may provide documentation to the Bill of Lading Issuing Officer (BLIO) supporting why the failure occurred. The BLIO should consider this supporting documentation and provide a written waiver when an exception to the identified transit time(s) is substantiated and approved. TSPs should refer to the Request for Offers (RFO) for special transit times required by specific agencies.

#### **10.1.1 Measurement of Transit Time**

Unless waived in writing by the BLIO (see Section 10.1), a transit time penalty charge of \$100 per day will apply when the actual transit time for direct delivery shipments exceeds the transit time defined in HTOS Section 10, Transit Times of GSA's applicable HTOS and shall be payable to the agency paying the charges for each calendar day, or fraction thereof. Transit time will be measured in calendar days from the date loading is completed to the date on which the shipment is offered for delivery at the residence or delivered to storage at destination. When the last day of the transit time falls on Saturday, Sunday, a local or a Federal holiday, then the next Federal Government business day will be considered the last day of transit. In the event storage-in-transit (SIT) occurs at origin, transit time will be measured based on the transportation from the point of SIT to the delivery residence.

The transit times are based on the assumption that a TSP shall be given a minimum of five (5) business days' notice before the pick-up date of shipment. If less than five (5) business days' notice is given the TSP, the transit times will be increased by one (1) business day for each day under the five (5) business day notice period.

### **10.2 Domestic Transit Times**

Section 10.2.1 defines the allowable transit times for HHG shipments moving between Continental United States (CONUS) locations, and between CONUS and Canada locations.

The transit time for a Privately Owned Vehicle (POV) is the same as that for other HHG shipments, except for the locations shown in Section 10.3.

A transit time penalty applies if the TSP fails to meet the POV transit time specified in this section or Section 10.3. The TSP shall notify the applicable department or agency within 24 hours of any expected delay. Also, the TSP shall arrange for the owner’s use of a rental car at the TSP’s expense. The rental must be the same, or comparable, size/model as the POV the owner shipped. The BLIO may waive this penalty in whole or in part based on the circumstances of the delay.

### 10.2.1 Interstate and Canada Transit Times

Entries in the following table are the allowable number of calendar days of transit time based on the weight and distance to be moved from origin to destination.

INTERSTATE AND CANADA TRANSIT TIMES					
Weight					
Mileage	0 to 999 lbs.	1,000 to 1,999 lbs.	2,000 to 3,999 lbs.	4,000 to 7,999 lbs.	8,000 lbs. and over
1 - 250	8	7	6	5	4
251 - 500	9	9	7	6	5
501 - 750	11	10	9	8	7
751 - 1000	13	11	9	9	8
1001 - 1250	14	12	10	9	9
1251 - 1500	15	13	11	10	9
1501 - 1750	16	14	12	11	10
1751 - 2000	17	15	13	12	11
2001 - 2250	18	16	14	13	12
2251 - 2500	18	17	15	14	13
2501 - 2750	19	18	16	15	14
2751 - 3000	20	18	17	16	15
3001 - 3250	21	19	18	17	16
3251 - 3500	22	20	18	18	17
3501 - 3750	25	23	21	20	19
3751 - 4000	26	24	22	21	20
4001 - 4250	27	25	23	22	21
4251 - 4500	28	26	24	23	22

INTERSTATE AND CANADA TRANSIT TIMES					
Weight					
4501 - 4750	29	27	25	24	23
4751 - 5000	30	28	26	25	24
5001 - 5250	31	29	27	26	25
5251 - 5500	32	30	28	27	26
5501 - 5750	33	31	29	28	27
5751 - 6000	34	32	30	29	28
6001 - 6250	35	33	31	30	29
6251 - 6500	36	34	32	31	30
6501 - 6750	37	35	33	32	31
6751 - 7000	38	36	34	33	32

## 10.2.2 Shipments To and From Alaska

For HHG shipments to and from the applicable cities in Alaska, the table in Section 10.2.1 shall be used in accordance with the provisions below. Applicable Alaskan cities within CHAMP include Anchorage, Cordova, Fairbanks, Juneau, Ketchikan, Kodiak, Petersburg, Sitka, and Wrangell. Shipments to other Alaskan cities shall be considered one-time-only (OTO) shipments.

### 10.2.2.1 Ten Day Additive

For HHG shipments to and from the cities of Anchorage, Fairbanks, and all other Alaskan points (except for the cities of Juneau, Ketchikan, Kodiak, Sitka, and others located in the vicinity of these cities), add an additional ten (10) calendar days for time in port to the applicable days shown above.

### 10.2.2.2 Twenty Day Additive

For shipments to and from the cities of Kodiak, Juneau, Ketchikan, Sitka, and others located within the vicinity of these cities, add an additional twenty (20) calendar days for time in port to the applicable calendar days shown above.

## 10.2.3 Intrastate Transit Times

Entries in the following table are the allowable number of days of transit time based on the weight and distance to be moved from origin to destination for intrastate HHG shipments.

INTRASTATE TRANSIT TIMES					
Weight					
Mileage	0 to 999 lbs.	1,000 to 1,999 lbs.	2,000 to 3,999 lbs.	4,000 to 7,999 lbs.	8,000 lbs. and over
1 - 250	7	6	5	5	4
251 - 500	9	8	6	5	5
501 - 750	11	10	8	7	6
751 - 1000	12	11	9	8	7
1001 - 1250	13	11	10	9	8
1251 - 1500	14	12	11	10	9
1501 - 1750	15	13	11	11	10
1751 - 2000	16	14	12	11	11
2001 - 2250	17	15	13	12	11
2251 - 2500	17	16	14	13	12
2501 - 2750	18	17	15	14	13
2751 - 3000	19	17	16	15	14
3001 - 3250	20	18	17	16	15
3251 - 3500	21	19	17	17	16

## 10.3 Reserved

## 10.4 International Transit Times

### 10.4.1 Between any State, Trust Territory, or Possession of the United States and Named Countries

The transit times in this Section 10.4.4 apply to HHG shipments picked up and delivered between any State, Trust Territory, or Possession of the United States and the named countries. These are the maximum transit times in calendar days applying to international shipments unless waived by the BLIO in writing.

### 10.4.2 Between International Locations

The transit time for HHG shipments going between international locations is limited to sixty (60) calendar days. The BLIO may adjust this time in writing.

### 10.4.3 POVs

The transit time for a POV is the same as that for other HHG shipments.

A transit time penalty applies if the TSP fails to meet the POV transit time specified in this section or Section 10.3. The TSP shall notify the applicable department or agency within 24 hours of any expected delay. Also, the TSP shall arrange for the owner’s use of a rental car at the TSP’s expense. The rental must be the same, or comparable, size/model as the POV the owner shipped. The BLIO may waive this penalty in whole or in part based on the circumstances of the delay.

### 10.4.4 International Transit Time Table

Entries in the following table are the allowable number of calendar days of transit time for HHG shipments between any State, Trust Territory, or Possession of the United States and the named countries. This table includes the GSA reporting codes (see Appendix D) for cross reference purposes.

INTERNATIONAL TRANSIT TIMES								
Code	Country	Days	Code	Country	Days	Code	Country	Days
111A	Afghanistan	65	3940	Germany	64	925I	Northern Ireland	62
120A	Albania	71	3960	Ghana	66	0690	Northern Mariana Islands	82
1250	Algeria	65	4000	Greece	71	6850	Norway	60
060A	American Samoa	55	117G	Grenada	61	490K	Okinawa	70
1410	Angola	80	4070	Guadeloupe	50	6160	Oman	67
1490	Antigua	50	170G	Guam	61	7000	Pakistan	79
150A	Argentina	67	4150	Guatemala	80	131P	Palau	65
101A	Armenia	66	4170	Guinea	66	7100	Panama	63
630A	Aruba	66	119G	Guinea-Bissau	66	7120	Papua New Guinea	78
160A	Australia	75	4180	Guyana	66	7150	Paraguay	67
1650	Austria	64	4200	Haiti	85	7200	Peru	66
112A	Azerbaijan	65	210H	Hawaii	47	7250	Philippines	110
735A	Azores	65	120H	Holy See	50	7300	Poland	64
1800	Bahamas	65	4300	Honduras	80	7350	Portugal	65
1810	Bahrain	64	4350	Hong Kong	69	180P	Puerto Rico	45
1820	Bangladesh	82	4450	Hungary	61	7470	Qatar	64
						105C	Republic of the Congo (formerly Congo)	80
1840	Barbados	50	4500	Iceland	57	7550	Romania	71
102B	Belarus	71	4550	India	100	8250	Russia	64
1900	Belgium	61	4580	Indonesia	78	132R	Rwanda	80
2270	Belize	63	110N	Iran	65	7850	Saudi Arabia	66
103B	Benin	66	110I	Iraq	65	7700	Saint Lucia	50
1950	Bermuda	65	4700	Ireland	62	133S	Sao Tome/Principe	71



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INTERNATIONAL TRANSIT TIMES								
Code	Country	Days	Code	Country	Days	Code	Country	Days
2050	Bolivia	65	4750	Israel	100	925S	Scotland	65
104B	Bosnia-Herzegovina	59	4800	Italy	85	7870	Senegal	66
2100	Botswana	66	4870	Jamaica	50	113S	Serbia	71
220A	Brazil	65	490J	Japan	58	7900	Sierra Leone	80
2320	Brunei	80	5000	Jordan	85	7950	Singapore	76
2450	Bulgaria	71	5250	Kazakhstan	80	114S	Slovak Republic	65
9270	Burkina Faso	80	5050	Kenya	130	7890	Slovenia	64
			5150	Korea	95	789S	Solomon Islands	78
2520	Burundi	80	110K	Kosovo	62	7899	Somalia	70
2550	Cambodia	77	5200	Kuwait	64	8010	South Africa	80
						8360	South Sudan	75
2570	Cameroon	80	121K	Kyrgyzstan	65	8300	Spain	64
830C	Canary Islands	64	5300	Lao People's Democratic Rep	78	2720	Sri Lanka	79
113C	Cabo Verde	65	122L	Latvia	61	8350	Sudan	65
2680	Cayman Islands	50	5400	Lebanon	66	8400	Suriname	66
2690	Central African Republic	80	123L	Lesotho	65	135S	Kingdom of eSwatini	65
2730	Chad	80	124L	Liberia	65	8500	Sweden	60
2750	Chile	67	112L	Libya	65	8550	Switzerland	65
2800	China	150	5420	Lithuania	71	8580	Syrian Arab Republic	66
2850	Colombia	90	5700	Luxembourg	61	350T	Tahiti	55
			125M	North Macedonia	65	2810	Taiwan	80
2950	Costa Rica	61	5750	Madagascar	80	136T	Tajikistan	65
106C	Cote D'ivoire	65	5770	Malawi	80	8650	Tanzania	80
4400	Croatia	61	5800	Malaysia	76	8750	Thailand	100
3000	Cuba	50	5850	Mali	66	115T	Togo	65
3050	Cyprus	71	5900	Malta	51	205T	Trinidad And Tobago	56
3100	Czech Republic	64	127M	Marshall Islands	65	8900	Tunisia	61
2910	Democratic Republic of the Congo (formerly Zaire)	80						
3150	Denmark	60	5920	Mauritania	61	9050	Turkey	75
3170	Djibouti	66	5930	Mauritius	65	116T	Turkmenistan	80
3200	Dominican Republic	75	5950	Mexico	53	9100	Uganda	80
107D	East Timor	65	630	Micronesia	61	9280	Ukraine	80
9220	Egypt	120	128M	Moldova	65	8880	United Arab Emirates	80

INTERNATIONAL TRANSIT TIMES								
Code	Country	Days	Code	Country	Days	Code	Country	Days
3250	Ecuador	56	6070	Monaco	59	9300	Uruguay	65
3300	El Salvador	70	129M	Mongolia	65	117U	Uzbekistan	80
	England	62	113M	Montenegro	65	9400	Venezuela	66
114E	Equatorial Guinea	65	6100	Morocco	64	9450	Viet Nam	78
108E	Eritrea	65	6150	Mozambique	65	200V	Virgin Islands St. John	45
			2500	Myanmar (formerly Burma)	72			
115E	Estonia	60	8210	Namibia	66	190V	Virgin Islands St. Thomas/St. Croix	45
3350	Ethiopia	80	6250	Nepal	82	9630	Western Samoa	65
3380	Fiji	78	6300	Netherlands	61	9650	Yemen	80
3400	Finland	60	6400	Netherlands Antilles	66			
3500	France	61	6600	New Zealand	79			
3880	Gabon	66	6650	Nicaragua	61	9900	Zambia	80
116G	Gambia	65	130N	Niger	80	8180	Zimbabwe	80
109G	Georgia	65	6700	Nigeria	80			

## 10.5 Unaccompanied Air Baggage Transit (UAB) Times

Transit time for Unaccompanied Air Baggage (UAB) is eighteen (18) calendar days, unless waived by the BLIO in writing.

## 11 Reporting Requirements

This section defines the reports that Transportation Service Providers (TSPs) shall submit during the performance of Household Goods (HHG) shipment services under the provisions of this Household Goods Tender of Service (HTOS). It also describes how these reports are used to control HHGs shipment process.

### 11.1 Reports to the Owner

Reports required to be furnished to the relocating owner are listed here. Some additional information on owner reports is contained in Reports to the Bill of Lading Issuing Officer (BLIO), Section 11.2.

Pre Move Survey		
Contents	Date Due	Submission
A "table of weights and measures" survey of the HHG to be shipped: <ul style="list-style-type: none"> <li>• Include the agreed upon dates for packing and loading the shipment</li> <li>• Indicate the total estimated net weight of the shipment</li> <li>• TSP's point(s) of contact</li> <li>• Signed and dated by the estimator.</li> </ul>	Upon completion of survey.  If BLIO permits telephone survey, transmit within one (1) business day.	To owner or authorized representative. Hard copy or scan of pre- move survey.

### 11.2 Reports to the Bill of Lading Issuing Officer (BLIO)

#### 11.2.1 Reports Applicable to All Shipments

The TSP shall provide the following reports to the BLIO on all HHG shipments. When indicated, a copy of the report shall be provided to the owner or their authorized representative.

Weight Variance Report		
Contents	Date Due	Submission
Pre-move survey weight Actual weight Justification of difference (if required by BLIO)	Prior to invoicing the agency.	In the event the actual shipment weight is greater than 115% of the pre- move survey weight, the TSP shall notify the BLIO or its third party representative of the estimated and actual weights, and justify the difference

Notes: Failure to Notify BLIO of Weight Variance -- If the TSP fails to notify the BLIO, the TSP agrees that the constructive weight of the shipment will be no more than 115% of the estimated weight recorded on the pre-move survey.

Failure to Justify Weight Variance -- If the TSP fails to satisfactorily justify the difference between the actual and pre-move survey weights, the TSP agrees that the constructive weight of the shipment will be 115% of the pre-move survey weight. The constructive weight shall take precedence over the actual weight for the assessment of transportation, accessorial, and SIT charges when based on weight. The BLIO has the authority to waive this provision.

<b>Unusual Incident Report</b>		
<b>Contents</b>	<b>Date Due</b>	<b>Submission</b>
<ol style="list-style-type: none"> <li>1. Type of incident</li> <li>2. Location of incident</li> <li>3. Last name, first name, and middle initial of owner</li> <li>4. GBL number and date issued</li> <li>5. BLIO</li> <li>6. Origin</li> <li>7. Destination</li> <li>8. Date shipment received by TSP</li> <li>9. Required delivery date</li> <li>10. Date and time of incident or discovery thereof</li> <li>11. Estimated amount of loss and extent of damage</li> <li>12. Current status of shipment, including new estimated time of arrival (ETA)</li> <li>13. Location of shipment(s), if applicable, including port and pier location and date vessel arrived or warehouse location, plus the serial number and name of the owner of the sea container (s)</li> <li>14. Name of ship, if appropriate</li> </ol>	<p>This report shall be transmitted electronically (e.g., e-mail or facsimile) as soon as possible after the TSP discovers the incident.</p>	<p>This report shall be submitted in the event of incidents (e.g., strikes, embargos, fires, pilferage, vandalism, etc.) which produce substantial loss, damage, or delay to a HHG shipment. The TSP shall submit an After-Action Report to the BLIO on each shipment involved.</p>

<b>After-Action Report</b>		
<b>Contents</b>	<b>Date Due</b>	<b>Submission</b>
<p>Final assessment of:</p> <ul style="list-style-type: none"> <li>• The loss or damage incurred</li> <li>• Delays encountered</li> <li>• Final disposition of the HHGs shipment</li> </ul>	<p>Submit as soon as possible following resolution of unusual incident</p>	<p>Follows Unusual Incident Report but may be combined with Unusual Incident Report if incident is resolved within 24 hours.</p>

Schedule Delays Report		
Contents	Date Due	Submission
<ol style="list-style-type: none"> <li>Last name, first name, and middle initial of owner</li> <li>GBL number and date issued</li> <li>BLIO</li> <li>Origin</li> <li>Destination</li> <li>Requested pick-up date or Required Delivery Date (RDD), as appropriate</li> <li>Revised pick-up date or delivery date as appropriate</li> </ol>	As soon as possible after discovering that it is impossible to meet the scheduled pick- up date or the scheduled delivery date established for a HHG shipment.	Submit to the BLIO, and if practicable, the owner or their authorized agent.
<p>Note: Neither the Federal Government nor the relocating owner will be responsible for additional charges assessed on any shipment a TSP or its agent holds for any reason unless specific written approval has been obtained from the BLIO.</p>		

Notice of Shipment Arrival		
Contents	Date Due	Submission
<ol style="list-style-type: none"> <li>Last name, first name, and middle initial of owner</li> <li>GBL number and date issued</li> <li>Date arrived at Destination Agent’s facility</li> <li>First available delivery date</li> </ol>	Within one business day of shipment's arrival	To the BLIO in writing or by electronic means (e.g., e-mail or facsimile.)

Storage-In-Transit Location Report		
Contents	Date Due	Submission
<ol style="list-style-type: none"> <li>Last name, first name, and middle initial of owner</li> <li>GBL number and date issued</li> <li>Name, address, and telephone number of warehouse where shipment has been placed</li> </ol>	<ul style="list-style-type: none"> <li>Within five (5) calendar days of shipment being delivered to SIT</li> <li>Within five (5) calendar days if shipment is moved to a different warehouse.</li> </ul>	To the BLIO in writing or by electronic means (e.g., e-mail or facsimile.)
<p>Note: TSP shall maintain a record of this notification.</p>		

<b>Missed RDD Report</b>		
<b>Contents</b>	<b>Date Due</b>	<b>Submission</b>
<ol style="list-style-type: none"> <li>1. Last name, first name, middle initial of owner</li> <li>2. GBL number and date issued</li> <li>3. Origin</li> <li>4. BLIO</li> <li>5. Destination</li> <li>6. Required delivery date</li> <li>7. Location of shipment(s), if applicable, including port and pier location and date vessel arrived or warehouse location</li> <li>8. New ETA</li> </ol>	As soon as possible after discovering that it will be impossible for the shipment to arrive at destination on or before the RDD.	Electronic communication or facsimile will be utilized to notify the BLIO. The notification shall reach the BLIO before expiration of the RDD.

<b>TSP Error in Shipment</b>		
<b>Contents</b>	<b>Date Due</b>	<b>Submission</b>
<ol style="list-style-type: none"> <li>1. Last name, first name, middle initial of owner</li> <li>2. GBL number and date issued</li> <li>3. Origin</li> <li>4. BLIO</li> <li>5. Current (Incorrect) Destination</li> <li>6. Location of property or shipment, as applicable, including port and pier location or warehouse location</li> <li>7. Corrective actions taken</li> <li>8. New destination and ETA of property or shipment</li> </ol>	As soon as possible after discovery of error.	TSP shall report to the BLIO any instances in which the TSP ships all or a portion of the wrong property or in which all or a portion of a shipment is sent to the wrong destination.

### **11.2.2 Reports Applicable to International Shipments Only**

The TSP shall provide the following reports to the BLIO on international HHG shipments only. When indicated, a copy of the report shall be provided to the owner or their authorized representative.

<b>Actual Weight of International Shipment In Excess of Owner's Authorized Allowance</b>		
<b>Contents</b>	<b>Date Due</b>	<b>Submission</b>
<ol style="list-style-type: none"> <li>1. Last name, first name, and middle initial of owner</li> <li>2. GBL number and date issued</li> <li>3. Actual weight of the international shipment</li> </ol>	Prior to moving the shipment from the origin warehouse	If required by the BLIO

**Notes:**

1. If the shipment weighs in excess of the owner's authorized allowance, the BLIO will notify the TSP when it may move the shipment. This time will not be counted against the allowable transit time, and payment will be authorized for any SIT at origin.
2. If, when requested, the TSP fails to notify the BLIO of the actual weight of an international shipment and moves the shipment from origin to destination, the TSP shall collect from the Federal Government an amount equal to the allowable charges due for the owner's authorized shipment weight. In this situation, the TSP is prohibited from collecting anything from the relocating owner for the excess weight.

<b>SIT Pick-up/Delivery Report</b>		
<b>Contents</b>	<b>Date Due</b>	<b>Submission</b>
Advise whether the pick-up or delivery of an international SIT shipment will be performed in the morning (0800 to 1200) or in the afternoon (1200 to 1700) of the following day.	On the afternoon preceding the scheduled pick-up or delivery.	Upon request of the BLIO using means requested by BLIO.

<b>Shipment Pick-up Report</b>		
<b>Contents</b>	<b>Date Due</b>	<b>Submission</b>
<ol style="list-style-type: none"> <li>1. Owner's name</li> <li>2. GBL number</li> <li>3. Pieces, net weight, gross weight, and cube of shipment</li> <li>4. Estimated date shipment will be picked up by linehaul equipment for movement to the ocean port</li> <li>5. Estimated date of sailing and identity of port and vessel</li> <li>6. Routing of vessel and discharge port</li> <li>7. Estimated date of arrival at destination.</li> </ol>	No more than five (5) calendar days following date of pick-up of an international shipment in either CONUS or overseas.	Upon request of the BLIO using means requested by BLIO.

<b>Shipments on Hand Report</b>		
<b>Contents</b>	<b>Date Due</b>	<b>Submission</b>
<ol style="list-style-type: none"> <li>1. Owner's name</li> <li>2. GBL number</li> <li>3. Pick-up date</li> <li>4. TSP SCAC</li> <li>5. RDD</li> </ol>	Weekly on Monday (or first business day after), provide a report of all of its international shipments (except shipments in Storage-in- Transit) on hand which were picked up from an owner's residence as well as from its agent's facilities before the previous Wednesday.	Upon request of the BLIO using means requested by BLIO. Negative reports are required.

Commercial Port Level Report		
Contents	Date Due	Submission
Total number of international HHG shipments on hand at commercial ports for the preceding week.	Submitted Mondays during the period May 1 through September 30.	Reports must be submitted to the shipping agency and the US Dispatch Agents using means requested by the appropriate party. BLIO may waive this requirement.
Note: Refer to Appendix C for detailed report format		

Ocean Terminal Port Agent Roster		
Contents	Date Due	Submission
Port Agent Name Location Telephone number	Upon initial request. TSP shall update the ocean terminal port agent rosters at least annually. See Notes	If required by a Federal shipping agency. See Notes.
Notes: <ol style="list-style-type: none"> <li>1. Submit copies as follows:               <ul style="list-style-type: none"> <li>• Three (3) copies of the rosters of CONUS ocean terminal port agents to the shipping agency and</li> <li>• Five (5) copies of the rosters of overseas ocean terminal port agents to the shipping agency.</li> </ul> </li> <li>2. Changes shall be submitted as they occur during the year.</li> </ol>		

## 11.3 Reports to the Program Management Office (PMO)

### 11.3.1 Shipment Report

The TSP shall furnish to the PMO a quarterly Shipment Report of shipments billed to the agencies during the previous quarter on shipments handled under the HTOS provisions.

- The Shipment Report should contain a listing of all Centralized Household Goods Traffic Management Program (CHAMP) shipments including household goods, Unaccompanied Air Baggage (UAB), and Privately Owned Vehicles (POVs). For purposes of this Shipment Report, use the date of submission of the Public Voucher for Transportation Charges, SF 1113, as the billing date for including shipments in this report.
- The Shipment Report shall be submitted within sixty (60) calendar days after the end of each calendar quarter. GSA's **Administrative Fee (AF)** will only be collected on HHG and POV; however, the report should contain a listing of all UAB shipments as well. See Section 1.3.6 and the annual Request for Offers (RFO) for information on the GSA **AF**.
- The PMO will notify the TSP or its Rate Filing Service Provider (RFSP) via e-mail of any errors. The TSP or its RFSP will be responsible for correcting all identified errors.



### **11.3.1.1 Failure to Submit Shipment Reports or Correct Deficiencies**

Failure to submit Shipment Reports or to correct identified deficiencies in submitted Shipment Reports in two consecutive quarters and/or three of four quarters will result in the placement of a TSP in temporary non-use status in CHAMP, withdrawal of a TSP's rates in the Transportation Management Services Solution 2.0 (TMSS 2.0) database and possible subsequent revocation of its approval to participate in CHAMP.

Failure to submit a Shipment Report or to correct deficiencies in a submitted Shipment Report in one of the four quarters will result in an incomplete Shipment Report submission status and will affect a TSP's Customer Satisfaction Index (CSI) score.

### **11.3.1.2 Correcting Deficiencies in Shipment Reports**

An automated e-mail will notify each TSP of its Shipment Report status if errors have been found in a submitted Shipment Report. Upon notification, the TSP shall have ten (10) calendar days to submit the identified Shipment Report or to correct the identified errors. If the Shipment Report is not submitted or the errors are not corrected and resubmitted within the ten (10) calendar days, another automated e-mail will be sent to the TSP. If the TSP fails to submit the Shipment Report or to correct the identified errors in a submitted Shipment Report in two consecutive quarters or three of four quarters, GSA will send a notification to the TSP identifying the deficiencies and will give the TSP thirty (30) calendar days to correct the deficiencies. If the TSP fails to correct the deficiencies within the thirty (30) calendar days, the TSP shall be placed in a temporary non-use status in CHAMP and its rate offers will be removed from the TMSS 2.0 database. GSA will then issue a second notification informing the TSP of its temporary non-use status in CHAMP, the removal of its rate offers from TMSS 2.0 and the TSP shall be given a final thirty (30) calendar days to correct the deficiencies. If GSA does not receive the required Shipment Reports or acceptably corrected Shipment Reports within the thirty (30) calendar days, the TSP's approval to participate in CHAMP will be revoked.

### **11.3.1.3 Negative Shipment Reports Required**

TSPs are required to submit a negative Shipment Report even if a shipment was not billed during the quarter. The TSP shall be considered non-responsive if it fails to file a Shipment Report.

## **11.3.2 Storage-in-Transit (SIT) Report**

The TSP shall furnish to the PMO a quarterly report of SIT shipments billed to the agencies during the previous quarter on SIT shipments handled under the HTOS provisions.

- The SIT Report should contain a listing of all CHAMP SIT shipments. For purposes of this report, use the date of submission of the Public Voucher for Transportation Charges, SF 1113, as the billing date for including SIT shipments in this report.
- The SIT Report shall be submitted within sixty (60) calendar days after the end of each calendar quarter. See Section 1.3.6 and the annual Request for Offers (RFO) for information on the GSA **AF**.
- The PMO will notify the TSP or its RFSP via e-mail of any errors. The TSP or its RFSP will be responsible for correcting all identified errors.

### **11.3.2.1 Failure to Submit SIT Reports or Correct Deficiencies**

Failure to submit SIT Reports or to correct identified deficiencies in submitted SIT Reports in two consecutive quarters and/or three of four quarters will result in the placement of a TSP in temporary non-use status in CHAMP, withdrawal of a TSP's rates in the TMSS 2.0 database and possible subsequent revocation of its approval to participate in CHAMP.

Failure to submit a SIT Report or to correct deficiencies in a submitted SIT Report in one of the four quarters will result in an incomplete report submission status and will affect a TSP's CSI score.

### **11.3.2.2 Correcting Deficiencies in SIT Reports**

An automated e-mail will notify each TSP of its SIT Report status if errors have been found in a submitted SIT Report. Upon notification, the TSP shall have ten (10) calendar days to submit the identified SIT Report or to correct the identified errors. If the SIT Report is not submitted or the errors are not corrected and resubmitted within the ten (10) calendar days, another automated e-mail will be sent to the TSP. If the TSP fails to submit the SIT Report or to correct the identified errors in a submitted SIT Report in two consecutive quarters or three of four quarters, GSA will send a notification to the TSP identifying the deficiencies and will give the TSP thirty (30) calendar days to correct the deficiencies. If the TSP fails to correct the deficiencies within the thirty (30) calendar days, the TSP shall be placed in a temporary non-use status in CHAMP and its rate offers will be removed from the TMSS 2.0 database. GSA will then issue a second notification informing the TSP of its temporary non-use status in CHAMP, the removal of its rate offers from TMSS 2.0 and the TSP shall be given a final thirty (30) calendar days to correct the deficiencies. If GSA does not receive the required SIT Reports or acceptably corrected SIT Reports within the thirty (30) calendar days, the TSP's approval to participate in CHAMP will be revoked.

### **11.3.2.3 Negative SIT Reports Required**

TSPs are required to submit a negative SIT Report even if a SIT shipment was not billed during the quarter. The TSP shall be considered non-responsive if it fails to file a SIT Report.

### **11.3.3 Claim Settlement Report**

Reserved.

#### **11.3.3.1 Content**

Reserved.

#### **11.3.3.2 Date Due if Submitted**

Reserved.

### **11.3.4 Content and Format Requirements**

The Shipment Report and SIT Report shall meet the content and format requirements set out in Appendix D.

### **11.3.5 Electronic Filing Only**

Required reports shall be submitted using electronic media. Hard copy (i.e., paper) Shipment Reports and SIT Reports will not be accepted. In those instances where hard copy reports are submitted to the PMO, it will be considered the same as a failure to submit reports.

# 12 International Accessorial Services, Rules, Rates and Charges

## Part I – Overview Information

### 12.1 Structure of this Section

This section contains rules as well as specific rates and charges permissible under the GSA Centralized Household Goods Traffic Management Program (CHAMP) International Program for Accessorial Services. It consists of five (5) parts:

Part I, Overview Information, introduces this section.

Part II, Accessorial Services, contains the rules for accessorial service and defines the rules, rates and charges for those services when provided to CHAMP international Household Goods (HHG) shipments.

Part III, Geographic Application of Rates for Accessorial Services, defines the rates for those services that vary by geographic service area. It is used in conjunction with Part II to develop the charges for accessorial services. These services are:

- Labor Charges (described in Section 12.7) that apply to HHG and Unaccompanied Air Baggage (UAB) shipments when service is performed at points within the Continental United States (CONUS), Canada, and Hawaii. Part III provides the regular and overtime hourly labor rate that applies for the listed service areas.
- Long Carries (described in Section 12.26). Part III lists the appropriate schedule to apply from Section 12.26 when determining the long carry charge.
- Storage-in-Transit (SIT) and Warehouse Handling (described in Section 12.17). Part III provides the charges that apply for SIT and related warehouse handling services for the listed service areas.
- Pick-up and Delivery (P/D) (described in Section 12.19). Part III lists the appropriate schedule to apply from Section 12.19 when determining the Pick-up and Delivery charge.

Part IV, Surface Linehaul Rate Tables, defines the rates for linehaul service. It is also used in conjunction with Part II to develop the charges for accessorial services.

Part V, Service Area Designations, defines service area numbers corresponding to the states, counties, and provinces. These service areas are used to establish the applicable rates and

charges for certain services described in Part II and performed at the service areas listed in Part III.

## 12.2 International Accessorial Services

The accessorial services in this section are additional services which may be required to successfully complete an international HHG shipment. This Section addresses international services only. Domestic accessorial rules are contained in the GSA tariff. These services may be furnished by the Transportation Service Provider (TSP) upon request of the BLIO at the rates or charges specified in Parts II, III, and IV in this section. The rates in this section apply to accessorial services performed by the TSP and are in addition to the single factor rate (SFR) for surface transportation from point of origin to point of destination or destination warehouse.

## 12.3 Minimum Weights

Except as otherwise provided, the minimum weight for surface HHG shipments shall be 1,000 pounds (450kg); and the minimum weight of UAB shipments shall be 45 kilograms (100 lbs).

## 12.4 Conversion Factors

To convert U.S. customary units to metric units, multiply by the conversion factor. To convert metric to U.S. customary units, divide by the conversion factor.

Symbol	When You Know	Multiply By	To Find	Symbol
<b>Length</b>				
in	Inches	2.54	centimeters	cm
ft	Feet	30.48	centimeters	cm
ft	Feet	0.3048	meters	m
yd	Yards	0.9144	meters	m
mi	Miles	1.6093	kilometers	km
<b>Mass</b>				
oz	Ounces	28.35	grams	g
lb	Pounds	0.4536	kilograms	kg
t	short ton (2,000 lb.)	0.9072	metric ton	t
<b>Volume</b>				
pt	Pints	0.473	liters	L

Symbol	When You Know	Multiply By	To Find	Symbol
qt	Quarts	0.946	liters	L
gal	Gallons	3.785	liters	L

## 12.5 Abbreviations

Abbreviations used in this section are:

Abbreviation	Meaning	Abbreviation	Meaning
ADDL	Additional	P/D	Pick-up Or Delivery
CWT (45KG)	Hundredweight	REG	Regular
EA	Each	SA	Service Area
ELV	Elevator	S/C	Stair Carry
1ST	First	SCH	Schedule
L/C	Long Carry	SIT	Storage-In-Transit
O/T	Overtime	W/H	Warehouse Handling

## Part II – Accessorial Services

### 12.6 Auxiliary Services

Auxiliary Services covers all services for which no charges are otherwise provided in the Household Goods Tender of Service (HTOS) or Request for Offers (RFO), when such services are authorized and confirmed in writing by the Bill of Lading Issuing Officer (BLIO) on a DD Form 619 (Statement of Accessorial Services Performed) or comparable commercial form.

Charges for auxiliary service:

1. Per additional vehicle: US\$29.45 per hour
2. Labor: Apply labor rates contained in Section 12.7

### 12.7 Labor Charges

- A. Labor Charges cover all services for which no charges are otherwise provided in the HTOS or RFO when such services are authorized and confirmed in writing by the (BLIO) on a DD Form 619 (Statement of Accessorial Services Performed) or comparable commercial form.
- B. Charges based on time are computed by multiplying the hourly rate by the time involved. When fractions of an hour are used, charges will be as follows: 15 minutes or less, one-quarter of an hour; 16 to 30 minutes, one-half hour; 31 to 45 minutes, three-quarters of an hour; and in excess of 45 minutes, 1 hour.
- C. See Part III, Geographical Application of Rates and Schedules, for Labor Rates to apply to HHG and UAB shipments when service is performed at points within CONUS, Canada, and Hawaii.
- D. Applicable Labor Charge when service is performed at points other than those within CONUS, Canada and Hawaii is at the rates shown below:

SERVICE AREAS	RATES (In dollars and cents)	
	Regular Hour per Person	Overtime Hour per Person
WHEN SERVICE IS PERFORMED AT ALL POINTS OUTSIDE CONUS, CANADA, AND HAWAII, EXCEPT AS PROVIDED BELOW	US\$11.90	US\$17.85
Germany, Belgium, and The Netherlands	US\$17.90	US\$26.85
Alaska	US\$42.00	US\$50.00

## 12.8 Waiting Time

- A. This section will not apply when waiting time is the fault of the TSP.
- B. Loading and unloading or pick-up and delivery will be performed during regular working hours. (See definition in Section 5.2.8). Waiting time charges will be applicable only between these hours at rate of US\$29.45 per hour per vehicle, less free waiting time.
- C. Free waiting time is allowed as follows:
- For direct deliveries, three (3) hours
  - For deliveries from storage-in-transit, one (1) hour
  - For attempted pick-up of HHG only, one (1) hour.
- D. Additional waiting time, after expiration of the free waiting time, requires BLIO prior approval and is subject to the TSP's convenience.
- E. Charges based on time are computed by multiplying the hourly rate by the time involved. When fractions of an hour are used, the charges will be as follows:
- 15 minutes or less, one-quarter of an hour
  - 16 to 30 minutes, one-half hour
  - 31 to 45 minutes, three-quarters of an hour
  - In excess of 45 minutes, one hour.
- F. Labor charges for the vehicle driver and helper(s) will be at the hourly labor rate in Section 12.7, Labor Charges

## 12.9 Overtime Loading and Unloading

- A. Except as otherwise provided for and subject to applicable notes below, an additional charge of US\$2.35 per net hundredweight (45kg) will apply for each overtime loading or unloading when this service is performed outside of regular working hours and when authorized and confirmed, in writing, by the BLIO.
- B. Overtime loading and unloading charges apply when:
- The service is performed outside of regular working hours
  - The service is made necessary by landlord requirements or is required by prevailing laws or ordinances
  - The service is rendered at the specific written request of BLIO or its agent.



The BLIO shall be notified of the additional charge specified in this section for this service before the loading or unloading begins. See following notes:

Note 1: Overtime loading and unloading charges will be based on the net hundredweight (45 kg) of the shipments subject to a minimum of 500 pounds (227 kg).

Note 2: Overtime loading and unloading charges will not apply when service is performed for the TSP's convenience or when shipments are delivered to a warehouse at destination.

Note 3: Overtime loading and unloading services will be rendered only at the option of the TSP. Service involving loading or unloading at a warehouse must be agreed to by the warehouseman.

Note 4: Outside of regular working hours is defined as follows:

- Between 5 p.m. and 8 a.m., except Saturdays, Sundays, and holidays
- During any hour on Saturday
- During any hour on Sunday
- During any hour on officially declared Foreign National, U.S. National or State holidays, except such charges shall apply on State holidays only when service is rendered within that State on that holiday.

## **12.10      Reweigh - Household Goods**

A. The TSP shall reweigh the shipment prior to delivery when requested to do so by the BLIO. The lower of the two net scale weights will be used for determining transportation charges. The TSP may bill the Federal Government for the cost of the reweigh scale charge but an original copy of the scale charge invoice shall be included with the billing. No reweigh service charge will apply.

B. Reweigh provisions are not applicable when constructive weight is used in accordance with Section 5.4.5.

## **12.11      Crates/Special Containers**

A. Compensation to the TSP is authorized for construction of crates/containers necessary for safe transit of motorcycles, mopeds, minibikes and items of unusual nature such as, but not limited to, hang gliders, sail boards, hot tubs, slate pool tables, marble/glass table tops and certain grandfather clocks (e.g., those with protruding glass faces), and other similar articles requiring special protection.

B. External shipping containers are authorized for items that will not fit into standard HHG shipping containers.

1. Compensation: US\$7.00 per cubic foot, (US\$233.85 per cubic meter) no minimum charge.
2. Container becomes property of the Federal Government.

C. Internal crates are authorized for items that will fit standard HHG shipping containers but require additional protection for safe transit.

1. Compensation: US\$14.45 per crate or US\$3.35 per cubic foot (US\$112.00 per cubic meter) whichever is greater.
2. Crates remain the property of the owner.

D. TSPs are responsible for notifying the BLIO of any property requiring crates/containers prior to performing service. BLIO must provide written authorization prior to construction of crates/containers.

E. With the exception of vehicular equipment, such as motorcycles, mopeds, minibikes, the BLIO is responsible for determining the necessity of TSP's, as well as owners, requests for crating. Vehicular items are not automatically approved for crating. See Section 5.2.2.1.4.

Note: Some countries require that motorcycles be crated separately. It is the responsibility of the TSP to determine which destinations have this requirement.

F. If a TSP utilizes crates retained by the owner from a previous move, compensation for service performed will be made under labor costs.

G. Flat Panel televisions include Plasma and Liquid Crystal Display (LCD) types, which are, by design, four (4) inches or less in depth and are incapable of standing alone without a form of support. Flat panel televisions must always be handled in an upright position. Flat panel televisions must be packed in the original manufacturer's shipping container, if available and serviceable. If original packing materials are not available, flat panel televisions in excess of 60 inches (diagonal screen size) may be wrapped and crated for maximum protection. For televisions that are 60 inches or less (diagonal screen size), TSPs are authorized to use corrugated cartons which are specially designed to ship flat panel televisions. Crating charges apply only for televisions in excess of 60 inches (diagonal screen size) and are subject to the provisions of Sections 5.2.2.1.4 and 8.5.5 above. There will be no additional compensation for labor costs when using the original container or the corrugated cartons.

## 12.12 Unpacking Service - UAB Only

A. Additional charges apply when unpacking service for UAB is requested by the BLIO and verified by the owner.

1. When a TSP unpacks the external container/crate, and places each article in the residence or other building, a US\$.60 per cubic foot (US\$20.00 per cubic meter) charge will apply.
2. When a TSP unpacks the internal cartons and places each article in the residence or other building, the TSP has the option of billing a per cubic foot (cubic meters) charge as outlined in (1) above, or a per carton charge, whichever is greater. TSP shall not bill for both.
3. Charges shall be in accordance with the following table.

DESCRIPTION	PER	UNPACKING RATE (In US dollars and cents)
CFFT = Cubic Foot (Cubic Meter) or Fraction Thereof.		
<b>BARRELS</b>		
Barrel, dish-pack, drum or specially designed containers for use in lieu of barrel, dish-pack or drum of not less than 5 cubic feet (0.15 cubic meters) capacity	Each	US\$3.40
<b>BOXES</b>		
Not over 5 cubic feet (0.15 cubic meters)	Each	US\$1.90
Over 5 but not over 8 cubic feet (over 0.15 but not over 0.24 cubic meters)	Each	US\$3.25
Over 8 cubic feet ( 0.24 cubic meters)	CFFT	US\$.60 (US\$20.00 per cubic meter)
<b>CARTONS</b>		
<b>Double or Triple-Wall (Federal Specifications PPP-B-1364 or PPP-B-640)</b>		
Not over 4 cubic feet (0.12 cubic meters)	Each	US\$3.50
Over 4 but not over 6 cubic feet (0.12 cubic meters)	Each	US\$3.85
Over 6 but not over 8 cubic feet (over 0.18 but not over 0.24 cubic meters)	Each	US\$4.35
Over 8 cubic feet ( 0.24 cubic meters)	CFFT	US\$0.60 (US\$20.00 per cubic meter)
When cartons of more than 1-1/2 cubic feet (0.045 cubic meters) are used and no rate is shown for the size carton used, charges will be based on the rate for the next lower size carton shown. Cubic content must be shown on all cartons.		
<b>WARDROBE CARTON</b>		
Not less than 10 cubic feet (0.3 cubic meters)	Each	None

DESCRIPTION	PER	UNPACKING RATE (In US dollars and cents)
CFFT = Cubic Foot (Cubic Meter) or Fraction Thereof.		
<b>CONTAINERS OR CRATES</b>		
<b>Specifically designated for mirrors, painting, flat panel TVs, glass or marble tops and similar fragile articles.</b>		
Gross measurement of specially designed container or crate.	CFFT	US\$.60 ( US\$20.00 per cubic meter)
Minimum charge per specially designed container or crate	Each	US\$2.15

## 12.13 Extra Pick-up or Delivery

A. Portions of a shipment may be picked up or delivered at one or more place of origin, destination or en route, provided all portions of the shipment are made available to the TSP at the same time. Service under this section will be authorized by proper entry on the BL or by ordering of the service and certification on DD Form 619 or a comparable commercial form by the BLIO.

B. Charges for extra pick-up or delivery of HHG will be computed as follows:

Continental United States, Hawaii and Canada	Overseas, Excluding Alaska	Alaska
<b>Within A 50 Mile Radius Of The Extra Origin/Destination</b>		
US\$57.10 per extra pick-up/delivery	US\$57.10 per extra pick-up/delivery	US\$38.60 per extra pick-up/delivery
<b>51-150 Miles Of The Origin/Destination Point</b>		
US\$57.10 per shipment plus US\$0.05 net per CWT (45kg) per highway mile from 51 miles to 150 miles inclusive (subject to a 50 mile minimum).	US\$57.10 per shipment plus US\$0.03 net per CWT (45kg) per highway mile from 51 miles to 150 miles inclusive (subject to a 50 mile minimum).	US\$77.20 per shipment plus US\$0.85 for each 20 miles or fraction thereof.
<b>151 Miles And Over Of The Origin/Destination Point</b>		
US\$57.10 per shipment plus US\$0.05 net CWT (US\$.05) (45kg) per highway mile from 51 miles to 150 miles inclusive plus US\$0.01 net CWT (45kg) per highway mile from 151 miles and over.	US\$57.10 per shipment plus US\$0.03 net CWT (45kg) per highway mile from 51 miles to 150 miles inclusive plus US\$0.01 net CWT (45kg) per highway mile from 151 miles and over.	US\$77.20 per shipment plus US\$0.85 net CWT (45kg) for each 20 miles or fraction thereof from 51 miles and over.

C. Land transportation rates, when applicable, will be calculated on the weight of the additional pick-up or delivery. When the TSP is required to unstuff and restuff containers to affect the extra pick-up/delivery, the labor rates in Section 12.7 will apply.

D. Charges for Extra Pick-up or Delivery of UAB will be as follows:

1. Portions of a shipment may be picked up or delivered at one or more places at origin or destination, provided that all portions of the shipment are made available to the TSP at the same time. Services performed under this section will be ordered on a DD Form 619 or comparable commercial form and certified by the BLIO.
2. An additional charge of US\$12.85 per extra pick-up or delivery per shipment will apply.

## **12.14 Attempted Delivery to Residence from SIT**

A. Compensation to a TSP for attempted delivery to residence from Storage-In-Transit (SIT), when the failure to deliver is not the fault of the TSP, will be as follows:

1. Round trip mileage from the warehouse to residence and return:
  - a. If total mileage is fifty (50) miles (80 km) or less, Pick-up or Delivery Transportation Rate on SIT shipments will apply. See Section 12.19 and Part III for rate to apply.
  - b. If total mileage is greater than fifty (50) miles, (80 km) applicable provisions of the linehaul tables in Sections 12.28 to 12.35 of Part IV will apply.
2. Warehouse Handling: A second warehouse handling charge will apply if the shipment is again placed into SIT.

Note: If the shipment remains on the same vehicle until delivered, this additional warehouse handling charge will not apply.

3. Waiting Time: The provisions of Section 12.8, Waiting Time, will apply if TSP is required to wait at residence.
4. SIT: If property is again placed into SIT, the same SIT control number will apply. Storage charges in CONUS and Canada will continue at the additional daily rate. Storage charges overseas will continue on a thirty calendar (30)-day basis for HHG and a fifteen calendar (15)-day basis for UAB.

## **12.15 Attempted Pick-up and Direct Delivery Charges**

A. Whenever an attempted pick-up or direct delivery occurs, under conditions stated in the definition of the term in Appendix A, the service will be supported by DD Form 619 or comparable commercial form certified by the BLIO.

B. Charges for this service will be computed as follows:

1. Per vehicle: US\$29.45 per hour.
2. Labor: Apply labor rates contained in Section 12.7.
3. Waiting Time: One hour free time in accordance with Section 12.8 (HHG only).

## **12.16 Delivery to Storage in Federal Government Facilities**

Shipments delivered to storage in Federal Government facilities will be considered terminated. The Federal Government facility will be considered the final delivery point for the shipment.

## **12.17 SIT and Warehouse Handling Charge Household Goods Surface Shipment**

A. SIT and warehouse handling charges are in dollars and cents per net hundredweight (45kg) and apply based on the location of warehouse where SIT service is provided. Charges for these services will be based on the actual weight of goods stored, subject to a 1000 pound (454 kg) minimum. Rates in effect on the date of initial pick-up at origin will apply.

B. This section applies when SIT is ordered by the BLIO and performed by a TSP or its agent.

1. CONUS and Canada locations: Storage charges apply for each day of storage and apply for the exact time SIT service is rendered. Storage days will include the day goods are placed in storage, and the day goods are removed from storage. If the goods are removed from storage on the same day they are placed in storage, one (1) day of storage will apply.
2. Overseas locations: Storage charges apply for thirty (30) calendar days of storage or fraction thereof, and each time SIT service is rendered. Storage days will include the day goods are placed in storage, but not the day removed from storage. If the goods are removed from storage on the same day they are placed in storage, one (1) thirty (30) day storage period will apply.

C. The warehouse handling charge applies once each time a shipment is placed into SIT.

D. Except as provided below, a shipment or portion thereof may be placed in SIT one or more times for an aggregate period not to exceed 180 calendar days unless additional storage is authorized by the BLIO. If additional SIT is authorized, the BLIO will notify TSP in writing of the projected termination date. When not removed from SIT at the expiration of the time limit specified in this section:

- The liability of the TSP will terminate at midnight on the 180th day or at the end of the extended SIT period authorized by the BLIO
- The through GBL character of the shipment will cease
- The warehouse will be considered the destination of the shipment
- The warehouseman will become the agent for the owner
- The shipment becomes subject to the rules, regulations and charges of the warehouseman.

EXCEPTION: When the owner has requested final delivery of their property at least five (5) business days before the expiration of storage, and when the TSP, through no fault of the owner, does not deliver the property prior to the end of the 180 day period (or any extension thereof) then SIT charges will not apply after the 180 calendar days or at the end of the extended SIT period. All other provisions under the original tender will continue in effect until property is delivered to final residence.

E. Delivery to residence will be made on the date requested. If prior commitments prevent the TSP from delivering on that date, then delivery will be made as soon as possible thereafter. In any event, storage charges will cease on whichever of the following dates is earlier:

1. Requested delivery date, or five (5) business days following the date of notification to deliver, whichever is later; or
2. Date of actual delivery for CONUS and Canada locations, or the date immediately prior to the date of actual delivery for overseas locations.

F. See Part III for the SIT and warehouse handling rate to apply when service is performed at points within CONUS and Canada.

OVERSEAS APPLICATION: Rates apply as shown below based on the location of the warehouse where Storage-in-Transit service is provided. Also see Section 5.8.

Location	Overseas Storage for each Thirty (30) Calendar Days or Fraction Thereof per cwt (45kg)	Warehouse Handling Charge per cwt. (45kg)
AT ANY POINT OTHER THAN THOSE LISTED BELOW	US\$2.45	US\$2.80
ALASKA	US\$4.90	US\$3.85
AUSTRALIA (both East and West)	US\$2.95	US\$3.70
BELGIUM	US\$2.60	US\$3.30
GERMANY, UNITED KINGDOM AND SCOTLAND, SWITZERLAND	US\$1.95	US\$1.95

NETHERLANDS, THE	US\$3.70	US\$4.90
ICELAND	US\$3.24	US\$3.24
JAPAN (less Okinawa)	US\$7.39	US\$6.58
OKINAWA	US\$4.33	US\$4.32
HAWAIIAN ISLANDS	US\$8.28	US\$3.05

## 12.18 SIT and Warehouse Handling Charge Household Goods, UAB

Rates are in dollars and cents per gross hundredweight (45kg) and apply in the territories or areas shown below, based on location of warehouse where SIT service for UAB is provided:

When Warehouse Is Located At	SIT For Each Fifteen (15) Calendar Days Or Fraction Thereof		Warehouse Handling Charge	
	Per Gross Cwt (45kg)	Minimum Charge Per Each Fifteen (15) Calendar Days Or Fraction Thereof	Per Gross Cwt (45kg)	Minimum Charge Per Shipment
Any point within CONUS and CANADA	US\$1.45	US\$7.55	US\$1.45	US\$7.55
Any overseas point not listed below	US\$1.15	US\$5.95	US\$1.15	US\$5.95
Alaska	US\$2.35	US\$11.85	US\$2.35	US\$11.85
Hawaii	US\$2.10	US\$10.70	US\$3.00	US\$12.90
Puerto Rico	US\$2.00	US\$10.10	US\$2.00	US\$10.10

Note 1: Delivery to residence will be made on the date specified by the BLIO, provided the BLIO has given the TSP three (3) business days' notice. The TSP shall deliver the shipment no later than three (3) business days after BLIO notification. If notification is given before noon of a business day, that day will be considered day one. If notification is given after noon of a business day, the following day will be considered day one. Storage charges will cease:

- a. After Day 3, when the shipment is delivered beyond the third working day at the convenience of the TSP.
- b. The day after the shipment is removed from storage when the shipment is delivered beyond the third working day at the BLIO's request.



Note 2: This section applies when SIT is ordered by the BLIO and performed by a TSP or its agent. Storage days will include the day goods are placed in storage and the day goods are removed from storage. If the goods are removed from storage on the same day they are placed in storage, one (1) fifteen (15) calendar day storage period will apply.

Note 3: Warehouse Handling Charges apply once each time shipment is placed in SIT.

## **12.19 Pick-up or Delivery Transportation Rates to Apply on SIT Shipment HHG, Surface**

A. Rates in this section apply to the drayage of SIT shipments as follows:

1. From residence to a SIT facility at origin.
2. From destination SIT facility to final residence.

Note: This charge applies to shipments stored at either a commercial or Federal Government facility.

B. Shipments stored within CONUS, Canada or Hawaii:

1. Pick-up or delivery within fifty (50) miles (80 km) of SIT facility, apply the rates in the applicable schedule in this item.
2. Pick-up or delivery beyond fifty (50) miles (80 km) of SIT facility, apply the schedules in this item, plus the rate for additional mileage beyond fifty (50) miles. Refer to the linehaul tables in Sections 12.28 to 12.35 in Part IV.

C. For Shipments stored overseas, refer to the linehaul tables in Sections 12.28 to 12.35 in Part IV.

D. The BLIO may order, subject to TSP's concurrence, the services provided by this section outside of regular working hours. The rates specified below plus overtime loading or unloading charges will apply. These additional charges will not apply when service is performed outside of regular working hours for the convenience of the TSP. When such service is ordered, it must be confirmed in writing. Rates in effect on date of initial pick-up at origin will apply.

E. See Part III, for the Pick-up or Delivery Transportation Schedules to apply when service is performed at points within CONUS and Canada.

Note 1: Rates are expressed in terms of dollars per shipment and in terms of dollars per hundredweight (45kg) for each 100 pounds (45 kg) or fraction thereof, in excess of 22,999

pounds (10,432 kg). The “Add’l CWT. (45kg)” rate applies for each additional 100 pounds (45 kg), or fraction thereof, in excess of 22,999 pounds (10,432 kg), plus the base rate per shipment.

Note 2: For rates applicable for Hawaii, apply Schedule D; for Alaska apply Schedule H.

Pick-up Or Delivery Transportation Rates On Storage-In-Transit (SIT) Shipments									
Weight		Schedules							
From	Thru	A	B	C	D	E	F	G	H
1000	1099	125	139	154	171	190	211	234	260
1100	1199	135	150	166	185	205	227	252	280
1200	1299	145	161	178	198	220	244	271	301
1300	1399	155	172	191	212	235	261	289	321
1400	1499	165	183	203	225	250	277	308	342
1500	1599	175	194	215	239	265	294	326	362
1600	1699	184	205	227	252	280	311	345	383
1700	1799	194	216	239	266	295	327	363	403
1800	1899	204	227	252	279	310	344	382	424
1900	1999	214	238	264	293	325	361	400	445
2000	2199	226	251	279	310	344	382	424	470
2200	2399	241	268	297	330	366	407	451	501
2400	2599	256	284	316	350	389	432	479	532
2600	2799	271	301	334	371	411	457	507	563
2800	2999	286	317	352	391	434	482	535	593
3000	3199	301	334	371	411	456	507	562	624
3200	3399	316	350	389	432	479	532	590	655
3400	3599	330	367	407	452	502	557	618	686
3600	3799	345	383	425	472	524	582	646	717
3800	3999	360	400	444	492	547	607	673	748
4000	4199	374	416	461	512	568	631	700	777
4200	4399	388	431	478	531	589	654	726	806

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Pick-up Or Delivery Transportation Rates On Storage-In-Transit (SIT) Shipments									
Weight		Schedules							
From	Thru	A	B	C	D	E	F	G	H
4400	4599	402	446	495	550	610	678	752	835
4600	4799	416	462	513	569	632	701	778	864
4800	4999	430	477	530	588	653	724	804	892
5000	5199	444	493	547	607	674	748	830	921
5200	5399	458	508	564	626	695	771	856	950
5400	5599	471	523	581	645	716	794	882	979
5600	5799	485	539	598	664	737	818	908	1007
5800	5999	499	554	615	683	758	841	934	1036
6000	6199	513	569	632	702	779	864	959	1065
6200	6399	527	585	649	720	800	888	985	1094
6400	6599	541	600	666	739	821	911	1011	1123
6600	6799	555	616	683	758	842	934	1037	1151
6800	6999	568	631	700	777	863	958	1063	1180
7000	7199	582	646	717	796	884	981	1089	1209
7200	7399	596	662	734	815	905	1004	1115	1238
7400	7599	610	677	752	834	926	1028	1141	1266
7600	7799	624	692	769	853	947	1051	1167	1295
7800	7999	638	708	786	872	968	1074	1193	1324
8000	8499	661	733	814	904	1003	1113	1236	1372
8500	8999	693	769	854	948	1052	1167	1296	1438
9000	9499	725	805	893	992	1101	1222	1356	1505
9500	9999	757	840	933	1035	1149	1276	1416	1572
10000	10499	789	876	972	1079	1198	1330	1476	1639
10500	10999	821	911	1011	1123	1246	1383	1535	1704
11000	11499	854	948	1052	1167	1296	1438	1597	1772
11500	11999	886	983	1091	1211	1345	1493	1657	1839

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Pick-up Or Delivery Transportation Rates On Storage-In-Transit (SIT) Shipments									
Weight		Schedules							
From	Thru	A	B	C	D	E	F	G	H
12000	12499	917	1018	1129	1254	1392	1545	1715	1903
12500	12999	946	1050	1166	1294	1437	1595	1770	1965
13000	13499	976	1083	1203	1335	1482	1645	1826	2027
13500	13999	1006	1116	1239	1376	1527	1695	1881	2088
14000	14499	1035	1149	1276	1416	1572	1745	1937	2150
14500	14999	1065	1182	1312	1457	1617	1795	1992	2211
15000	15499	1095	1215	1349	1497	1662	1845	2048	2273
15500	15999	1125	1248	1386	1538	1707	1895	2103	2335
16000	16499	1153	1280	1421	1577	1750	1943	2157	2394
16500	16999	1180	1310	1454	1614	1792	1989	2207	2450
17000	17499	1207	1340	1488	1651	1833	2035	2258	2507
17500	17999	1235	1370	1521	1688	1874	2080	2309	2563
18000	18499	1262	1401	1555	1726	1916	2126	2360	2620
18500	18999	1289	1431	1588	1763	1957	2172	2411	2676
19000	19499	1316	1461	1622	1800	1998	2218	2462	2733
19500	19999	1343	1491	1655	1837	2039	2264	2513	2789
20000	20499	1371	1521	1689	1875	2081	2310	2564	2846
20500	20999	1398	1552	1722	1912	2122	2356	2615	2902
21000	21499	1425	1582	1756	1949	2163	2401	2666	2959
21500	21999	1452	1612	1789	1986	2205	2447	2716	3015
22000	22499	1480	1642	1823	2023	2246	2493	2767	3072
22500	22999	1507	1672	1856	2061	2287	2539	2818	3128
Add'l Cwt. (45kg)		5	6	7	7	8	9	10	11

## 12.20 Pick-up or Delivery Transportation Rates to Apply On SIT Shipment UAB

A. Rates apply for pick-up of shipments at residence and transportation to origin agent’s warehouse for SIT or for delivery from SIT at destination agent's warehouse to residence or other final delivery point.

Note: This section applies when either a commercial or Federal Government storage facility is used.

B. Rates apply in the territory or areas shown below based on the location of the warehouse where SIT service is provided. Charges are subject to a US\$32.55 minimum per shipment.

C The following rates apply within fifty (50) miles (80 km) of warehouse:

Applicable Rates When Warehouse Is Located At	Rates Per Gross Cwt (45kg)
Any point within CONUS and CANADA	US\$8.85
Any overseas point not listed below	US\$4.40
Alaska	US\$12.55
Germany	US\$7.80
Hawaii	US\$11.15

D. For distances over fifty (50) miles (80 km):

1. Within CONUS, Canada and the Island of Oahu, Hawaii, apply the rates in the applicable linehaul rate tables or the rates above, whichever is greater, subject to a US\$37.00 minimum charge per shipment.
2. Overseas (except Germany, Alaska, and the Island of Oahu, Hawaii), apply the rates in the applicable linehaul rate tables or the rates above, whichever is greater, subject to a US\$30.65 minimum charge per shipment.
3. Within Alaska, apply the rates in the applicable linehaul rate tables or the rates above, whichever is greater, subject to a US\$37.00 minimum charge per shipment.
4. Germany (either origin and/or destination) apply rates in the applicable linehaul rate tables or the rate above, whichever is greater, subject to a US\$30.65 minimum charge per shipment.
5. A fee of US\$15.00 per shipment will apply.

- E. For delivery or pick-up of shipments from or to SIT in the Hawaiian Islands other than Oahu, the rate of US\$8.20 per gross hundredweight (45kg) in addition to the rate above will apply.
- F. Pick-ups and/or deliveries may be made after regular hours on non-business days at the written request of the BLIO, subject to the TSP's concurrence and additional charges. If this service is provided for the convenience of the TSP with the owner's concurrence, additional charges will not apply.
- G. Charges noted above are in addition to the SFR.

## **12.21 Termination of Shipment – HHG**

- A. A shipment will be terminated when appropriate and ordered by the BLIO or other authorized Federal Government representative.
- B. When an order for termination is received, the TSP shall locate the shipment, advise BLIO of shipment's location and take necessary action to secure the shipment and stop onward movement. BLIO will issue a Government Bill of Lading (GBL) Correction Notice to reflect the termination point.
- C. The following will apply to shipments terminated for the convenience of the Federal Government:
  - 1. For shipments terminated prior to departure from the origin area (CONUS, Canada and overseas), applicable payments are authorized as follows:
    - a. A charge of US\$54.00 per net hundredweight (45kg) including the use of packing materials and stuffing into HHG containers.
    - b. SIT Charges, warehouse handling charges and delivery to SIT when required and authorized.
    - c. When SIT is not ordered, apply appropriate linehaul rate table to cover local drayage charges.
  - 2. For shipments terminated after movement from origin but before commencement of ocean or air transportation, applicable payments are authorized as follows:
    - a. A charge of US\$54.00 per net hundredweight (45kg) including the use of packing materials and stuffing into HHG containers.
    - b. See the linehaul tables in Part IV for rates to cover local drayage from residence to warehouse.

- c. See the linehaul tables in Part IV for rates from origin warehouse to point of termination.
  - d. SIT and warehouse handling charges apply when required and authorized by the BLIO.
3. For shipments terminated during or after completion of over-water transportation, the applicable payments are authorized as follows:
- a. TSP's SFR to rate area of the termination point or TSP's SFR to the rate area of the original destination point whichever is less, minus US\$3.00 per hundredweight (45kg) for non-performance of the unpacking services. The GBL Correction Notice will reflect this reduction.
  - b. If the shipment is to be delivered to a residence or warehouse also within the rate area of the termination point, the TSP's SFR as specified above plus appropriate charges for additional services as ordered by the BLIO on a DD Form 619 or comparable commercial form will apply.
4. A termination charge of US\$40.00 per shipment will apply in addition to other charges authorized in this section. The termination charge will be supported by the GBL Correction Notice.
- D. When shipments are terminated through the fault of the TSP, the provisions for termination of performance in Sections 2.17 and 3.2 apply.

Note: Any charges for services performed after the termination of the shipment will be in accordance with applicable rules and rates specified in this section.

## **12.22 Termination of Shipment – UAB**

- A. A UAB shipment will be terminated when appropriate and ordered by a BLIO or other authorized Federal Government representative.
- B. When an order for termination is received, the TSP shall locate the shipment, advise the BLIO of shipment's location and take necessary action to secure the shipment and stop onward movement. The BLIO will issue a GBL Correction Notice to reflect the termination point.
- C. The following will apply to UAB shipments terminated for the convenience of the Federal Government:
  1. For shipments terminated prior to departure from the origin area (CONUS, Canada and overseas), applicable payments are authorized as follows:

- a. A charge of US\$5.00 per gross hundredweight (45kg) for packing, including the use of packing materials and stuffing into containers, if used.
  - b. SIT charges, warehouse handling charges, and delivery to or from SIT, when required and authorized.
  - c. Unpacking charges, if applicable.
  - d. When SIT is not ordered, apply the appropriate linehaul rate table from Part IV to cover local drayage charges.
2. For shipments terminated after movement from origin but before commencement of ocean or air transportation, applicable payments are authorized as follows:
- a. A charge of US\$5.00 per gross hundredweight (45kg) for packing, including the use of packing materials and stuffing into containers.
  - b. Applicable linehaul rates from Part IV for mileage from origin to point of termination.
  - c. SIT and warehouse handling charges, when required and authorized.
  - d. Unpacking charges, if applicable.
3. For shipments terminated during or after completion of over-water transportation, applicable payments are authorized as follows:
- a. TSP's SFR to rate area of the termination point or TSP's SFR to the rate area of the original destination point, whichever is less.
  - b. If the shipment is to be delivered to a residence also within the rate area of the termination point, the TSP's SFR rate as specified above, plus appropriate charges for additional services as ordered by the BLIO on a DD Form 619 or comparable commercial form, will apply.
4. A termination charge of US\$10.00 per shipment will apply in addition to other charges authorized in this section. The termination charge will be supported by the GBL Correction Notice.
- D. When shipments are terminated through the fault of the TSP, the provisions for Termination of Performance in Section 3.2 and Section 2.17, apply. The termination charge of US\$10.00 will not apply.



## 12.23 Reshipments – Household Goods

- A. This section applies to shipments which are terminated for the convenience of the Federal Government and which require over-ocean transportation either by air or water. A reshipment normally will be handled by the TSP who originally tendered the shipment, if that TSP has a cost effective GSA-approved rate on file.
- B. The point of termination will be considered the final destination of the original shipment and the GBL will be adjusted accordingly.
- C. Onward movement of property will be treated as a new shipment under a new GBL. The following procedures will be followed in determining applicable rates for the new GBL.
1. If the TSP originally handling the shipment has a cost effective GSA-approved rate on file to the new destination, that SFR, less US\$54.00 per net hundredweight (45kg) will apply. The reduction will be supported by BLIO annotation on the original GBL.
  2. If the TSP originally handling the shipment does not have a cost effective rate on file to the new destination, an acceptable rate will be negotiated with BLIO or the shipment will be tendered to another TSP.
  3. If the shipment is tendered to another TSP with a cost effective GSA-approved rate on file, the SFR will be reduced by US\$49.00 per net hundredweight (45kg) for non-performance of packing services. The shipment will be taken out of the containers and stuffed into other containers and original containers returned to owner.
- D. The above procedures are not applicable to those shipments terminated and retendered due to the fault of the TSP, such as TSP bankruptcy or failure to complete movement as defined in Section 3.2 and Section 2.17, Termination of Performance Procedures. In these instances, due to the need to expedite onward movement, shipments will remain in the original TSP's containers. These containers will be made available to the original TSP by the new TSP at destination.
- E. Old and new GBLs will be cross-referenced.

## 12.24 Reshipments-Unaccompanied Air Baggage

- A. This section applies to UAB shipments which are terminated for convenience of the Federal Government and which require over-ocean transportation either by air or water. A reshipment normally will be handled by the TSP originally tendered the shipment if that TSP has a cost effective, GSA-approved rate on file or negotiates an acceptable one-time-only (OTO) rate with GSA.

- B. The point of termination will be considered the final destination and the original GBL will be terminated at that point.
- C. Onward movement of property will be treated as a new shipment under a new GBL. The following procedures will be followed in determining applicable rates for the new GBL:
1. If the TSP originally handling the shipment has a cost effective, GSA-approved rate on file to the new destination, that SFR, less US\$5.00 per gross hundredweight (45kg) for nonperformance of packing will apply. The reduction will be supported by a BLIO annotation on the original GBL.
  2. If the TSP originally handling the shipment does not have a cost effective, GSA-approved rate on file to the new destination, an acceptable OTO SFR will be negotiated or the shipment will be tendered to another TSP.
  3. If the shipment is tendered to another TSP, this SFR will be reduced by US\$5.00 per gross hundredweight (45kg) for nonperformance of packing services.
- D. Old and new GBLs will be cross-referenced.

## **12.25 Shipments Diverted After Commencement of Transportation Service**

- A. Upon instructions made and confirmed in writing by BLIO, shipments will be diverted subject to the provisions and charges shown below. However, when charges are assessed in accordance with the provisions of this item, the charges associated with delivery from SIT in this section will not apply.
- B. The term “diverted” or “diversion” as used here means a change to a new destination point more than fifty (50) miles (80 km) from the original destination point. A diversion will be made only at an ocean port of embarkation, an ocean port of debarkation, or at destination point. If the BLIO directs the movement of the shipment to a place which is less than fifty (50) (80 km) miles from the original destination point of the shipment, the shipment will be terminated at the point designated by the BLIO and no diversion will occur. In such instances, the SFR will be that applicable to the original destination point. If the BLIO directs the movement of the shipment to a place which is more than fifty (50) (80 km) miles from the original destination point, the transportation charges as stated below in this section will apply.

EXCEPTION: The provisions of this section will not apply if instructions are received to change the destination of a shipment that is in SIT at destination. In such instances, transportation

charges to the new destination point from the SIT warehouse will be computed under the provisions of Pick-up/Delivery Transportation Rate to apply on SIT shipments (Section 12.20).

- C. When an order for diversion is received by the TSP, diligent effort shall be made by the TSP to locate the shipment at the ocean port of embarkation or debarkation or destination and complete the diversion ordered. The TSP will not be responsible for failure to complete the diversion ordered, unless such failure is due to error or negligence of the TSP or its employees.
- D. Upon receipt of a diversion certificate from the BLIO, and when properly affixed to TSP's invoice to support billing for diversion charges, a US\$40.00 per shipment charge will apply and, when applicable, the following additional provisions, and associated rates and charges will apply:

Shipments Originating In CONUS and CANADA		
Shipment diverted at CONUS AND CANADA ocean port of embarkation (POE)	Diverted to a CONUS AND CANADA destination point	There will be no diversions to a CONUS AND CANADA destination point. Shipment will be terminated at the POE and the international nature of the movement will cease (See Termination of Shipment) Movement to the CONUS AND CANADA destination point will be affected under domestic shipping procedures.
Shipment diverted at CONUS AND CANADA ocean port of embarkation (POE)	Diverted to a different overseas rate area using the same (original) POE where diversion takes place.	Use the TSP's SFR from origin to new overseas rate area (See Note below).
Shipment diverted at CONUS AND CANADA ocean port of embarkation (POE)	Diverted to a different overseas rate area using a different (new) POE.	Use applicable linehaul rate table from the origin to the original POE where diversion takes place. Use the TSP's SFR from the original POE where diversion takes place to the new overseas rate area (See Note below).
Shipment diverted at overseas ocean port of debarkation (POD).	Diverted to a CONUS AND CANADA destination point.	There will be no diversion to a CONUS AND CANADA destination point. The shipment will be terminated at the POD and reshipped to CONUS AND CANADA. (See Reshipments and Termination of Shipment).

<b>Shipments Originating In CONUS and CANADA</b>		
Shipment diverted at overseas ocean port of debarkation (POD).	Diverted to an overseas destination point in the same overseas rate area as the original destination point	Use the TSP's SFR from origin to destination rate area (no change in SFR).
Shipment diverted at overseas ocean port of debarkation (POD).	Diverted to an overseas destination point in another overseas rate area which uses the same (original) POD.	Use the TSP's SFR from origin to new overseas rate area (See Note below).
Shipment diverted at overseas ocean port of debarkation (POD).	Diverted to an overseas destination point in another overseas rate area which uses a different POD but no further over-water transportation is required.	Use TSP's SFR to the original POD where diversion takes place. Rate will be negotiated with GSA or the BLIO.
Shipment diverted at overseas ocean port of debarkation (POD).	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.	There will be no diversion to a new overseas rate area requiring further over-water transportation. Shipment will be terminated at the POD in accordance with Termination of Shipment procedures. Rate will be negotiated with GSA or BLIO
Shipment diverted at overseas destination.	There will be no diversion from overseas destination. Shipments will terminate at destination and reshipment will be made as a new shipment.	
Note: If the TSP does not have a SFR on file from the POE or POD when diversion takes place to the new destination, the TSP shall contact the Program Management Office (PMO) or appropriate GSO for further guidance.		

<b>Shipments Originating Overseas.</b>		
Shipment diverted at overseas ocean port of embarkation (POE)	Diverted at the overseas POE en route to a CONUS OR CANADA destination.	There will be no diversion. The shipment will be terminated at the overseas POE. Reshipment to new destination will be made as a new shipment.

<b>Shipments Originating Overseas.</b>		
Shipment diverted at overseas ocean port of embarkation (POE)	Diverted at overseas POE to an overseas destination point in the same overseas rate area as the POE where diversion takes place.	There will be no diversion. Shipment will be terminated at the overseas POE Reshipment to new destination will be made as a new shipment.
Shipment diverted at overseas ocean port of embarkation (POE)	Diverted at the overseas POE to another overseas destination point in another overseas rate area.	There will be no diversion. Shipment will be terminated at the overseas POE Reshipment to new destination will be made as a new shipment.
Shipment diverted at CONUS OR CANADA/overseas port of debarkation (POD).	Diverted at CONUS OR CANADA POD to a new destination point in CONUS OR CANADA.	There will be no diversion. Shipment will be terminated at the CONUS OR CANADA POD Reshipment to new destination will be made as a new shipment.
Shipment diverted at CONUS OR CANADA/overseas port of debarkation (POD).	Diverted at CONUS OR CANADA POD to a destination point overseas.	There will be no diversion. Shipment will be terminated at the POD Reshipment to new destination will be made as a new shipment.
Shipment diverted at CONUS OR CANADA/overseas port of debarkation (POD).	Diverted at an overseas POD to a destination point in CONUS OR CANADA.	There will be no diversion. Shipment will be terminated at the overseas POD Reshipment to new destination will be made as a new shipment.
Shipment diverted at CONUS OR CANADA/overseas port of debarkation (POD).	Diverted at overseas POD to a new destination point overseas.	There will be no diversion. Shipment will be terminated at the overseas POD Reshipment to new destination will be made as a new shipment.
Shipment diverted at CONUS OR CANADA destination.	Diverted at CONUS OR CANADA POD to a new destination point in CONUS OR CANADA	There will be no diversion of shipment at CONUS OR CANADA destination. Shipment will be terminated at CONUS OR CANADA destination. Reshipment to new destination will be made under domestic procedures as a new shipment.

## 12.26 Excessive Distance Carry Charges To and From Mini-Warehouse Storage (Long Carries)

On a shipment picked up at or delivered to a mini-warehouse which involves a carry in excess of seventy-five (75) feet (23 meters) between the TSP's vehicle and the outside entrance door of the actual storage area, an additional long carry charge will apply as follows:

Rates in Dollars and Cents per CWT (45KG)							
Schedules							
A	B	C	D	E	F	G	H
US\$0.70	US\$0.70	US\$0.85	US\$0.90	US\$1.00	US\$1.05	US\$1.10	US\$1.20

Note 1: Refer to Part III for CONUS geographic application of rate schedules in this item.

Note 2: Apply Schedule H at all overseas points.

## 12.27 Excess Valuation Charges

The relocating owner has the right to increase the value in excess of the base valuation.

For applicable charges and value amount, refer to the RFO.

## Part III – Geographic Application of Rates for Accessorial Services

SA No	Service Area	HTOS Section 12.7 Labor		HTOS Section 12.26	HTOS Section 12.17 Storage-In-Transit (SIT)			HTOS Section 12.19
		Reg	OT	L/C	1ST Day	Ea ADD Day	W/H	P/D From SIT
4	Birmingham AL	27.75	42.00	D	1.90	0.20	4.40	D
8	Dothan AL	19.00	28.25	B	1.15	0.16	2.10	B
12	Huntsville AL	23.25	35.00	C	1.30	0.20	3.35	C
16	Mobile AL	19.00	28.25	B	1.15	0.16	2.10	B
20	Montgomery AL	19.00	28.25	B	1.45	0.20	2.95	B
24	Flagstaff AZ	37.00	55.75	F	1.40	0.17	2.35	F
28	Phoenix AZ	32.50	48.75	E	1.60	0.20	3.35	E
32	Tucson AZ	37.00	55.75	F	1.40	0.17	2.45	F
36	Yuma AZ	32.50	48.75	E	1.15	0.15	2.05	E
40	Ft. Smith/ Fayetteville AR	23.25	35.00	C	1.15	0.16	2.20	C
44	Jonesboro AR	19.00	28.25	B	1.05	0.15	1.90	B
48	Little Rock AR	27.75	42.00	D	1.40	0.17	2.20	D
52	Fresno CA	45.75	68.50	H	1.50	0.20	4.10	H
56	Los Angeles CA	45.75	68.50	H	2.00	0.21	5.25	H
60	Monterey CA	45.75	68.50	H	1.75	0.20	4.60	H
64	Redding CA	37.00	55.75	F	1.40	0.17	1.90	F
68	Sacramento CA	45.75	68.50	H	1.70	0.20	4.65	H
72	San Bernardino CA	41.25	62.00	G	2.00	0.21	5.25	G
76	San Diego CA	45.75	68.50	H	2.00	0.21	5.25	H
80	San Francisco CA	45.75	68.50	H	2.15	0.22	5.25	H
84	Yuba City CA	45.75	68.50	G	1.40	0.17	1.90	G
88	Alberta Prov., CN	50.75	76.00	H	2.25	0.25	5.10	H

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		Reg	OT	L/C	1ST Day	Ea ADD Day	W/H	P/D From SIT
92	British Columbia, CN	50.75	76.00	H	2.25	.025	5.40	H
96	Newfoundland and Labrador, CN	50.75	76.00	H	2.25	0.25	5.40	H
100	Manitoba Prov., CN	45.75	68.50	G	2.10	0.25	5.05	G
104	New Brunswick, CN	45.75	68.50	G	2.10	0.25	5.05	G
112	Northwest Terr., CN	50.75	76.00	H	2.25	0.25	5.40	H
116	Nova Scotia, CN	45.75	68.50	G	2.10	0.25	5.05	G
120	Ontario Prov., CN	50.75	76.00	H	2.25	0.25	5.40	H
124	Pr. Edward Isl., CN	45.75	68.50	G	2.10	0.25	5.05	G
128	Quebec Prov., CN	50.75	76.00	H	2.25	0.25	5.40	H
132	Saskatchewan, CN	45.75	76.00	G	2.10	0.25	5.05	G
136	Yukon Prov., CN	50.75	76.00	H	2.25	0.25	5.40	H
140	Colorado Springs CO	37.00	55.75	F	1.45	0.20	5.25	F
144	Denver CO	32.50	48.75	E	1.60	0.20	5.50	E
148	Glenwood Springs CO	32.50	48.75	E	1.05	0.15	1.90	E
152	Grand Junction CO	37.00	55.75	F	1.60	0.20	3.80	F
156	Gunnison CO	32.50	48.75	E	1.25	0.17	2.75	E
160	Hartford CT	45.75	68.50	H	1.60	0.20	3.75	H
164	Dover DE	41.25	62.00	G	1.45	0.20	3.80	G
168	Washington DC	32.50	48.75	E	1.75	0.20	3.85	E
172	Ft. Myers FL	32.50	48.75	E	1.45	0.20	2.70	E
176	Jacksonville FL	19.00	28.25	B	1.40	0.17	2.35	B
180	Miami FL	37.00	55.75	F	1.60	0.20	4.85	F
184	Orlando FL	27.75	42.00	D	1.25	0.17	2.95	D



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		Reg	OT	L/C	1ST Day	Ea ADD Day	W/H	P/D From SIT
188	Pensacola FL	27.75	42.00	D	1.45	0.20	2.95	D
192	Tallahassee FL	27.75	42.00	D	1.60	0.20	2.95	D
196	Tampa FL	27.75	42.00	D	1.50	0.20	4.05	D
200	Albany GA	27.75	42.00	D	1.15	0.16	2.10	D
204	Atlanta GA	32.50	48.75	E	1.70	0.20	3.10	E
208	Augusta GA	23.25	35.00	C	1.25	0.17	2.35	C
212	Columbus GA	14.25	21.25	A	1.25	0.17	2.05	A
216	Savannah GA	27.75	42.00	D	1.70	0.20	3.10	D
220	Hawaii, HI	25.75	38.75	D	<b>HTOS 12.21</b>	<b>HTOS 12.21</b>	<b>HTOS 12.21</b>	D
224	Honolulu, HI	30.75	46.50	D	<b>HTOS 12.21</b>	<b>HTOS 12.21</b>	<b>HTOS 12.21</b>	D
228	Kauai, HI	25.75	38.75	D	<b>HTOS 12.21</b>	<b>HTOS 12.21</b>	<b>HTOS 12.21</b>	D
232	Maui, HI	25.75	38.75	D	<b>HTOS 12.21</b>	<b>HTOS 12.21</b>	<b>HTOS 12.21</b>	D
236	Boise ID	37.00	55.75	F	1.45	0.20	4.05	F
240	Pocatello ID	37.00	55.75	F	1.40	0.17	2.35	F
244	Twin Falls ID	27.75	42.00	D	1.20	0.16	3.55	D
248	Bloomington IL	37.00	55.75	F	1.60	0.20	4.75	F
252	Chicago IL	45.75	68.50	H	2.25	0.25	5.20	H
256	Mount Vernon IL	45.75	68.50	H	1.45	0.20	3.55	H
260	Peoria IL	32.50	48.75	E	1.50	0.20	4.30	E
264	Springfield IL	37.00	55.75	F	1.45	0.20	4.60	F
268	Elkhart IN	41.25	62.00	G	1.50	0.20	4.10	G
272	Evansville IN	27.75	42.00	D	1.40	0.17	3.05	D
276	Ft. Wayne IN	37.00	55.75	F	1.40	0.17	2.85	F

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		Reg	OT	L/C	1ST Day	Ea ADD Day	W/H	P/D From SIT
280	Indianapolis IN	32.50	48.75	E	1.25	0.17	2.45	E
284	Lafayette IN	32.50	48.75	E	1.40	0.17	2.85	E
288	Terre Haute IN	37.00	55.75	F	1.30	0.17	2.80	F
292	Davenport IA	32.50	48.75	E	1.50	0.20	4.10	E
296	Des Moines IA	27.75	42.00	D	1.60	0.20	4.10	D
300	Sioux City IA	37.00	55.75	F	1.40	0.17	3.55	F
304	Waterloo IA	32.50	48.75	E	1.50	0.20	4.10	E
308	Dodge City KS	32.50	48.75	E	1.05	0.15	1.90	E
312	Great Bend KS	32.50	48.75	E	1.05	0.15	1.90	E
316	Topeka KS	27.75	42.00	D	1.40	0.17	3.80	D
320	Wichita KS	32.50	48.75	E	1.25	0.17	3.05	E
324	Bowling Green KY	23.25	35.00	C	1.15	0.16	2.35	C
328	Lexington KY	19.00	28.25	B	1.25	0.17	2.45	B
332	Louisville KY	27.75	42.00	D	1.70	0.21	4.85	D
336	Paducah KY	23.25	35.00	C	1.15	0.15	1.90	C
340	Somerset KY	23.25	35.00	C	1.05	0.15	1.90	C
344	Alexandria LA	32.50	48.75	E	1.25	0.17	2.35	E
348	Lafayette LA	27.75	42.00	D	1.45	0.20	2.75	D
352	Monroe LA	41.25	62.00	G	1.15	0.16	2.35	G
356	New Orleans LA	19.00	28.25	B	1.25	0.17	2.35	B
360	Shreveport LA	19.00	28.25	B	1.25	0.17	2.35	B
364	Augusta ME	32.50	48.75	E	1.25	0.17	2.95	E
368	Bangor ME	32.50	48.75	E	1.25	0.17	3.35	E
372	Portland ME	37.00	55.75	F	1.50	0.20	3.35	F
376	Presque Isle ME	32.50	48.75	E	1.40	0.17	3.35	E

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		Reg	OT	L/C	1ST Day	Ea ADD Day	W/H	P/D From SIT
380	Baltimore MD	37.00	55.75	F	1.50	0.20	2.70	F
384	Boston MA	45.75	68.50	H	1.75	0.20	4.20	H
388	Springfield MA	41.25	62.00	G	1.45	0.20	3.10	G
392	Not Applicable			-	-	-	-	-
396	Cadillac MI	41.25	62.00	G	1.40	0.17	3.85	G
400	Detroit MI	45.75	68.50	H	1.75	0.20	5.25	H
404	Grand Rapids MI	45.75	68.50	H	1.45	0.20	2.85	H
408	Marquette MI	41.25	62.00	G	1.40	0.17	2.45	G
412	Duluth MN	45.75	68.50	H	1.50	0.20	4.40	H
416	Minneapolis MN	45.75	68.50	H	2.00	0.21	4.75	H
420	Rochester MN	41.25	62.00	G	1.40	0.20	2.95	G
424	Greenville MS	27.75	42.00	D	1.15	0.16	1.90	D
428	Gulfport MS	27.75	42.00	D	1.40	0.17	2.20	D
432	Jackson MS	37.00	55.75	F	1.20	0.16	2.45	F
436	Meridian MS	19.00	28.25	B	1.05	0.15	1.90	B
440	Tupelo MS	27.75	42.00	D	1.05	0.15	1.90	D
444	Columbia MO	19.00	28.25	B	1.45	0.20	2.85	B
448	Kansas City MO	32.50	48.75	E	1.45	0.20	4.10	E
452	Springfield MO	19.00	28.25	B	1.05	0.15	1.90	B
456	St. Louis MO	37.00	55.75	F	1.40	0.17	3.35	F
460	Billings MT	23.25	35.00	C	1.45	0.20	5.25	C
464	Butte MT	32.50	48.75	E	1.25	0.16	3.55	E
468	Glasgow MT	32.50	48.75	E	1.05	0.15	2.70	E
472	Great Falls MT	41.25	62.00	G	1.45	0.20	5.25	G
476	Missoula MT	37.00	55.75	F	1.40	0.17	3.05	F

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		Reg	OT	L/C	1ST Day	Ea ADD Day	W/H	P/D From SIT
480	Grand Island NE	23.25	35.00	C	1.05	0.15	2.35	C
484	North Platte NE	23.25	35.00	C	1.15	0.16	2.25	C
488	Omaha NE	27.75	42.00	D	1.40	0.17	2.80	D
492	Scottsbluff NE	14.25	21.25	A	1.15	0.16	2.10	A
496	Elko NV	45.75	68.50	H	1.05	0.15	1.90	H
500	Las Vegas NV	45.75	68.50	H	1.85	0.21	5.05	H
504	Reno NV	41.25	62.00	G	2.15	0.22	3.80	G
508	Laconia NH	32.50	48.75	E	1.25	0.17	2.65	E
512	Lakewood NJ	37.00	55.75	F	1.75	0.21	4.10	F
516	Albuquerque NM	32.50	48.75	E	1.25	0.17	3.05	E
520	Carlsbad NM	32.50	48.75	E	1.25	0.17	2.00	E
524	Clovis NM	27.75	42.00	D	1.15	0.15	2.25	D
528	Gallup NM	32.50	48.75	E	1.25	0.17	3.05	E
532	Las Cruces NM	27.75	42.00	D	1.05	0.15	2.05	D
536	Albany NY	37.00	55.75	F	1.45	0.20	3.55	F
540	Buffalo NY	45.75	68.50	H	1.60	0.20	4.80	H
544	New York NY	45.75	68.50	H	2.25	0.22	5.20	H
548	Plattsburgh NY	32.50	48.75	E	1.25	0.17	3.10	E
552	Syracuse NY	41.25	62.00	G	1.45	0.20	3.80	G
556	Utica NY	27.75	42.00	D	1.25	0.17	2.25	D
560	Asheville NC	23.25	35.00	C	1.15	0.16	2.35	C
564	Charlotte NC	27.75	42.00	D	1.25	0.17	2.25	D
568	Fayetteville NC	14.25	21.25	A	1.15	0.16	2.35	A
572	Greenville NC	23.25	25.00	C	1.05	0.15	1.90	C
576	Jacksonville NC	19.00	28.25	B	1.15	0.16	2.10	B

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		Reg	OT	L/C	1ST Day	Ea ADD Day	W/H	P/D From SIT
580	Raleigh Durham NC	27.75	42.00	D	1.20	0.16	2.25	D
584	Winston Salem NC	27.75	42.00	D	1.15	0.16	2.45	D
588	Bismarck ND	23.25	35.00	C	1.75	0.20	4.40	C
592	Dickinson ND	23.25	35.00	C	1.75	0.20	4.40	C
596	Fargo ND	27.75	42.00	D	1.75	0.20	4.40	D
600	Grand Forks ND	41.25	62.00	G	1.45	0.20	3.15	G
604	Minot ND	23.25	35.00	C	1.75	0.20	4.40	C
608	Cincinnati OH	37.00	55.75	F	1.70	0.20	4.35	F
612	Cleveland OH	45.75	68.50	H	1.75	0.21	4.75	H
616	Columbus OH	27.75	42.00	D	1.25	0.17	3.10	D
620	Dayton OH	37.00	55.75	F	1.85	0.20	2.70	F
624	Marietta OH	27.75	42.00	D	1.50	0.17	4.35	D
628	Toledo OH	32.50	48.75	E	1.75	0.20	4.20	E
632	Enid OK	37.00	55.75	F	1.20	0.16	2.80	F
636	Oklahoma City OK	19.00	28.25	B	1.70	0.20	4.00	B
640	Tulsa OK	32.50	48.75	E	1.70	0.20	3.35	E
644	Bend OR	37.00	55.75	F	1.60	0.20	4.85	F
648	Eugene OR	37.00	55.75	F	2.05	0.21	5.05	F
652	Medford OR	41.25	62.00	G	1.45	0.20	4.20	G
656	Pendleton OR	32.50	48.75	E	1.45	0.20	4.20	E
660	Portland OR	45.75	68.50	H	2.05	0.21	5.05	H
664	Altoona PA	32.50	48.75	E	1.40	0.17	2.45	E
668	Erie PA	37.00	55.75	F	1.25	0.17	3.80	F
672	Philadelphia PA	41.25	62.00	G	1.85	0.20	5.25	G
676	Pittsburgh PA	32.50	55.75	F	2.05	0.21	4.65	F

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		Reg	OT	L/C	1ST Day	Ea ADD Day	W/H	P/D From SIT
680	Scranton PA	41.25	62.00	G	1.25	0.17	2.05	G
684	Providence RI	45.75	68.50	H	1.45	0.17	3.15	H
688	Anderson SC	23.25	35.00	C	1.25	0.17	2.25	C
692	Charleston SC	32.50	48.75	E	1.25	0.17	2.25	E
696	Columbia SC	23.25	35.00	C	1.25	0.17	2.35	C
700	Aberdeen SD	27.75	42.00	D	1.20	0.16	2.70	D
704	Pierre SD	27.75	42.00	D	1.20	0.16	2.20	D
708	Rapid City SD	19.00	28.25	B	1.40	0.17	2.45	B
712	Sioux Falls SD	32.50	48.75	E	1.40	0.17	3.05	E
716	Bristol TN	37.00	55.75	F	1.05	0.15	2.35	F
720	Chattanooga TN	23.25	35.00	C	1.25	0.17	2.80	C
724	Knoxville TN	27.75	42.00	D	1.05	0.15	2.65	D
728	Memphis TN	37.00	55.75	F	1.75	0.20	4.95	F
732	Nashville TN	23.25	35.00	C	1.25	0.17	2.35	C
736	Abilene TX	27.75	42.00	D	1.25	0.17	2.10	D
740	Amarillo TX	27.75	42.00	D	1.05	0.15	2.65	D
744	Austin TX	32.50	48.75	E	1.20	0.16	2.45	E
748	Corpus Christi TX	37.00	55.75	F	1.05	0.15	1.90	F
752	Dallas TX	32.50	48.75	E	2.20	0.25	4.75	E
756	Del Rio TX	27.75	42.00	D	1.05	0.15	1.90	D
760	El Paso TX	23.25	35.00	C	1.05	0.15	1.90	C
764	Houston TX	27.75	42.00	D	1.50	0.20	4.00	D
768	Laredo TX	27.75	42.00	D	1.05	0.15	1.90	D
772	Lubbock TX	27.75	42.00	D	1.40	0.17	2.65	D
776	Midland TX	23.25	35.00	C	1.70	0.20	4.35	C

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		Reg	OT	L/C	1ST Day	Ea ADD Day	W/H	P/D From SIT
780	San Antonio TX	23.25	35.00	C	1.40	0.17	3.55	C
784	Tyler TX	27.75	42.00	D	1.05	0.15	2.35	D
788	Wichita Falls TX	37.00	55.75	F	1.40	0.17	2.70	F
792	Cedar City UT	27.75	42.00	D	1.25	0.17	3.05	D
796	Provo UT	27.75	42.00	D	1.40	0.17	2.70	D
800	Salt Lake City UT	27.75	42.00	D	1.40	0.17	2.70	D
804	Bennington VT	27.75	42.00	D	1.05	0.20	2.90	D
808	Burlington VT	27.75	42.00	D	1.45	0.20	2.85	D
812	Charlottesville VA	27.75	42.00	D	1.15	0.16	2.35	D
816	Norfolk VA	23.25	35.00	C	1.25	0.17	2.25	C
820	Richmond VA	32.50	48.75	E	1.05	0.16	3.80	E
824	Roanoke VA	27.75	42.00	D	1.05	0.16	3.80	D
828	Winchester VA	32.50	48.75	E	1.05	0.15	1.90	E
832	Bellingham WA	41.25	62.00	G	1.60	0.20	4.40	G
836	Richland WA	41.25	62.00	G	1.40	0.17	3.90	G
840	Seattle WA	41.25	62.00	G	2.10	0.21	5.25	G
844	Spokane WA	41.25	62.00	G	1.40	0.17	3.90	G
848	Yakima WA	37.00	55.75	F	1.50	0.20	3.90	F
852	Charleston WV	32.50	48.75	E	1.50	0.17	4.35	E
856	Clarksburg WV	32.50	48.75	E	1.40	0.17	3.05	E
860	Huntington WV	27.75	42.00	D	1.50	0.20	4.35	D
864	Eau Claire WI	32.50	48.75	E	1.05	0.15	3.05	E
868	Madison WI	37.00	55.75	F	1.40	0.17	3.05	F
872	Milwaukee WI	37.00	55.75	F	1.60	0.20	4.20	F

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SA No	Service Area	HTOS Section 12.7 Labor		HTOS Section 12.26	HTOS Section 12.17 Storage-In-Transit (SIT)			HTOS Section 12.19
		Reg	OT	L/C	1ST Day	Ea ADD Day	W/H	P/D From SIT
876	Wausau/Green Bay WI	37.00	55.75	F	1.40	0.17	4.05	F
880	Casper WY	32.50	48.75	E	1.25	0.17	2.35	E
884	Cody WY	27.75	42.00	D	1.25	0.15	2.45	D
888	Rock Springs WY	45.75	68.50	H	1.90	0.22	4.20	H



## Part IV – Surface Linehaul Rate Tables

### 12.28 Surface Linehaul Rate Table for Overseas Areas Not Otherwise Specified

The following table will be used for all overseas areas not otherwise specified for delivery in/out of SIT, diversions, terminations, alternate ports, etc., involving surface HHG shipments. “Break points” indicate weight at which lower charge develops by use of lowest weight and applicable rate in next higher weight bracket.

<b>Surface Linehaul Rate Table For Overseas Areas Not Otherwise Specified</b>					
MILES	LESS THAN 2,000 LBS. INCL.	BREAK POINT	2,000 TO 3,999 LBS. INCL.	BREAK POINT	4,000 LBS. AND OVER
1 - 50	3.80	1,737	3.30	3,637	3.00
51 - 75	5.40	1,723	4.65	3,613	4.20
76 - 100	6.15	1,724	5.30	3,623	4.80
101 - 150	6.90	1,740	6.00	3,567	5.35
151 - 200	7.65	1,752	6.70	3,583	6.00
201 - 250	8.45	1,740	7.35	3,592	6.60
251 - 300	9.20	1,740	8.00	3,601	7.20
301 - 350	10.00	1,741	8.70	3,587	7.80
351 - 400	10.75	1,740	9.35	3,573	8.35
401 - 450	11.50	1,740	10.00	3,581	8.95
451 - 500	12.30	1,740	10.70	3,589	9.60
501 - 550	13.05	1,740	11.35	3,595	10.20
551 - 600	13.80	1,740	12.00	3,601	10.80
601 - 650	14.55	1,739	12.65	3,605	11.40
651 - 700	15.35	1,740	13.35	3,596	12.00
701 - 750	16.10	1,740	14.00	3,601	12.60
751 - 800	16.90	1,734	14.65	3,605	13.20
801 - 850	17.65	1,740	15.35	3,597	13.80
851 - 900	18.40	1,740	16.00	3,601	14.40
Note: Over 900 miles, add US\$1.35 for each additional 100 miles or fraction thereof, to 900-mile rate shown above.					

## 12.29 Surface Linehaul Rate Table for Belgium, Italy, and The Netherlands

The following table will be used for Belgium, Italy, and The Netherlands for delivery in/out of SIT, diversions, terminations, alternate ports, etc., involving surface HHG shipments. "Break points" indicate weight at which lower charge develops by use of lowest weight and applicable rate in next higher weight bracket.

Surface Linehaul Rate Table for Belgium, Italy, and The Netherlands					
MILES	LESS THAN 2,000 LBS. INCL.	BREAK POINT	2,000 TO 3,999 LBS. INCL.	BREAK POINT	4,000 LBS. AND OVER
1 - 50	3.95	1,747	3.45	3,595	3.10
51 - 75	6.35	1,733	5.50	3,637	5.00
76 - 100	7.95	1,736	6.90	3,595	6.20
101 - 150	9.50	1,748	8.30	3,591	7.45
151 - 200	11.10	1,739	9.65	3,607	8.70
201 - 250	12.20	1,746	10.65	3,587	9.55
251 - 300	13.35	1,738	11.60	3,587	10.40
301 - 350	14.45	1,738	12.55	3,602	11.30
351 - 400	15.55	1,737	13.50	3,601	12.15
401 - 450	16.65	1,742	14.50	3,601	13.05
451 - 500	17.80	1,736	15.45	3,599	13.90
501 - 550	18.85	1,741	16.40	3,610	14.80
551 - 600	20.00	1,736	17.35	3,609	15.65
601 - 650	21.10	1,740	18.35	3,597	16.50
651 - 700	22.20	1,739	19.30	3,596	17.35
701 - 750	23.30	1,743	20.30	3,597	18.25
751 - 800	24.45	1,739	21.25	3,596	19.10
801 - 850	25.55	1,738	22.20	3,604	20.00
851 - 900	26.65	1,738	23.15	3,603	20.85
901 - 950	27.75	1,741	24.15	3,562	21.50

<b>Surface Linehaul Rate Table for Belgium, Italy, and The Netherlands</b>					
<b>MILES</b>	<b>LESS THAN 2,000 LBS. INCL.</b>	<b>BREAK POINT</b>	<b>2,000 TO 3,999 LBS. INCL.</b>	<b>BREAK POINT</b>	<b>4,000 LBS. AND OVER</b>
951 - 1000	28.85	1,741	25.10	3,602	22.60
1001 - 1100	29.95	1,740	26.05	3,601	23.45
1101 - 1200	33.35	1,737	28.95	3,600	26.05
1201 - 1300	35.50	1,741	30.90	3,599	27.80
1301 - 1400	37.75	1,738	32.80	3,604	29.55
1401 - 1500	40.00	1,738	34.75	3,603	31.30
1501 - 1600	42.15	1,742	36.70	3,603	33.05
<p>Note: Over 1,600 miles, add US\$2.00 for each additional 100 miles or fraction thereof, to 1,600-mile rate shown above.</p>					

### **12.30 Surface Linehaul Rate Table for CONUS, Canada, Alaska, and Hawaii**

The following table will be used for CONUS, Canada, Alaska, and Hawaii for delivery in/out of SIT, diversions, terminations, alternate ports, etc., involving surface HHG shipments. “Break points” indicate weight at which lower charge develops by use of lowest weight and applicable rate in next higher weight bracket.

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Surface Linehaul Rate Table for CONUS, Canada, Alaska, and Hawaii											
MILES	LESS THAN 1,000 LBS. INCL.	BRK PT.	1,000 TO 1,999 LBS. INCL.	BRK PT.	2,000 TO 3,999 LBS. INCL.	BRK PT.	4,000 TO 7,999 LBS. INCL.	BRK PT.	8,000 TO 11,999 LBS. INCL.	BRK PT.	12,000 LBS. AND OVER
1 - 10	14.95	653	9.75	1,683	8.20	3,464	7.10	6,536	5.80	11,690	5.65
11 - 20	15.50	668	10.35	1,653	8.55	3,369	7.20	6,667	6.00	11,501	5.75
21 - 30	16.30	672	10.95	1,644	9.00	3,356	7.55	6,464	6.10	11,410	5.80
31 - 40	17.20	652	11.20	1,643	9.20	3,348	7.70	6,598	6.35	11,528	6.10
41 - 50	18.05	649	11.70	1,659	9.70	3,382	8.20	6,244	6.40	11,532	6.15
51 - 60	18.80	636	11.95	1,657	9.90	3,374	8.35	6,611	6.90	11,131	6.40
61 - 70	19.60	641	12.55	1,650	10.35	3,305	8.55	6,737	7.20	11,501	6.90
71 - 80	20.30	648	13.15	1,613	10.60	3,378	8.95	6,749	7.55	11,444	7.20
81 - 90	21.30	639	13.60	1,618	11.00	3,346	9.20	6,696	7.70	11,767	7.55
91 - 100	22.10	629	13.90	1,619	11.25	3,432	9.65	6,881	8.30	11,133	7.70
101 - 110	22.90	634	14.50	1,614	11.70	3,317	9.70	6,887	8.35	11,138	7.75
111 - 120	23.60	634	14.95	1,592	11.90	3,278	9.75	6,934	8.45	11,787	8.30
121 - 130	24.30	636	15.45	1,573	12.15	3,260	9.90	6,910	8.55	11,720	8.35
131 - 140	24.90	639	15.90	1,579	12.55	3,251	10.20	6,942	8.85	11,458	8.45
141 - 150	25.60	637	16.30	1,589	12.95	3,182	10.30	6,952	8.95	11,866	8.85
151 - 160	26.15	643	16.80	1,572	13.20	3,197	10.55	6,863	9.05	11,934	9.00
161 - 170	26.80	648	17.35	1,534	13.30	3,294	10.95	7,051	9.65	11,254	9.05
171 - 180	27.40	646	17.70	1,549	13.70	3,241	11.10	7,028	9.75	11,324	9.20
181 - 190	27.95	646	18.05	1,563	14.10	3,192	11.25	7,254	10.20	11,236	9.55
191 - 200	28.65	639	18.30	1,574	14.40	3,251	11.70	7,077	10.35	11,305	9.75
201 - 220	29.45	639	18.80	1,575	14.80	3,230	11.95	7,331	10.95	11,179	10.20
221 - 240	30.25	640	19.35	1,597	15.45	3,211	12.40	7,226	11.20	11,304	10.55
241 - 260	30.85	650	20.05	1,582	15.85	3,168	12.55	7,267	11.40	11,685	11.10
261 - 280	31.70	641	20.30	1,621	16.45	3,210	13.20	7,243	11.95	11,448	11.40
281 - 300	32.35	645	20.85	1,641	17.10	3,182	13.60	7,353	12.50	11,473	11.95
301 - 320	33.20	647	21.45	1,628	17.45	3,187	13.90	7,454	12.95	11,584	12.50
321 - 340	33.85	653	22.10	1,634	18.05	3,214	14.50	7,338	13.30	11,685	12.95
341 - 360	34.45	664	22.85	1,637	18.70	3,198	14.95	7,412	13.85	11,524	13.30

Surface Linehaul Rate Table for CONUS, Canada, Alaska, and Hawaii											
MILES	LESS THAN 1,000 LBS. INCL.	BRK PT.	1,000 TO 1,999 LBS. INCL.	BRK PT.	2,000 TO 3,999 LBS. INCL.	BRK PT.	4,000 TO 7,999 LBS. INCL.	BRK PT.	8,000 TO 11,999 LBS. INCL.	BRK PT.	12,000 LBS. AND OVER
361 - 380	35.10	666	23.35	1,658	19.35	3,205	15.50	7,433	14.40	11,542	13.85
381 - 400	35.75	662	23.65	1,675	19.80	3,213	15.90	7,523	14.95	11,559	14.40
401 - 420	36.35	672	24.40	1,656	20.20	3,258	16.45	7,538	15.50	11,459	14.80
421 - 440	37.15	667	24.75	1,669	20.65	3,274	16.90	7,527	15.90	11,661	15.45
441 - 460	37.95	661	25.05	1,701	21.30	3,259	17.35	7,586	16.45	11,417	15.65
461 - 480	38.60	668	25.75	1,678	21.60	3,278	17.70	7,594	16.80	11,358	15.90
481 - 500	39.35	665	26.15	1,691	22.10	3,267	18.05	7,579	17.10	11,544	16.45
501 - 520	39.95	671	26.80	1,691	22.65	3,232	18.30	7,585	17.35	11,620	16.80
521 - 540	40.55	668	27.05	1,705	23.05	3,263	18.80	7,532	17.70	11,594	17.10
541 - 560	40.95	670	27.40	1,716	23.50	3,252	19.10	7,561	18.05	11,535	17.35
561 - 580	41.60	669	27.80	1,702	23.65	3,290	19.45	7,527	18.30	11,443	17.45
581 - 600	41.90	670	28.05	1,730	24.25	3,242	19.65	7,614	18.70	11,583	18.05
601 - 620	42.50	673	28.60	1,707	24.40	3,287	20.05	7,542	18.90	11,620	18.30
621 - 640	42.95	672	28.85	1,709	24.65	3,278	20.20	7,703	19.45	11,445	18.55
641 - 660	43.35	673	29.15	1,709	24.90	3,318	20.65	7,613	19.65	11,481	18.80
661 - 680	43.65	672	29.30	1,748	25.60	3,266	20.90	7,675	20.05	11,432	19.10
681 - 700	44.20	670	29.60	1,747	25.85	3,296	21.30	7,587	20.20	11,644	19.60
701 - 725	44.55	674	30.00	1,744	26.15	3,282	21.45	7,628	20.45	11,619	19.80
726 - 750	44.95	680	30.55	1,729	26.40	3,281	21.65	7,723	20.90	11,541	20.10
751 - 775	45.45	679	30.85	1,738	26.80	3,284	22.00	7,746	21.30	11,437	20.30
776 - 800	45.80	683	31.25	1,732	27.05	3,350	22.65	7,630	21.60	11,584	20.85
801 - 825	46.25	686	31.70	1,729	27.40	3,365	23.05	7,636	22.00	11,646	21.35
826 - 850	46.40	689	31.95	1,741	27.80	3,353	23.30	7,691	22.40	11,599	21.65
851 - 875	46.55	690	32.10	1,742	27.95	3,364	23.50	7,779	22.85	11,554	22.00
876 - 900	46.95	690	32.35	1,744	28.20	3,355	23.65	7,814	23.10	11,533	22.20
901 - 925	47.15	695	32.75	1,747	28.60	3,399	24.30	7,688	23.35	11,641	22.65
926 - 950	47.60	695	33.05	1,746	28.85	3,418	24.65	7,660	23.60	11,721	23.05
951 - 975	47.75	698	33.30	1,757	29.25	3,426	25.05	7,745	24.25	11,555	23.35

Surface Linehaul Rate Table for CONUS, Canada, Alaska, and Hawaii											
MILES	LESS THAN 1,000 LBS. INCL.	BRK PT.	1,000 TO 1,999 LBS. INCL.	BRK PT.	2,000 TO 3,999 LBS. INCL.	BRK PT.	4,000 TO 7,999 LBS. INCL.	BRK PT.	8,000 TO 11,999 LBS. INCL.	BRK PT.	12,000 LBS. AND OVER
976 - 1000	48.95	684	33.45	1,770	29.60	3,473	25.70	7,627	24.50	11,584	23.65
1001 - 1050	50.15	686	34.40	1,768	30.40	3,448	26.20	7,817	25.60	11,602	24.75
1051 - 1100	51.60	684	35.25	1,774	31.25	3,489	27.25	7,692	26.20	11,726	25.60
1101 - 1150	52.90	680	35.95	1,786	32.10	3,477	27.90	7,757	27.05	11,623	26.20
1151 - 1200	54.20	686	37.15	1,780	33.05	3,462	28.60	7,805	27.90	11,635	27.05
1201 - 1250	55.35	685	37.90	1,771	33.55	3,494	29.30	7,809	28.60	11,707	27.90
1251 - 1300	56.60	682	38.60	1,783	34.40	3,489	30.00	7,814	29.30	11,714	28.60
1301 - 1350	57.35	688	39.40	1,787	35.20	3,506	30.85	7,780	30.00	11,701	29.25
1351 - 1400	58.15	694	40.35	1,772	35.75	3,519	31.45	7,784	30.60	11,726	29.90
1401 - 1450	59.00	696	41.05	1,779	36.50	3,507	32.00	7,863	31.45	11,676	30.60
1451 - 1500	59.75	700	41.80	1,780	37.20	3,522	32.75	7,842	32.10	11,683	31.25
1501 - 1550	60.40	704	42.50	1,786	37.95	3,526	33.45	7,845	32.80	11,744	32.10
1551 - 1600	61.20	705	43.10	1,792	38.60	3,539	34.15	7,813	33.35	11,803	32.80
1601 - 1650	61.85	705	43.60	1,801	39.25	3,547	34.80	7,817	34.00	11,771	33.35
1651 - 1700	62.55	707	44.20	1,808	39.95	3,555	35.50	7,809	34.65	11,775	34.00
1701 - 1750	63.25	708	44.75	1,813	40.55	3,547	35.95	7,845	35.25	11,796	34.65
1751 - 1800	63.85	712	45.45	1,820	41.35	3,560	36.80	7,805	35.90	11,783	35.25
1801 - 1850	64.55	717	46.25	1,804	41.70	3,578	37.30	7,840	36.55	11,787	35.90
1851 - 1900	65.05	721	46.85	1,796	42.05	3,620	38.05	7,822	37.20	11,791	36.55
1901 - 1950	65.90	723	47.60	1,803	42.90	3,595	38.55	7,866	37.90	11,763	37.15
1951 - 2000	66.50	725	48.20	1,799	43.35	3,599	39.00	7,857	38.30	11,875	37.90
2001 - 2050	67.25	728	48.95	1,794	43.90	3,618	39.70	7,849	38.95	11,877	38.55
2051 - 2100	67.85	728	49.35	1,806	44.55	3,632	40.45	7,793	39.40	11,879	39.00
2101 - 2150	68.55	732	50.15	1,803	45.20	3,633	41.05	7,815	40.10	11,821	39.50
2151 - 2200	69.20	730	50.50	1,814	45.80	3,642	41.70	7,789	40.60	11,853	40.10
2201 - 2250	69.75	733	51.10	1,817	46.40	3,634	42.15	7,849	41.35	11,783	40.60
2251 - 2300	70.25	737	51.75	1,815	46.95	3,647	42.80	7,814	41.80	11,785	41.05
2301 - 2350	70.75	736	52.05	1,826	47.50	3,634	43.15	7,815	42.15	11,872	41.70
2351 - 2400	71.30	741	52.80	1,809	47.75	3,657	43.65	7,863	42.90	11,791	42.15

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Surface Linehaul Rate Table for CONUS, Canada, Alaska, and Hawaii											
MILES	LESS THAN 1,000 LBS. INCL.	BRK PT.	1,000 TO 1,999 LBS. INCL.	BRK PT.	2,000 TO 3,999 LBS. INCL.	BRK PT.	4,000 TO 7,999 LBS. INCL.	BRK PT.	8,000 TO 11,999 LBS. INCL.	BRK PT.	12,000 LBS. AND OVER
2401 - 2450	72.00	741	53.30	1,809	48.20	3,677	44.30	7,793	43.15	11,931	42.90
2451 - 2500	72.45	744	53.90	1,813	48.85	3,665	44.75	7,804	43.65	11,918	43.35
2501 - 2550	72.65	747	54.20	1,812	49.10	3,662	44.95	7,885	44.30	11,824	43.65
2551 - 2600	72.85	747	54.40	1,822	49.55	3,670	45.45	7,877	44.75	11,866	44.25
2601 - 2650	73.50	746	54.80	1,831	50.15	3,654	45.80	7,878	45.10	11,828	44.45
2651 - 2700	73.65	751	55.25	1,827	50.45	3,671	46.30	7,888	45.65	11,764	44.75
2701 - 2750	73.95	750	55.45	1,827	50.65	3,669	46.45	7,906	45.90	11,791	45.10
2751 - 2800	74.10	755	55.90	1,829	51.10	3,676	46.95	7,907	46.40	11,807	45.65
2801 - 2850	74.75	752	56.20	1,828	51.35	3,701	47.50	7,891	46.85	11,757	45.90
2851 - 2900	74.95	756	56.65	1,828	51.75	3,691	47.75	7,892	47.10	11,822	46.40
2901 - 2950	75.15	756	56.80	1,831	52.00	3,708	48.20	7,884	47.50	11,836	46.85
2951 - 3000	75.50	760	57.35	1,828	52.40	3,699	48.45	7,885	47.75	11,850	47.15
3001 - 3050	76.00	761	57.80	1,831	52.90	3,702	48.95	7,878	48.20	11,864	47.65
3051 - 3100	76.25	761	58.00	1,837	53.25	3,689	49.10	7,943	48.75	11,767	47.80
3101 - 3150	76.40	762	58.20	1,842	53.60	3,698	49.55	7,904	48.95	11,829	48.25
3151 - 3200	76.90	765	58.80	1,837	54.00	3,719	50.20	7,841	49.20	11,891	48.75
3201 - 3250	77.05	766	59.00	1,838	54.20	3,724	50.45	7,874	49.65	11,831	48.95
3251 - 3300	77.50	768	59.45	1,844	54.80	3,698	50.65	7,929	50.20	11,738	49.10
3301 - 3350	77.55	768	59.55	1,848	55.00	3,713	51.05	7,899	50.40	11,751	49.35
3351 - 3400	77.80	767	59.65	1,855	55.30	3,715	51.35	7,891	50.65	11,847	50.00
3401 - 3450	78.15	765	59.75	1,857	55.45	3,734	51.75	7,892	51.05	11,801	50.20
3451 - 3500	78.20	770	60.15	1,846	55.50	3,734	51.80	7,892	51.10	11,848	50.45
3501 - 3550	78.40	770	60.30	1,858	56.00	3,715	52.00	7,901	51.35	11,837	50.65
3551 - 3600	78.60	772	60.65	1,854	56.20	3,730	52.40	7,901	51.75	11,838	51.05
3601 - 3650	78.90	773	60.95	1,858	56.60	3,718	52.60	7,902	51.95	11,816	51.15
3651 - 3700	79.15	774	61.20	1,853	56.70	3,732	52.90	7,872	52.05	11,897	51.60
3701 - 3750	79.60	773	61.50	1,849	56.85	3,747	53.25	7,880	52.45	11,852	51.80
3751 - 3800	79.75	775	61.75	1,858	57.35	3,732	53.50	7,896	52.80	11,819	52.00

## 12.31 Surface Linehaul Rate Table for Greece, Spain, and Other European Countries Not Otherwise Specified

The following table will be used for Greece, Spain, and other European Countries not otherwise specified for delivery in/out of SIT, diversions, terminations, alternate ports, etc., involving surface HHG shipments. "Break points" indicate weight at which lower charge develops by use of lowest weight and applicable rate in next higher weight bracket.

<b>Surface Linehaul Rate Table for Greece, Spain, and Other European Countries Not Otherwise Specified</b>					
<b>MILES</b>	<b>LESS THAN 2,000 LBS. INCL.</b>	<b>BREAK POINT</b>	<b>2,000 TO 3,999 LBS. INCL.</b>	<b>BREAK POINT</b>	<b>4,000 LBS. AND OVER</b>
1 - 50	4.80	1,751	4.20	3,572	3.75
51 - 75	6.75	1,734	5.85	3,624	5.30
76 - 100	7.70	1,728	6.65	3,640	6.05
101 - 150	8.65	1,735	7.50	3,627	6.80
151 - 200	9.60	1,740	8.35	3,593	7.50
201 - 250	10.55	1,745	9.20	3,587	8.25
251 - 300	11.55	1,741	10.05	3,602	9.05
301 - 350	12.50	1,737	10.85	3,613	9.80
351 - 400	13.45	1,740	11.70	3,590	10.50
401 - 450	14.40	1,744	12.55	3,602	11.30
451 - 500	15.40	1,734	13.35	3,611	12.05
501 - 550	16.30	1,743	14.20	3,606	12.80
551 - 600	17.30	1,740	15.05	3,589	13.50
601 - 650	18.25	1,737	15.85	3,609	14.30
651 - 700	19.20	1,740	16.70	3,605	15.05
701 - 750	20.15	1,742	17.55	3,602	15.80
751 - 800	21.15	1,740	18.40	3,598	16.55
801 - 850	22.10	1,738	19.20	3,605	17.30
851 - 900	23.05	1,740	20.05	3,601	18.05
Note: Over 900 miles, add US\$1.70 for each additional 100 miles or fraction thereof, to 900-mile rate shown above.					



## 12.32 Surface Linehaul Rate Table for Japan

The following table will be used for Japan for delivery in/out of SIT, diversions, terminations, alternate ports, etc., involving surface HHG shipments. "Break points" indicate weight at which lower charge develops by use of lowest weight and applicable rate in next higher weight bracket.

<b>Surface Linehaul Rate Table for Japan</b>					
<b>MILES</b>	<b>LESS THAN 2,000 LBS. INCL.</b>	<b>BREAK POINT</b>	<b>2,000 TO 3,999 LBS. INCL.</b>	<b>BREAK POINT</b>	<b>4,000 LBS. AND OVER</b>
1 - 50	2.55	1,765	2.25	3,556	2.00
51 - 75	5.20	1,731	4.50	3,601	4.05
76 - 100	7.50	1,681	6.30	3,620	5.70
101 - 150	9.35	1,744	8.15	3,583	7.30
151 - 200	10.40	1,741	9.05	3,603	8.15
201 - 250	11.45	1,730	9.90	3,617	8.95
251 - 300	12.45	1,743	10.85	3,503	9.50
301 - 350	13.50	1,741	11.75	3,592	10.55
351 - 400	14.55	1,739	12.65	3,589	11.35
401 - 450	15.55	1,743	13.55	3,602	12.20
451 - 500	16.60	1,741	14.45	3,599	13.00
501 - 550	17.65	1,740	15.35	3,597	13.80
551 - 600	18.70	1,738	16.25	3,594	14.60
601 - 650	19.70	1,742	17.15	3,604	15.45
651 - 700	20.75	1,740	18.05	3,602	16.25
701 - 750	21.80	1,739	18.95	3,599	17.05
751 - 800	22.85	1,738	19.85	3,597	17.85
801 - 850	23.90	1,737	20.75	3,605	18.70
851 - 900	24.90	1,739	21.65	3,603	19.50
Note: Over 900 miles, add US\$1.80 for each additional 100 miles or fraction thereof, to 900-mile rate shown above.					

## 12.33 Surface Linehaul Rate Table for Korea, Philippines, and Other Pacific Areas

The following table will be used for Korea, Philippines, and other Pacific areas for delivery in/out of SIT, diversions, terminations, alternate ports, etc., involving surface HHG shipments. "Break points" indicate weight at which lower charge develops by use of lowest weight and applicable rate in next higher weight bracket.

MILES	LESS THAN 2,000 LBS. INCL.	BREAK POINT	2,000 TO 3,999 LBS. INCL.	BREAK POINT	4,000 LBS. AND OVER
1 - 50	3.20	1,751	2.80	3,572	2.50
51 - 75	6.45	1,737	5.60	3,608	5.05
76 - 100	9.00	1,745	7.85	3,593	7.05
101 - 150	11.60	1,742	10.10	3,585	9.05
151 - 200	12.90	1,729	11.15	3,624	10.10
201 - 250	14.15	1,739	12.30	3,610	11.10
251 - 300	15.45	1,742	13.45	3,599	12.10
301 - 350	16.75	1,738	14.55	3,602	13.10
351 - 400	18.05	1,740	15.70	3,593	14.10
Note: Over 400 miles, add US\$2.25 for each additional 100 miles or fraction thereof, to 400-mile rate shown above					

## 12.34 Surface Linehaul Rate Table for the United Kingdom

The following table will be used for the United Kingdom for delivery in/out of SIT, diversions, terminations, alternate ports, etc., involving surface HHG shipments. “Break points” indicate weight at which lower charge develops by use of lowest weight and applicable rate in next higher weight bracket.

<b>Surface Linehaul Rate Table for the United Kingdom</b>					
<b>MILES</b>	<b>LESS THAN 2,000 LBS. INCL.</b>	<b>BREAK POINT</b>	<b>2,000 TO 3,999 LBS. INCL.</b>	<b>BREAK POINT</b>	<b>4,000 LBS. AND OVER</b>
1 - 50	4.60	1,740	4.00	3,651	3.65
51 - 75	6.55	1,726	5.65	3,611	5.10
76 - 100	7.45	1,732	6.45	3,597	5.80
101 - 150	8.40	1,727	7.25	3,587	6.50
151 - 200	9.30	1,742	8.10	3,605	7.30
201 - 250	10.25	1,737	8.90	3,596	8.00
251 - 300	11.15	1,740	9.70	3,609	8.75
301 - 350	12.10	1,736	10.50	3,601	9.45
351 - 400	13.05	1,740	11.35	3,595	10.20
401 - 450	13.95	1,742	12.15	3,573	10.85
451 - 500	14.90	1,739	12.95	3,599	11.65
501 - 550	15.80	1,741	13.75	3,608	12.40
551 - 600	16.75	1,738	14.55	3,602	13.10
601 - 650	17.65	1,740	15.35	3,610	13.85
651 - 700	18.60	1,742	16.20	3,593	14.55
701 - 750	19.55	1,740	17.00	3,601	15.30
751 - 800	20.50	1,737	17.80	3,607	16.05
801 - 850	21.40	1,739	18.60	3,603	16.75
851 - 900	22.35	1,737	19.40	3,598	17.45
Note: Over 900 miles, add US\$1.60 for each additional 100 miles or fraction thereof, to 900-mile rate shown above					

## 12.35 UAB Linehaul Rate Table for the United Kingdom

The following table will be used for the United Kingdom for delivery in/out of SIT, diversions, terminations, alternate ports, etc., involving UAB shipments. “Break points” indicate weight at which lower charge develops by use of lowest weight and applicable rate in next higher weight bracket.

<b>UAB Linehaul Rate Table for the United Kingdom</b>					
<b>MILES</b>	<b>LESS THAN 2,000 LBS. INCL.</b>	<b>BREAK POINT</b>	<b>2,000 TO 3,999 LBS. INCL.</b>	<b>BREAK POINT</b>	<b>4,000 LBS. AND OVER</b>
1 - 50	4.15	1,747	3.62	3,595	3.26
51 - 75	6.67	1,733	5.78	3,637	5.25
76 - 100	8.35	1,736	7.25	3,595	6.51
101 - 150	9.98	1,748	8.72	3,591	7.82
151 - 200	11.66	1,739	10.13	3,607	9.14
201 - 250	12.81	1,746	11.18	3,587	10.03
251 - 300	14.02	1,738	12.18	3,587	10.92
301 - 350	15.17	1,738	13.18	3,602	11.87
351 - 400	16.33	1,737	14.18	3,601	12.76
401 - 450	17.48	1,742	15.23	3,601	13.70
451 - 500	18.69	1,736	16.22	3,599	14.60
501 - 550	19.79	1,741	17.22	3,610	15.54
551 - 600	21.00	1,736	18.22	3,609	16.43
601 - 650	22.16	1,740	19.27	3,597	17.33
651 - 700	23.31	1,739	20.27	3,596	18.22
701 - 750	24.47	1,743	21.32	3,597	19.16
751 - 800	25.67	1,739	22.31	3,596	20.06
801 - 850	26.83	1,738	23.31	3,604	21.00
851 - 900	27.98	1,738	24.31	3,603	21.89
901 - 950	29.14	1,741	25.36	3,562	22.58
951 - 1000	30.29	1,741	26.36	3,602	23.73

<b>UAB Linehaul Rate Table for the United Kingdom</b>					
<b>MILES</b>	<b>LESS THAN 2,000 LBS. INCL.</b>	<b>BREAK POINT</b>	<b>2,000 TO 3,999 LBS. INCL.</b>	<b>BREAK POINT</b>	<b>4,000 LBS. AND OVER</b>
1001 - 1100	31.45	1,740	27.35	3,601	24.62
1101 - 1200	35.02	1,737	30.40	3,600	27.35
1201 - 1300	37.28	1,741	32.45	3,599	29.19
1301 - 1400	39.64	1,738	34.44	3,604	31.03
1401 - 1500	42.00	1,738	36.49	3,603	32.87
1501 - 1600	44.26	1,742	38.54	3,603	34.70
<p>Note: Over 1,600 miles, add US\$2.10 for each additional 100 miles or fraction thereof, to 1,600 - mile rate shown above.</p>					

## Part V – Service Area Designations

The following tables define the service area (SA) numbers, corresponding to the states, counties, countries, and provinces, used in Part III to determine the applicable rates and charges for services performed at CONUS, Canada, and Hawaii locations for services described in Part II.

ALABAMA SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Autauga	20	46	Dale	8	92	Marengo	16
4	Baldwin	16	48	Dallas	20	94	Marion	4
6	Barbour	212	50	De Kalb	12	96	Marshall	12
8	Bibb	4	52	Elmore	20	98	Mobile	16
10	Blount	4	54	Escambia	188	100	Monroe	16
12	Bullock	20	56	Etowah	4	102	Montgomery	20
14	Butler	20	58	Fayette	4	104	Morgan	12
16	Calhoun	4	60	Franklin	12	106	Perry	20
18	Chambers	212	62	Geneva	8	108	Pickens	436
20	Cherokee	4	64	Greene	4	110	Pike	20
22	Chilton	20	66	Hale	4	112	Randolph	4
24	Choctaw	436	68	Henry	8	114	Russell	212
26	Clarke	16	70	Houston	8	116	Saint Clair	4
28	Clay	4	72	Jackson	12	118	Shelby	4
30	Cleburne	4	74	Jefferson	4	120	Sumter	436
32	Coffee	8	76	Lamar	4	122	Talladega	4
34	Colbert	12	78	Lauderdale	12	124	Tallapoosa	20
36	Conecuh	16	80	Lawrence	12	126	Tuscaloosa	4
38	Coosa	20	82	Lee	212	128	Walker	4
40	Covington	188	84	Limestone	12	130	Washington	16
42	Crenshaw	20	86	Lowndes	20	132	Wilcox	16
44	Cullman	4	88	Macon	20	134	Winston	4
			90	Madison	12			

ARIZONA SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Apache	528	12	Greenlee	32	22	Pima	32
4	Cochise	32	14	La Paz	36	24	Pinal	28
6	Coconino	24	16	Maricopa	28	26	Santa Cruz	32
8	Gila	28	18	Mohave	500	28	Yavapai	24
10	Graham	32	20	Navajo	24	30	Yuma	36

ARKANSAS SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Arkansas	48	52	Garland	48	102	Newton	40
4	Ashley	352	54	Grant	48	104	Ouachita	360
6	Baxter	48	56	Greene	44	106	Perry	48
8	Benton	40	58	Hempstead	360	108	Phillips	44
10	Boone	40	60	Hot Spring	48	110	Pike	360
12	Bradley	352	62	Howard	360	112	Poinsett	44
14	Calhoun	360	64	Independence	48	114	Polk	40
16	Carroll	40	66	Izard	48	116	Pope	48
18	Chicot	424	68	Jackson	44	118	Prairie	48
20	Clark	48	70	Jefferson	48	120	Pulaski	48
22	Clay	44	72	Johnson	40	122	Randolph	44
24	Cleburne	48	74	Lafayette	360	124	Saline	48
26	Cleveland	48	76	Lawrence	44	126	Scott	40
28	Columbia	360	78	Lee	44	128	Searcy	48
30	Conway	48	80	Lincoln	424	130	Sebastian	40
32	Craighead	44	82	Little River	360	132	Sevier	360
34	Crawford	40	84	Logan	40	134	Sharp	48
36	Crittenden	728	86	Lonoke	48	136	St. Francis	44
38	Cross	44	88	Madison	40	138	Stone	48
40	Dallas	48	90	Marion	48	140	Union	352
42	Desha	424	92	Miller	784	142	Van Buren	48
44	Drew	424	94	Mississippi	44	144	Washington	40

ARKANSAS SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
46	Faulkner	48	96	Monroe	44	146	White	48
48	Franklin	40	98	Montgomery	40	148	Woodruff	44
50	Fulton	48	100	Nevada	360	150	Yell	40

CALIFORNIA SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Alameda	80	40	Madera	52	80	San Luis Obispo	56
4	Alpine	68	42	Marin	80	82	San Mateo	80
6	Amador	68	44	Mariposa	60	84	Santa Barbara	56
8	Butte	84	46	Mendocino	84	86	Santa Clara	80
10	Calaveras	68	48	Merced	60	88	Santa Cruz	60
12	Colusa	84	50	Modoc	64	90	Shasta	64
14	Contra Costa	80	52	Mono	68	92	Sierra	504
16	Del Norte	64	54	Monterey	60	94	Siskiyou	64
18	El Dorado	68	56	Napa	80	96	Solano	68
20	Fresno	52	58	Nevada	504	98	Sonoma	80
22	Glenn	84	60	Orange	56	100	Stanislaus	68
24	Humboldt	64	62	Placer	68	102	Sutter	84
26	Imperial	76	64	Plumas	84	104	Tehama	64
28	Inyo	52	66	Riverside	72	106	Trinity	64
30	Kern	56	68	Sacramento	68	108	Tulare	52
32	Kings	52	70	San Benito	60	110	Tuolumne	68
34	Lake	84	72	San Bernardino	72	112	Ventura	56
36	Lassen	64	74	San Diego	76	114	Yolo	68
38	Los Angeles	56	76	San Francisco	80	116	Yuba	84
			78	San Joaquin	68			



CANADA SERVICE AREAS								
-----Province-----		SA	-----Province-----		SA	-----Province-----		SA
2	Alberta	88	10	New Brunswick	104	20	Quebec	128
4	British Columbia	92	14	Nova Scotia	116	22	Saskatchewan	132
6	Newfoundland and Labrador	96	16	Ontario	120	24	Northwest Territory	112
8	Manitoba	100	18	Prince Edward Isle	124	26	Yukon	136

COLORADO SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Adams	144	44	Fremont	140	86	Montrose	152
4	Alamosa	140	46	Garfield	148	88	Morgan	144
6	Arapahoe	144	48	Gilpin	144	90	Otero	140
8	Archuleta	156	50	Grand	148	92	Ouray	152
10	Baca	140	52	Gunnison	156	94	Park	140
12	Bent	140	54	Hinsdale	156	96	Phillips	144
14	Boulder	144	56	Huerfano	140	98	Pitkin	156
16	Chaffee	156	58	Jackson	148	100	Prowers	140
18	Cheyenne	140	60	Jefferson	144	102	Pueblo	140
20	Clear Creek	144	62	Kiowa	140	104	Rio Blanco	148
22	Conejos	156	64	Kit Carson	140	106	Rio Grande	156
24	Costilla	156	66	La Plata	152	108	Routt	148
26	Crowley	140	68	Lake	156	110	Saguache	140
28	Custer	140	70	Larimer	144	112	San Juan	152
30	Delta	152	72	Las Animas	140	114	San Miguel	152
32	Denver	144	74	Lincoln	140	116	Sedgwick	144
34	Dolores	152	76	Logan	144	118	Summit	144
36	Douglas	144	78	Mesa	152	120	Teller	140
38	Eagle	148	80	Mineral	156	122	Washington	144
40	El Paso	140	82	Moffat	148	124	Weld	144
42	Elbert	144	84	Montezuma	152	126	Yuma	144

CONNECTICUT SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Fairfield	544	8	Middlesex	160	14	Tolland	160
4	Hartford	160	10	New Haven	160	16	Windham	160
6	Litchfield	160	12	New London	160			

DELAWARE SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Kent	164	4	New Castle	164	6	Sussex	164

DISTRICT OF COLUMBIA SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
899	Any Point	168						

FLORIDA SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Alachua	176	46	Gulf	188	92	Okaloosa	188
4	Baker	176	48	Hamilton	192	94	Okeechobee	180
6	Bay	188	50	Hardee	196	96	Orange	184
8	Bradford	176	52	Hendry	172	98	Osceola	184
10	Brevard	184	54	Hernando	196	100	Palm Beach	180
12	Broward	180	56	Highlands	196	102	Pasco	196
14	Calhoun	188	58	Hillsborough	196	104	Pinellas	196
16	Charlotte	172	60	Holmes	188	106	Polk	196
18	Citrus	196	62	Indian River	184	108	Putnam	176
20	Clay	176	64	Jackson	8	110	Santa Rosa	188
22	Collier	172	66	Jefferson	192	112	Sarasota	196
24	Columbia	176	68	Lafayette	192	114	Seminole	184
26	Dade	180	70	Lake	184	116	St. Johns	176
28	De Soto	196	72	Lee	172	118	St. Lucie	180
30	Dixie	192	74	Leon	192	120	Sumter	196
32	Duval	176	76	Levy	176	122	Suwannee	192

FLORIDA SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
34	Escambia	188	78	Liberty	192	124	Taylor	192
36	Flagler	184	80	Madison	192	126	Union	176
38	Franklin	192	82	Manatee	196	128	Volusia	184
40	Gadsden	192	84	Marion	176	130	Wakulla	192
42	Gilchrist	176	86	Martin	180	132	Walton	188
44	Glades	172	88	Monroe	180	134	Washington	188
			90	Nassau	176			

GEORGIA SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Appling	200	108	Evans	216	214	Newton	204
4	Atkinson	200	110	Fannin	720	216	Oconee	204
6	Bacon	200	112	Fayette	204	218	Oglethorpe	204
8	Baker	200	114	Floyd	720	220	Paulding	204
10	Baldwin	212	116	Forsyth	204	222	Peach	212
12	Banks	204	118	Franklin	204	224	Pickens	204
14	Barrow	204	120	Fulton	204	226	Pierce	200
16	Bartow	204	122	Gilmer	720	228	Pike	212
18	Ben Hill	200	124	Glascok	208	230	Polk	204
20	Berrien	200	126	Glynn	176	232	Pulaski	200
22	Bibb	212	128	Gordon	720	234	Putnam	204
24	Bleckley	200	130	Grady	192	236	Quitman	212
26	Brantley	176	132	Greene	204	238	Rabun	204
28	Brooks	192	134	Gwinnett	204	240	Randolph	200
30	Bryan	216	136	Habersham	204	242	Richmond	208
32	Bulloch	216	138	Hall	204	244	Rockdale	204
34	Burke	208	140	Hancock	204	246	Schley	212
36	Butts	204	142	Haralson	204	248	Screven	216
38	Calhoun	200	144	Harris	212	250	Seminole	8
40	Camden	176	146	Hart	204	252	Spalding	204
42	Candler	216	148	Heard	204	254	Stephens	204

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Effective November 1, 2024

GEORGIA SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
44	Carroll	204	150	Henry	204	256	Stewart	212
46	Catoosa	720	152	Houston	212	258	Sumter	200
48	Charlton	176	154	Irwin	200	260	Talbot	212
50	Chatham	216	156	Jackson	204	262	Taliaferro	208
52	Chattahoochee	212	158	Jasper	204	264	Tattnall	216
54	Chattooga	720	160	Jeff Davis	200	266	Taylor	212
56	Cherokee	204	162	Jefferson	208	268	Telfair	200
58	Clarke	204	164	Jenkins	208	270	Terrell	200
60	Clay	8	166	Johnson	208	272	Thomas	192
62	Clayton	204	168	Jones	212	274	Tift	200
64	Clinch	200	170	Lamar	212	276	Toombs	200
66	Cobb	204	172	Lanier	200	278	Towns	204
68	Coffee	200	174	Laurens	200	280	Treutlen	200
70	Colquitt	200	176	Lee	200	282	Troup	212
72	Columbia	208	178	Liberty	216	284	Turner	200
74	Cook	200	180	Lincoln	208	286	Twiggs	212
76	Coweta	204	182	Long	216	288	Union	204
78	Crawford	212	184	Lowndes	192	290	Upton	212
80	Crisp	200	186	Lumpkin	204	292	Walker	720
82	Dade	720	188	Macon	212	294	Walton	204
84	Dawson	204	190	Madison	204	296	Ware	200
86	De Kalb	204	192	Marion	212	298	Warren	208
88	Decatur	192	194	McDuffie	208	300	Washington	208
90	Dodge	200	196	McIntosh	216	302	Wayne	216
92	Dooley	200	198	Meriwether	212	304	Webster	212
94	Dougherty	200	200	Miller	8	306	Wheeler	200
96	Douglas	204	202	Mitchell	200	308	White	204
98	Early	8	204	Monroe	212	310	Whitfield	720
100	Echols	192	206	Montgomery	200	312	Wilcox	200
102	Effingham	216	208	Morgan	204	314	Wilkes	208
104	Elbert	204	210	Murray	720	316	Wilkinson	212
106	Emanuel	208	212	Muscogee	212	318	Worth	200

GEORGIA SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
HAWAII SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Hawaii	220	4	Honolulu	224	8	Maui	232
			6	Kauai	228			

IDAHO SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Ada	236	32	Cassia	244	62	Lewis	836
4	Adams	236	34	Clark	240	64	Lincoln	244
6	Bannock	240	36	Clearwater	836	66	Madison	240
8	Bear Lake	240	38	Custer	244	68	Minidoka	244
10	Benewah	844	40	Elmore	236	70	Nez Perce	836
12	Bingham	240	42	Franklin	240	72	Oneida	240
14	Blaine	244	44	Fremont	240	74	Owyhee	236
16	Boise	236	46	Gem	236	76	Payette	236
18	Bonner	844	48	Gooding	244	78	Power	240
20	Bonneville	240	50	Idaho	836	80	Shoshone	844
22	Boundary	844	52	Jefferson	240	82	Teton	240
24	Butte	240	54	Jerome	244	84	Twin Falls	244
26	Camas	244	56	Kootenai	844	86	Valley	236
28	Canyon	236	58	Latah	844	88	Washington	236
30	Caribou	240	60	Lemhi	464			

ILLINOIS SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Adams	264	70	Hardin	336	138	Morgan	264
4	Alexander	336	72	Henderson	260	140	Moultrie	264
6	Bond	256	74	Henry	260	142	Ogle	252
8	Boone	252	76	Iroquois	248	144	Peoria	260
10	Brown	264	78	Jackson	336	146	Perry	256

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-----County-----		SA	-----County-----		SA	-----County-----		SA
12	Bureau	260	80	Jasper	256	148	Piatt	248
14	Calhoun	456	82	Jefferson	256	150	Pike	264
16	Carroll	260	84	Jersey	456	152	Pope	336
18	Cass	264	86	Jo Daviess	252	154	Pulaski	336
20	Champaign	248	88	Johnson	336	156	Putnam	260
22	Christian	264	90	Kane	252	158	Randolph	256
24	Clark	288	92	Kankakee	252	160	Richland	256
26	Clay	256	94	Kendall	252	162	Rock Island	260
28	Clinton	456	96	Knox	260	164	Saline	336
30	Coles	288	98	La Salle	252	166	Sangamon	264
32	Cook	252	100	Lake	252	168	Schuyler	264
34	Crawford	288	102	Lawrence	288	170	Scott	264
36	Cumberland	288	104	Lee	260	172	Shelby	264
38	De Kalb	252	106	Livingston	248	174	St. Clair	456
40	De Witt	264	108	Logan	264	176	Stark	260
42	Douglas	288	110	Macon	264	178	Stephenson	252
44	Du Page	252	112	Macoupin	264	180	Tazewell	260
46	Edgar	288	114	Madison	456	182	Union	336
48	Edwards	256	116	Marion	256	184	Vermilion	248
50	Effingham	256	118	Marshall	260	186	Wabash	256
52	Fayette	256	120	Mason	260	188	Warren	260
54	Ford	248	122	Massac	336	190	Washington	256
56	Franklin	256	124	McDonough	260	192	Wayne	256
58	Fulton	260	126	McHenry	252	194	White	256
60	Gallatin	336	128	McLean	248	196	Whiteside	260
62	Greene	264	130	Menard	264	198	Will	252
64	Grundy	252	132	Mercer	260	200	Williamson	336
66	Hamilton	256	134	Monroe	456	202	Winnebago	252
68	Hancock	260	136	Montgomery	264	204	Woodford	260

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INDIANA SERVICE AREAS								
-----County-----	SA	-----County-----	SA	-----County-----	SA	-----County-----	SA	
2	Adams	276	64	Hendricks	280	126	Pike	272
4	Allen	276	66	Henry	280	128	Porter	252
6	Bartholomew	280	68	Howard	284	130	Posey	272
8	Benton	284	70	Huntington	276	132	Pulaski	284
10	Blackford	276	72	Jackson	280	134	Putnam	288
12	Boone	284	74	Jasper	252	136	Randolph	280
14	Brown	280	76	Jay	276	138	Ripley	608
16	Carroll	284	78	Jefferson	608	140	Rush	280
18	Cass	284	80	Jennings	280	142	Scott	608
20	Clark	332	82	Johnson	280	144	Shelby	280
22	Clay	288	84	Knox	288	146	Spencer	272
24	Clinton	284	86	Kosciusko	268	148	St. Joseph	268
26	Crawford	272	88	Lagrange	276	150	Starke	268
28	Daviess	288	90	Lake	252	152	Steuben	276
30	Dearborn	608	92	La Porte	268	154	Sullivan	288
32	Decatur	280	94	Lawrence	288	156	Switzerland	608
34	De Kalb	276	96	Madison	280	158	Tippecanoe	284
36	Delaware	280	98	Marion	280	160	Tipton	280
38	Dubois	272	100	Marshall	268	162	Union	280
40	Elkhart	268	102	Martin	288	164	Vanderburgh	272
42	Fayette	280	104	Miami	284	166	Vermillion	288
44	Floyd	332	106	Monroe	288	168	Vigo	288
46	Fountain	284	108	Montgomery	284	170	Wabash	276
48	Franklin	608	110	Morgan	280	172	Warren	284
50	Fulton	284	112	Newton	252	174	Warrick	272
52	Gibson	272	114	Noble	276	176	Washington	272
54	Grant	280	116	Ohio	608	178	Wayne	280
56	Greene	288	118	Orange	272	180	Wells	276
58	Hamilton	280	120	Owen	288	182	White	284
60	Hancock	280	122	Parke	288	184	Whitley	276

INDIANA SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
62	Harrison	332	124	Perry	272			

IOWA SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Adair	296	68	Floyd	304	134	Monona	300
4	Adams	488	70	Franklin	304	136	Monroe	296
6	Allamakee	304	72	Fremont	488	138	Montgomery	488
8	Appanoose	296	74	Greene	296	140	Muscatine	292
10	Audubon	488	76	Grundy	304	142	O' Brien	300
12	Benton	292	78	Guthrie	296	144	Osceola	300
14	Black Hawk	304	80	Hamilton	304	146	Page	488
16	Boone	296	82	Hancock	304	148	Palo Alto	300
18	Bremer	304	84	Hardin	304	150	Plymouth	300
20	Buchanan	304	86	Harrison	488	152	Pocahontas	300
22	Buena Vista	300	88	Henry	292	154	Polk	296
24	Butler	304	90	Howard	304	156	Pottawattamie	488
26	Calhoun	300	92	Humboldt	304	158	Poweshiek	296
28	Carroll	300	94	Ida	300	160	Ringgold	296
30	Cass	488	96	Iowa	292	162	Sac	300
32	Cedar	292	98	Jackson	292	164	Scott	292
34	Cerro Gordo	304	100	Jasper	296	166	Shelby	488
36	Cherokee	300	102	Jefferson	296	168	Sioux	712
38	Chickasaw	304	104	Johnson	292	170	Story	296
40	Clarke	296	106	Jones	292	172	Tama	296
42	Clay	300	108	Keokuk	296	174	Taylor	488
44	Clayton	304	110	Kossuth	304	176	Union	296
46	Clinton	292	112	Lee	292	178	Van Buren	296
48	Crawford	300	114	Linn	292	180	Wapello	296
50	Dallas	296	116	Louisa	292	182	Warren	296
52	Davis	296	118	Lucas	296	184	Washington	292
54	Decatur	296	120	Lyon	712	186	Wayne	296



IOWA SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
56	Delaware	304	122	Madison	296	188	Webster	304
58	Des Moines	292	124	Mahaska	296	190	Winnebago	304
60	Dickinson	300	126	Marion	296	192	Winneshiek	304
62	Dubuque	304	128	Marshall	296	194	Woodbury	300
64	Emmet	300	130	Mills	488	196	Worth	304
66	Fayette	304	132	Mitchell	304	198	Wright	304

KANSAS SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Allen	320	72	Greeley	312	142	Osborne	312
4	Anderson	316	74	Greenwood	320	144	Ottawa	320
6	Atchison	316	76	Hamilton	308	146	Pawnee	308
8	Barber	632	78	Harper	320	148	Phillips	312
10	Barton	312	80	Harvey	320	150	Pottawatomie	316
12	Bourbon	320	82	Haskell	308	152	Pratt	308
14	Brown	316	84	Hodgeman	308	154	Rawlins	312
16	Butler	320	86	Jackson	316	156	Reno	320
18	Chase	320	88	Jefferson	448	158	Republic	316
20	Chautauqua	320	90	Jewell	312	160	Rice	312
22	Cherokee	320	92	Johnson	448	162	Riley	316
24	Cheyenne	312	94	Kearny	308	164	Rooks	312
26	Clark	308	96	Kingman	320	166	Rush	312
28	Clay	316	98	Kiowa	308	168	Russell	312
30	Cloud	316	100	Labette	320	170	Saline	320
32	Coffey	316	102	Lane	312	172	Scott	312
34	Comanche	308	104	Leavenworth	448	174	Sedgwick	320
36	Cowley	320	106	Lincoln	312	176	Seward	308
38	Crawford	320	108	Linn	316	178	Shawnee	316
40	Decatur	312	110	Logan	312	180	Sheridan	312
42	Dickinson	320	112	Lyon	316	182	Sherman	312
44	Doniphan	316	114	Marion	320	184	Smith	312

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-----County-----		SA	-----County-----		SA	-----County-----		SA
46	Douglas	448	116	Marshall	316	186	Stafford	308
48	Edwards	308	118	McPherson	320	188	Stanton	308
50	Elk	320	120	Meade	308	190	Stevens	308
52	Ellis	312	122	Miami	448	192	Sumner	320
54	Ellsworth	312	124	Mitchell	312	194	Thomas	312
56	Finney	308	126	Montgomery	320	196	Trego	312
58	Ford	308	128	Morris	316	198	Wabaunsee	316
60	Franklin	448	130	Morton	308	200	Wallace	312
62	Geary	316	132	Nemaha	316	202	Washington	316
64	Gove	312	134	Neosho	320	204	Wichita	312
66	Graham	312	136	Ness	312	206	Wilson	320
68	Grant	308	138	Norton	312	208	Woodson	320
70	Gray	308	140	Osage	316	210	Wyandotte	448

KENTUCKY SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Adair	324	82	Grant	608	162	McLean	324
4	Allen	324	84	Graves	336	164	Meade	332
6	Anderson	332	86	Grayson	324	166	Menifee	860
8	Ballard	336	88	Green	324	168	Mercer	328
10	Barren	324	90	Greenup	860	170	Metcalfe	324
12	Bath	328	92	Hancock	272	172	Monroe	324
14	Bell	340	94	Hardin	332	174	Montgomery	328
16	Boone	608	96	Harlan	340	176	Morgan	860
18	Bourbon	328	98	Harrison	328	178	Muhlenberg	324
20	Boyd	860	100	Hart	324	180	Nelson	332
22	Boyle	328	102	Henderson	272	182	Nicholas	328
24	Bracken	608	104	Henry	332	184	Ohio	324
26	Breathitt	860	106	Hickman	336	186	Oldham	332
28	Breckinridge	332	108	Hopkins	324	188	Owen	608
30	Bullitt	332	110	Jackson	340	190	Owsley	340

KENTUCKY SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
32	Butler	324	112	Jefferson	332	192	Pendleton	608
34	Caldwell	324	114	Jessamine	328	194	Perry	340
36	Calloway	336	116	Johnson	860	196	Pike	860
38	Campbell	608	118	Kenton	608	198	Powell	860
40	Carlisle	336	120	Knott	860	200	Pulaski	340
42	Carroll	608	122	Knox	340	202	Robertson	328
44	Carter	860	124	Larue	332	204	Rockcastle	340
46	Casey	340	126	Laurel	340	206	Rowan	860
48	Christian	324	128	Lawrence	860	208	Russell	340
50	Clark	328	130	Lee	860	210	Scott	328
52	Clay	340	132	Leslie	340	212	Shelby	332
54	Clinton	340	134	Letcher	860	214	Simpson	324
56	Crittenden	324	136	Lewis	860	216	Spencer	332
58	Cumberland	324	138	Lincoln	340	218	Taylor	324
60	Daviess	272	140	Livingston	336	220	Todd	324
62	Edmonson	324	142	Logan	324	222	Trigg	324
64	Elliott	860	144	Lyon	324	224	Trimble	608
66	Estill	860	146	Madison	328	226	Union	272
68	Fayette	328	148	Magoffin	860	228	Warren	324
70	Fleming	328	150	Marion	332	230	Washington	332
72	Floyd	860	152	Marshall	336	232	Wayne	340
74	Franklin	332	154	Martin	860	234	Webster	324
76	Fulton	336	156	Mason	608	236	Whitley	340
78	Gallatin	608	158	McCracken	336	238	Wolfe	860
80	Garrard	328	160	McCreary	340	240	Woodford	328

LOUISIANA SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Acadia	348	44	Grant	344	88	St. Bernard	356
4	Allen	348	46	Iberia	348	90	St. Charles	356
6	Ascension	356	48	Iberville	356	92	St. Helena	356

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LOUISIANA SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
8	Assumption	356	50	Jackson	352	94	St. James	356
10	Avoyelles	344	52	Jefferson	356	96	St. John The Baptist	356
12	Beauregard	348	54	Jefferson Davis	348	98	St. Landry	348
14	Bienville	352	56	La Salle	344	100	St. Martin	348
16	Bossier	360	58	Lafayette	348	102	St. Mary	348
18	Caddo	360	60	Lafourche	356	104	St. Tammany	356
20	Calcasieu	764	62	Lincoln	352	106	Tangipahoa	356
22	Caldwell	352	64	Livingston	356	108	Tensas	352
24	Cameron	764	66	Madison	352	110	Terrebonne	356
26	Catahoula	344	68	Morehouse	352	112	Union	352
28	Claiborne	352	70	Natchitoches	344	114	Vermilion	348
30	Concordia	344	72	Orleans	356	116	Vernon	344
32	De Soto	360	74	Ouachita	352	118	Washington	356
34	East Baton Rouge	356	76	Plaquemines	356	120	Webster	360
36	East Carroll	352	78	Pointe Coupee	356	122	West Baton Rouge	356
38	East Feliciana	356	80	Rapides	344	124	West Carroll	352
40	Evangeline	348	82	Red River	360	126	West Feliciana	356
42	Franklin	352	84	Richland	352	128	Winn	344
			86	Sabine	344			

MAINE SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Androscoggin	364	12	Kennebec	364	24	Sagadahoc	364
4	Aroostook	376	14	Knox	364	26	Somerset	368
6	Cumberland	372	16	Lincoln	364	28	Waldo	364
8	Franklin	364	18	Oxford	364	30	Washington	368
10	Hancock	368	20	Penobscot	368	32	York	372
			22	Piscataquis	368			

MARYLAND SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Allegany	828	18	Dorchester	164	34	Queen Annes	164
4	Anne Arundel	380	20	Frederick	380	36	Somerset	164
6	Baltimore	380	22	Garrett	828	38	St. Marys	168
8	Calvert	168	24	Harford	380	40	Talbot	164
10	Caroline	164	26	Howard	380	42	Washington	828
12	Carroll	380	28	Kent	164	44	Wicomico	164
14	Cecil	380	30	Montgomery	168	46	Worcester	164
16	Charles	168	32	Prince Georges	168	610	Baltimore	380

MASSACHUSETTS SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Barnstable	684	12	Franklin	388	22	Norfolk	384
4	Berkshire	388	14	Hampden	388	24	Plymouth	384
6	Bristol	684	16	Hampshire	388	26	Suffolk	384
8	Dukes	684	18	Middlesex	384	28	Worcester	384
10	Essex	384	20	Nantucket	684			

MICHIGAN SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Alcona	396	58	Gratiot	404	114	Missaukee	396
4	Alger	408	60	Hillsdale	400	116	Monroe	400
6	Allegan	404	62	Houghton	408	118	Montcalm	404
8	Alpena	396	64	Huron	400	120	Montmorency	396
10	Antrim	396	66	Ingham	400	122	Muskegon	404
12	Arenac	396	68	Ionia	404	124	Newaygo	404
14	Baraga	408	70	Iosco	396	126	Oakland	400
16	Barry	404	72	Iron	408	128	Oceana	404
18	Bay	400	74	Isabella	404	130	Ogemaw	396
20	Benzie	396	76	Jackson	400	132	Ontonagon	412
22	Berrien	268	78	Kalamazoo	404	134	Osceola	396

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<b>MICHIGAN SERVICE AREAS</b>								
-----County-----		SA	-----County-----		SA	-----County-----		SA
24	Branch	404	80	Kalkaska	396	136	Oscoda	396
26	Calhoun	404	82	Kent	404	138	Otsego	396
28	Cass	268	84	Keweenaw	408	140	Ottawa	404
30	Charlevoix	396	86	Lake	396	142	Presque Isle	396
32	Cheboygan	396	88	Lapeer	400	144	Roscommon	396
34	Chippewa	408	90	Leelanau	396	146	Saginaw	400
36	Clare	396	92	Lenawee	400	148	Sanilac	400
38	Clinton	404	94	Livingston	400	150	Schoolcraft	408
40	Crawford	396	96	Luce	408	152	Shiawassee	400
42	Delta	408	98	Mackinac	408	154	St. Clair	400
44	Dickinson	408	100	Macomb	400	156	St. Joseph	404
46	Eaton	404	102	Manistee	396	158	Tuscola	400
48	Emmet	396	104	Marquette	408	160	Van Buren	404
50	Genesee	400	106	Mason	396	162	Washtenaw	400
52	Gladwin	396	108	Mecosta	404	164	Wayne	400
54	Gogebic	412	110	Menominee	408	166	Wexford	396
56	Grand Traverse	396	112	Midland	400			

<b>MINNESOTA SERVICE AREAS</b>								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Aitkin	412	60	Isanti	416	118	Pipestone	712
4	Anoka	416	62	Itasca	412	120	Polk	600
6	Becker	596	64	Jackson	712	122	Pope	712
8	Beltrami	412	66	Kanabec	416	124	Ramsey	416
10	Benton	416	68	Kandiyohi	712	126	Red Lake	600
12	Big Stone	712	70	Kittson	600	128	Redwood	712
14	Blue Earth	420	72	Koochiching	412	130	Renville	712
16	Brown	420	74	Lac Qui Parle	712	132	Rice	420
18	Carlton	412	76	Lake	412	134	Rock	712
20	Carver	416	78	Lake Of The Woods	412	136	Roseau	600
22	Cass	412	80	Le Sueur	420	138	Scott	416

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MINNESOTA SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
24	Chippewa	712	82	Lincoln	712	140	Sherburne	416
26	Chisago	416	84	Lyon	712	142	Sibley	416
28	Clay	596	86	Mahnomen	600	144	St. Louis	412
30	Clearwater	412	88	Marshall	600	146	Stearns	416
32	Cook	412	90	Martin	420	148	Steele	420
34	Cottonwood	712	92	McLeod	416	150	Stevens	712
36	Crow Wing	412	94	Meeker	416	152	Swift	712
38	Dakota	416	96	Mille Lacs	416	154	Todd	412
40	Dodge	420	98	Morrison	416	156	Traverse	712
42	Douglas	596	100	Mower	420	158	Wabasha	420
44	Faribault	420	102	Murray	712	160	Wadena	412
46	Fillmore	420	104	Nicollet	420	162	Waseca	420
48	Freeborn	420	106	Nobles	712	164	Washington	416
50	Goodhue	420	108	Norman	596	166	Watonwan	420
52	Grant	596	110	Olmsted	420	168	Wilkin	596
54	Hennepin	416	112	Otter Tail	596	170	Winona	420
56	Houston	420	114	Pennington	600	172	Wright	416
58	Hubbard	412	116	Pine	416	174	Yellow Medicine	712

MISSISSIPPI SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Adams	344	56	Issaquena	432	112	Perry	428
4	Alcorn	440	58	Itawamba	440	114	Pike	432
6	Amite	432	60	Jackson	428	116	Pontotoc	440
8	Attala	432	62	Jasper	436	118	Prentiss	440
10	Benton	440	64	Jefferson	432	120	Quitman	440
12	Bolivar	424	66	Jefferson Davis	432	122	Rankin	432
14	Calhoun	440	68	Jones	436	124	Scott	432
16	Carroll	424	70	Kemper	436	126	Sharkey	432
18	Chickasaw	440	72	Lafayette	440	128	Simpson	432
20	Choctaw	440	74	Lamar	428	130	Smith	432

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MISSISSIPPI SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
22	Claiborne	432	76	Lauderdale	436	132	Stone	428
24	Clarke	436	78	Lawrence	432	134	Sunflower	424
26	Clay	440	80	Leake	432	136	Tallahatchie	424
28	Coahoma	440	82	Lee	440	138	Tate	440
30	Copiah	432	84	Leflore	424	140	Tippah	440
32	Covington	432	86	Lincoln	432	142	Tishomingo	440
34	De Soto	728	88	Lowndes	436	144	Tunica	440
36	Forrest	428	90	Madison	432	146	Union	440
38	Franklin	432	92	Marion	432	148	Walthall	432
40	George	428	94	Marshall	440	150	Warren	432
42	Greene	428	96	Monroe	440	152	Washington	424
44	Grenada	424	98	Montgomery	424	154	Wayne	436
46	Hancock	428	100	Neshoba	436	156	Webster	440
48	Harrison	428	102	Newton	436	158	Wilkinson	344
50	Hinds	432	104	Noxubee	436	160	Winston	436
52	Holmes	432	106	Oktibbeha	440	162	Yalobusha	424
54	Humphreys	424	108	Panola	440	164	Yazoo	432
			110	Pearl River	428			

MISSOURI SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Adair	444	78	Greene	452	156	Pemiscot	728
4	Andrew	448	80	Grundy	448	158	Perry	456
6	Atchison	448	82	Harrison	448	160	Pettis	448
8	Audrain	444	84	Henry	448	162	Phelps	444
10	Barry	452	86	Hickory	452	164	Pike	456
12	Barton	452	88	Holt	448	166	Platte	448
14	Bates	448	90	Howard	444	168	Polk	452
16	Benton	448	92	Howell	452	170	Pulaski	444
18	Bollinger	456	94	Iron	456	172	Putnam	448
20	Boone	444	96	Jackson	448	174	Ralls	444



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MISSOURI SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
22	Buchanan	448	98	Jasper	452	176	Randolph	444
24	Butler	456	100	Jefferson	456	178	Ray	448
26	Caldwell	448	102	Johnson	448	180	Reynolds	456
28	Callaway	444	104	Knox	444	182	Ripley	456
30	Camden	452	106	Laclede	452	184	Saline	448
32	Cape Girardeau	456	108	Lafayette	448	186	Schuyler	444
34	Carroll	448	110	Lawrence	452	188	Scotland	444
36	Carter	456	112	Lewis	444	190	Scott	456
38	Cass	448	114	Lincoln	456	192	Shannon	456
40	Cedar	452	116	Linn	448	194	Shelby	444
42	Chariton	448	118	Livingston	448	196	St. Charles	456
44	Christian	452	120	Macon	444	198	St. Clair	452
46	Clark	444	122	Madison	456	200	St. Francois	456
48	Clay	448	124	Maries	444	202	St. Louis	456
50	Clinton	448	126	Marion	444	204	Ste. Genevieve	456
52	Cole	444	128	McDonald	452	206	Stoddard	456
54	Cooper	444	130	Mercer	448	208	Stone	452
56	Crawford	456	132	Miller	444	210	Sullivan	448
58	Dade	452	134	Mississippi	336	212	Taney	452
60	Dallas	452	136	Moniteau	444	214	Texas	452
62	Daviess	448	138	Monroe	444	216	Vernon	452
64	De Kalb	448	140	Montgomery	456	218	Warren	456
66	Dent	456	142	Morgan	448	220	Washington	456
68	Douglas	452	144	New Madrid	336	222	Wayne	456
70	Dunklin	728	146	Newton	452	224	Webster	452
72	Franklin	456	148	Nodaway	448	226	Worth	448
74	Gasconade	456	150	Oregon	456	228	Wright	452
76	Gentry	448	152	Osage	444	610	St. Louis	456
			154	Ozark	452			

MONTANA SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Beaverhead	464	40	Granite	476	78	Powell	472
4	Big Horn	460	42	Hill	472	80	Prairie	468
6	Blaine	468	44	Jefferson	464	82	Ravalli	476
8	Broadwater	464	46	Judith Basin	472	84	Richland	468
10	Carbon	460	48	Lake	476	86	Roosevelt	468
12	Carter	460	50	Lewis And Clark	472	88	Rosebud	460
14	Cascade	472	52	Liberty	472	90	Sanders	476
16	Chouteau	472	54	Lincoln	476	92	Sheridan	468
18	Custer	460	56	Madison	464	94	Silver Bow	464
20	Daniels	468	58	McCone	468	96	Stillwater	460
22	Dawson	468	60	Meagher	472	98	Sweet Grass	460
24	Deer Lodge	464	62	Mineral	476	100	Teton	472
26	Fallon	460	64	Missoula	476	102	Toole	472
28	Fergus	472	66	Musselshell	460	104	Treasure	460
30	Flathead	476	68	Park	464	106	Valley	468
32	Gallatin	464	70	Petroleum	468	108	Wheatland	472
34	Garfield	468	72	Phillips	468	110	Wibaux	468
36	Glacier	472	74	Pondera	472	112	Yellowstone	460
38	Golden Valley	460	76	Powder River	460			

NEBRASKA SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Adams	480	64	Frontier	484	126	Nance	480
4	Antelope	480	66	Furnas	484	128	Nemaha	488
6	Arthur	484	68	Gage	488	130	Nuckolls	480
8	Banner	492	70	Garden	492	132	Otoe	488
10	Blaine	484	72	Garfield	480	134	Pawnee	488
12	Boone	480	74	Gosper	484	136	Perkins	484
14	Box Butte	492	76	Grant	484	138	Phelps	480
16	Boyd	480	78	Greeley	480	140	Pierce	480
18	Brown	484	80	Hall	480	142	Platte	480

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-----County-----		SA	-----County-----		SA	-----County-----		SA
20	Buffalo	480	82	Hamilton	480	144	Polk	480
22	Burt	488	84	Harlan	480	146	Red Willow	484
24	Butler	488	86	Hayes	484	148	Richardson	488
26	Cass	488	88	Hitchcock	484	150	Rock	484
28	Cedar	300	90	Holt	480	152	Saline	488
30	Chase	484	92	Hooker	484	154	Sarpy	488
32	Cherry	484	94	Howard	480	156	Saunders	488
34	Cheyenne	492	96	Jefferson	488	158	Scotts Bluff	492
36	Clay	480	98	Johnson	488	160	Seward	488
38	Colfax	488	100	Kearney	480	162	Sheridan	492
40	Cuming	488	102	Keith	484	164	Sherman	480
42	Custer	484	104	Keya Paha	484	166	Sioux	492
44	Dakota	300	106	Kimball	492	168	Stanton	488
46	Dawes	492	108	Knox	480	170	Thayer	480
48	Dawson	484	110	Lancaster	488	172	Thomas	484
50	Deuel	492	112	Lincoln	484	174	Thurston	300
52	Dixon	300	114	Logan	484	176	Valley	480
54	Dodge	488	116	Loup	484	178	Washington	488
56	Douglas	488	118	Madison	480	180	Wayne	300
58	Dundy	484	120	McPherson	484	182	Webster	480
60	Fillmore	480	122	Merrick	480	184	Wheeler	480
62	Franklin	480	124	Morrill	492	186	York	480

NEVADA SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Carson City	504	14	Eureka	496	26	Nye	496
4	Churchill	504	16	Humboldt	496	30	Pershing	496
6	Clark	500	18	Lander	496	32	Storey	504
8	Douglas	504	20	Lincoln	500	34	Washoe	504
10	Elko	496	22	Lyon	504	36	White Pine	496
12	Esmeralda	496	24	Mineral	504			

NEVADA SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
NEW HAMPSHIRE SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Belknap	508	8	Coos	508	16	Rockingham	384
4	Carroll	508	10	Grafton	508	18	Strafford	372
6	Cheshire	372	12	Hillsboro	384	20	Sullivan	372
			14	Merrimack	372			

NEW JERSEY SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Atlantic	512	16	Gloucester	672	30	Ocean	512
4	Bergen	544	18	Hudson	544	32	Passaic	544
6	Burlington	672	20	Hunterdon	544	34	Salem	672
8	Camden	672	22	Mercer	672	36	Somerset	544
10	Cape May	512	24	Middlesex	544	38	Sussex	544
12	Cumberland	512	26	Monmouth	544	40	Union	544
14	Essex	544	28	Morris	544	42	Warren	672

NEW MEXICO SERVICE AREA								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Bernalillo	516	24	Harding	740	46	Roosevelt	524
4	Catron	528	26	Hidalgo	532	48	San Juan	528
6	Chaves	520	28	Lea	520	50	San Miguel	516
8	Cibola	528	30	Lincoln	520	52	Sandoval	516
10	Colfax	516	32	Los Alamos	516	54	Santa Fe	516
12	Curry	524	34	Luna	532	56	Sierra	532
14	De Baca	524	36	McKinley	528	58	Socorro	516
16	Dona Ana	532	38	Mora	516	60	Taos	516
18	Eddy	520	40	Otero	532	62	Torrance	516
20	Grant	532	42	Quay	740	64	Union	740
22	Guadalupe	524	44	Rio Arriba	516	66	Valencia	516

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NEW YORK SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Albany	536	44	Herkimer	556	86	Richmond	544
4	Allegany	540	46	Jefferson	556	88	Rockland	544
6	Bronx	544	48	Kings	544	90	Saratoga	556
8	Broome	680	50	Lewis	556	92	Schenectady	536
10	Cattaraugus	540	52	Livingston	540	94	Schoharie	536
12	Cayuga	552	54	Madison	552	96	Schuyler	552
14	Chautauqua	668	56	Monroe	540	98	Seneca	552
16	Chemung	680	58	Montgomery	536	100	St. Lawrence	548
18	Chenango	552	60	Nassau	544	102	Steuben	540
20	Clinton	548	62	New York	544	104	Suffolk	544
22	Columbia	536	64	Niagara	540	106	Sullivan	536
24	Cortland	552	66	Oneida	556	108	Tioga	680
26	Delaware	536	68	Onondaga	552	110	Tompkins	552
28	Dutchess	544	70	Ontario	540	112	Ulster	544
30	Erie	540	72	Orange	544	114	Warren	556
32	Essex	548	74	Orleans	540	116	Washington	556
34	Franklin	548	76	Oswego	556	118	Wayne	540
36	Fulton	556	78	Otsego	536	120	Westchester	544
38	Genesee	540	80	Putnam	544	122	Wyoming	540
40	Greene	536	82	Queens	544	124	Yates	552
42	Hamilton	556	84	Rensselaer	536			

NORTH CAROLINA SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Alamance	584	68	Forsyth	584	136	Orange	580
4	Alexander	564	70	Franklin	580	138	Pamlico	576
6	Alleghany	584	72	Gaston	564	140	Pasquotank	816
8	Anson	564	74	Gates	816	142	Pender	576
10	Ashe	584	76	Graham	560	144	Perquimans	816
12	Avery	584	78	Granville	580	146	Person	580
14	Beaufort	572	80	Greene	572	148	Pitt	572

NORTH CAROLINA SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
16	Bertie	572	82	Guilford	584	150	Polk	560
18	Bladen	568	84	Halifax	572	152	Randolph	584
20	Brunswick	576	86	Harnett	568	154	Richmond	564
22	Buncombe	560	88	Haywood	560	156	Robeson	568
24	Burke	564	90	Henderson	560	158	Rockingham	584
26	Cabarrus	564	92	Hertford	572	160	Rowan	564
28	Caldwell	584	94	Hoke	568	162	Rutherford	560
30	Camden	816	96	Hyde	572	164	Sampson	568
32	Carteret	576	98	Iredell	564	166	Scotland	568
34	Caswell	580	100	Jackson	560	168	Stanly	564
36	Catawba	564	102	Johnston	580	170	Stokes	584
38	Chatham	580	104	Jones	576	172	Surry	584
40	Cherokee	720	106	Lee	568	174	Swain	560
42	Chowan	816	108	Lenoir	572	176	Transylvania	560
44	Clay	560	110	Lincoln	564	178	Tyrrell	572
46	Cleveland	564	112	Macon	560	180	Union	564
48	Columbus	568	114	Madison	560	182	Vance	580
50	Craven	576	116	Martin	572	184	Wake	580
52	Cumberland	568	118	McDowell	560	186	Warren	580
54	Currituck	816	120	Mecklenburg	564	188	Washington	572
56	Dare	572	122	Mitchell	560	190	Watauga	584
58	Davidson	584	124	Montgomery	564	192	Wayne	572
60	Davie	584	126	Moore	568	194	Wilkes	584
62	Duplin	576	128	Nash	572	196	Wilson	572
64	Durham	580	130	New Hanover	576	198	Yadkin	584
66	Edgecombe	572	132	Northampton	572	200	Yancey	560
			134	Onslow	576			

NORTH DAKOTA SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Adams	592	38	Grant	588	74	Ransom	596

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NORTH DAKOTA SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
4	Barnes	596	40	Griggs	596	76	Renville	604
6	Benson	600	42	Hettinger	592	78	Richland	596
8	Billings	592	44	Kidder	588	80	Rolette	604
10	Bottineau	604	46	La Moure	596	82	Sargent	596
12	Bowman	592	48	Logan	588	84	Sheridan	588
14	Burke	604	50	McHenry	604	86	Sioux	588
16	Burleigh	588	52	McIntosh	588	88	Slope	592
18	Cass	596	54	McKenzie	592	90	Stark	592
20	Cavalier	600	56	McLean	588	92	Steele	596
22	Dickey	596	58	Mercer	588	94	Stutsman	596
24	Divide	604	60	Morton	588	96	Towner	600
26	Dunn	592	62	Mountrail	604	98	Traill	596
28	Eddy	600	64	Nelson	600	100	Walsh	600
30	Emmons	588	66	Oliver	588	102	Ward	604
32	Foster	596	68	Pembina	600	104	Wells	588
34	Golden Valley	592	70	Pierce	604	106	Williams	604
36	Grand Forks	600	72	Ramsey	600			

OHIO SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Adams	608	60	Guernsey	624	120	Muskingum	616
4	Allen	628	62	Hamilton	608	122	Noble	624
6	Ashland	612	64	Hancock	628	124	Ottawa	628
8	Ashtabula	668	66	Hardin	628	126	Paulding	628
10	Athens	624	68	Harrison	676	128	Perry	616
12	Auglaize	628	70	Henry	628	130	Pickaway	616
14	Belmont	676	72	Highland	608	132	Pike	624
16	Brown	608	74	Hocking	624	134	Portage	612
18	Butler	608	76	Holmes	612	136	Preble	620
20	Carroll	676	78	Huron	612	138	Putnam	628
22	Champaign	620	80	Jackson	860	140	Richland	612

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OHIO SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
24	Clark	620	82	Jefferson	676	142	Ross	624
26	Clermont	608	84	Knox	616	144	Sandusky	628
28	Clinton	608	86	Lake	612	146	Scioto	860
30	Columbiana	676	88	Lawrence	860	148	Seneca	628
32	Coshocton	616	90	Licking	616	150	Shelby	628
34	Crawford	628	92	Logan	628	152	Stark	612
36	Cuyahoga	612	94	Lorain	612	154	Summit	612
38	Darke	620	96	Lucas	628	156	Trumbull	612
40	Defiance	628	98	Madison	616	158	Tuscarawas	612
42	Delaware	616	100	Mahoning	612	160	Union	616
44	Erie	612	102	Marion	616	162	Van Wert	628
46	Fairfield	616	104	Medina	612	164	Vinton	624
48	Fayette	616	106	Meigs	624	166	Warren	608
50	Franklin	616	108	Mercer	628	168	Washington	624
52	Fulton	628	110	Miami	620	170	Wayne	612
54	Gallia	860	112	Monroe	624	172	Williams	628
56	Geauga	612	114	Montgomery	620	174	Wood	628
58	Greene	620	116	Morgan	624	176	Wyandot	628
			118	Morrow	616			

OKLAHOMA SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Adair	640	54	Grant	632	106	Nowata	640
4	Alfalfa	632	56	Greer	788	108	Okfuskee	636
6	Atoka	636	58	Harmon	788	110	Oklahoma	636
8	Beaver	308	60	Harper	632	112	Okmulgee	640
10	Beckham	636	62	Haskell	40	114	Osage	640
12	Blaine	632	64	Hughes	636	116	Ottawa	452
14	Bryan	636	66	Jackson	788	118	Pawnee	640
16	Caddo	636	68	Jefferson	636	120	Payne	636
18	Canadian	636	70	Johnston	636	122	Pittsburg	40



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OKLAHOMA SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
20	Carter	636	72	Kay	632	124	Pontotoc	636
22	Cherokee	640	74	Kingfisher	632	126	Pottawatomie	636
24	Choctaw	360	76	Kiowa	636	128	Pushmataha	360
26	Cimarron	308	78	Latimer	40	130	Roger Mills	632
28	Cleveland	636	80	Le Flore	40	132	Rogers	640
30	Coal	636	82	Lincoln	636	134	Seminole	636
32	Comanche	636	84	Logan	636	136	Sequoyah	640
34	Cotton	636	86	Love	636	138	Stephens	636
36	Craig	640	88	Major	632	140	Texas	308
38	Creek	640	90	Marshall	636	142	Tillman	788
40	Custer	632	92	Mayes	640	144	Tulsa	640
42	Delaware	640	94	McClain	636	146	Wagoner	640
44	Dewey	632	96	McCurtain	360	148	Washington	640
46	Ellis	632	98	McIntosh	40	150	Washita	636
48	Garfield	632	100	Murray	636	152	Woods	632
50	Garvin	636	102	Muskogee	640	154	Woodward	632
52	Grady	636	104	Noble	632			

OREGON SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Baker	656	26	Harney	644	50	Morrow	656
4	Benton	648	28	Hood River	660	52	Multnomah	660
6	Clackamas	660	30	Jackson	652	54	Polk	660
8	Clatsop	660	32	Jefferson	644	56	Sherman	660
10	Columbia	660	34	Josephine	652	58	Tillamook	660
12	Coos	652	36	Klamath	652	60	Umatilla	656
14	Crook	644	38	Lake	644	62	Union	656
16	Curry	652	40	Lane	648	64	Wallowa	656
18	Deschutes	644	42	Lincoln	648	66	Wasco	660
20	Douglas	652	44	Linn	648	68	Washington	660
22	Gilliam	660	46	Malheur	236	70	Wheeler	644

OREGON SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
24	Grant	644	48	Marion	660	72	Yamhill	660

PENNSYLVANIA SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Adams	672	46	Delaware	672	92	Montgomery	672
4	Allegheny	676	48	Elk	668	94	Montour	680
6	Armstrong	676	50	Erie	668	96	Northampton	672
8	Beaver	676	52	Fayette	676	98	Northumberland	680
10	Bedford	664	54	Forest	668	100	Perry	672
12	Berks	672	56	Franklin	664	102	Philadelphia	672
14	Blair	664	58	Fulton	664	104	Pike	680
16	Bradford	680	60	Greene	676	106	Potter	664
18	Bucks	672	62	Huntingdon	664	108	Schuylkill	680
20	Butler	676	64	Indiana	676	110	Snyder	664
22	Cambria	664	66	Jefferson	668	112	Somerset	676
24	Cameron	668	68	Juniata	664	114	Sullivan	680
26	Carbon	680	70	Lackawanna	680	116	Susquehanna	680
28	Centre	664	72	Lancaster	672	118	Tioga	680
30	Chester	672	74	Lawrence	676	120	Union	664
32	Clarion	668	76	Lebanon	672	122	Venango	668
34	Clearfield	664	78	Lehigh	672	124	Warren	668
36	Clinton	664	80	Luzerne	680	126	Washington	676
38	Columbia	680	82	Lycoming	680	128	Wayne	680
40	Crawford	668	84	McKean	668	130	Westmoreland	676
42	Cumberland	672	86	Mercer	668	132	Wyoming	680
44	Dauphin	672	88	Mifflin	664	134	York	672
			90	Monroe	680			

RHODE ISLAND SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Bristol	684	6	Newport	684	10	Washington	684
4	Kent	684	8	Providence	684			

SOUTH CAROLINA SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Abbeville	688	32	Darlington	696	64	Lexington	696
4	Aiken	208	34	Dillon	696	66	Marion	696
6	Allendale	692	36	Dorchester	692	68	Marlboro	564
8	Anderson	688	38	Edgefield	208	70	McCormick	208
10	Bamberg	692	40	Fairfield	696	72	Newberry	688
12	Barnwell	692	42	Florence	696	74	Oconee	688
14	Beaufort	692	44	Georgetown	696	76	Orangeburg	696
16	Berkeley	692	46	Greenville	688	78	Pickens	688
18	Calhoun	696	48	Greenwood	688	80	Richland	696
20	Charleston	692	50	Hampton	692	82	Saluda	688
22	Cherokee	688	52	Horry	696	84	Spartanburg	688
24	Chester	564	54	Jasper	692	86	Sumter	696
26	Chesterfield	564	56	Kershaw	696	88	Union	688
28	Clarendon	696	58	Lancaster	564	90	Williamsburg	696
30	Colleton	692	60	Laurens	688	92	York	564
			62	Lee	696			

SOUTH DAKOTA SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Aurora	704	46	Fall River	708	90	McPherson	700
4	Beadle	712	48	Faulk	700	92	Meade	708
6	Bennett	704	50	Grant	700	94	Mellette	704
8	Bon Homme	712	52	Gregory	704	96	Miner	712
10	Brookings	712	54	Haakon	704	98	Minnehaha	712
12	Brown	700	56	Hamlin	700	100	Moody	712

SOUTH DAKOTA SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
14	Brule	704	58	Hand	704	102	Oglala Lakota	708
16	Buffalo	704	60	Hanson	712	104	Pennington	708
18	Butte	708	62	Harding	708	106	Perkins	700
20	Campbell	700	64	Hughes	704	108	Potter	700
22	Charles Mix	704	66	Hutchinson	712	110	Roberts	712
24	Clark	700	68	Hyde	704	112	Sanborn	708
26	Clay	712	70	Jackson	704	114	Spink	700
28	Codington	700	72	Jerauld	704	116	Stanley	704
30	Corson	708	74	Jones	704	118	Sully	704
32	Custer	708	76	Kingsbury	712	120	Todd	704
34	Davison	712	78	Lake	712	122	Tripp	704
36	Day	700	80	Lawrence	708	124	Turner	712
38	Deuel	712	82	Lincoln	712	126	Union	712
40	Dewey	708	84	Lyman	704	128	Walworth	700
42	Douglas	704	86	Marshall	700	132	Yankton	712
44	Edmunds	700	88	McCook	712	134	Ziebach	708

TENNESSEE SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Anderson	724	66	Hamilton	720	130	Morgan	724
4	Bedford	732	68	Hancock	716	132	Obion	728
6	Benton	728	70	Hardeman	728	134	Overton	732
8	Bledsoe	720	72	Hardin	728	136	Perry	732
10	Blount	724	74	Hawkins	716	138	Pickett	724
12	Bradley	720	76	Haywood	728	140	Polk	720
14	Campbell	724	78	Henderson	728	142	Putnam	732
16	Cannon	732	80	Henry	728	144	Rhea	720
18	Carroll	728	82	Hickman	732	146	Roane	724
20	Carter	716	84	Houston	732	148	Robertson	732
22	Cheatham	732	86	Humphreys	732	150	Rutherford	732
24	Chester	728	88	Jackson	732	152	Scott	724

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TENNESSEE SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
26	Claiborne	724	90	Jefferson	724	154	Sequatchie	720
28	Clay	732	92	Johnson	716	156	Sevier	724
30	Cocke	724	94	Knox	724	158	Shelby	728
32	Coffee	12	96	Lake	728	160	Smith	732
34	Crockett	728	98	Lauderdale	728	162	Stewart	732
36	Cumberland	724	100	Lawrence	732	164	Sullivan	716
38	Davidson	732	102	Lewis	732	166	Sumner	732
40	De Kalb	732	104	Lincoln	12	168	Tipton	728
42	Decatur	732	106	Loudon	724	170	Trousdale	732
44	Dickson	732	108	Macon	732	172	Unicoi	716
46	Dyer	728	110	Madison	728	174	Union	724
48	Fayette	728	112	Marion	720	176	Van Buren	720
50	Fentress	724	114	Marshall	732	178	Warren	732
52	Franklin	12	116	Maury	732	180	Washington	716
54	Gibson	728	118	McMinn	720	182	Wayne	732
56	Giles	732	120	McNairy	728	184	Weakley	728
58	Grainger	724	122	Meigs	720	186	White	732
60	Greene	716	124	Monroe	720	188	Williamson	732
62	Grundy	720	126	Montgomery	732	190	Wilson	732
64	Hamblen	724	128	Moore	12			

TEXAS SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Anderson	784	172	Gillespie	744	342	Moore	740
4	Andrews	776	174	Glasscock	776	344	Morris	784
6	Angelina	764	176	Goliad	748	346	Motley	772
8	Aransas	748	178	Gonzales	780	348	Nacogdoches	784
10	Archer	788	180	Gray	740	350	Navarro	752
12	Armstrong	740	182	Grayson	752	352	Newton	764
14	Atascosa	780	184	Gregg	784	354	Nolan	776
16	Austin	744	186	Grimes	764	356	Nueces	748

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TEXAS SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
18	Bailey	772	188	Guadalupe	780	358	Ochiltree	740
20	Bandera	780	190	Hale	772	360	Oldham	740
22	Bastrop	744	192	Hall	772	362	Orange	764
24	Baylor	788	194	Hamilton	736	364	Palo Pinto	736
26	Bee	748	196	Hansford	740	366	Panola	784
28	Bell	744	198	Hardeman	788	368	Parker	752
30	Bexar	780	200	Hardin	764	370	Parmer	772
32	Blanco	744	202	Harris	764	372	Pecos	756
34	Borden	776	204	Harrison	784	374	Polk	764
36	Bosque	752	206	Hartley	740	376	Potter	740
38	Bowie	784	208	Haskell	788	378	Presidio	760
40	Brazoria	764	210	Hays	744	380	Rains	784
42	Brazos	744	212	Hemphill	740	382	Randall	740
44	Brewster	760	214	Henderson	784	384	Reagan	776
46	Briscoe	772	216	Hidalgo	748	386	Real	756
48	Brooks	748	218	Hill	752	388	Red River	784
50	Brown	736	220	Hockley	772	390	Reeves	760
52	Burleson	744	222	Hood	752	392	Refugio	748
54	Burnet	744	224	Hopkins	784	394	Roberts	740
56	Caldwell	744	226	Houston	764	396	Robertson	744
58	Calhoun	748	228	Howard	776	398	Rockwall	752
60	Callahan	736	230	Hudspeth	760	400	Runnels	736
62	Cameron	748	232	Hunt	752	402	Rusk	784
64	Camp	784	234	Hutchinson	740	404	Sabine	784
66	Carson	740	236	Irion	776	406	San Augustine	784
68	Cass	784	238	Jack	788	408	San Jacinto	764
70	Castro	772	240	Jackson	764	410	San Patricio	748
72	Chambers	764	242	Jasper	764	412	San Saba	736
74	Cherokee	784	244	Jeff Davis	760	414	Schleicher	756
76	Childress	772	246	Jefferson	764	416	Scurry	776
78	Clay	788	248	Jim Hogg	768	418	Shackelford	736
80	Cochran	772	250	Jim Wells	748	420	Shelby	784

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TEXAS SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
82	Coke	776	252	Johnson	752	422	Sherman	740
84	Coleman	736	254	Jones	736	424	Smith	784
86	Collin	752	256	Karnes	780	426	Somervell	752
88	Collingsworth	740	258	Kaufman	752	428	Starr	768
90	Colorado	744	260	Kendall	780	430	Stephens	736
92	Comal	780	262	Kenedy	748	432	Sterling	776
94	Comanche	736	264	Kent	772	434	Stonewall	772
96	Concho	736	266	Kerr	780	436	Sutton	756
98	Cooke	752	268	Kimble	736	438	Swisher	772
100	Coryell	744	270	King	772	440	Tarrant	752
102	Cottle	772	272	Kinney	756	442	Taylor	736
104	Crane	776	274	Kleberg	748	444	Terrell	756
106	Crockett	756	276	Knox	788	446	Terry	772
108	Crosby	772	278	La Salle	768	448	Throckmorton	788
110	Culberson	760	280	Lamar	784	450	Titus	784
112	Dallam	740	282	Lamb	772	452	Tom Green	776
114	Dallas	752	284	Lampasas	744	454	Travis	744
116	Dawson	776	286	Lavaca	780	456	Trinity	764
118	De Witt	780	288	Lee	744	458	Tyler	764
120	Deaf Smith	740	290	Leon	764	460	Upshur	784
122	Delta	784	292	Liberty	764	462	Upton	776
124	Denton	752	294	Limestone	752	464	Uvalde	756
126	Dickens	772	296	Lipscomb	740	466	Val Verde	756
128	Dimmit	768	298	Live Oak	748	468	Van Zandt	784
130	Donley	740	300	Llano	744	470	Victoria	748
132	Duval	768	302	Loving	760	472	Walker	764
134	Eastland	736	304	Lubbock	772	474	Waller	764
136	Ector	776	306	Lynn	772	476	Ward	776
138	Edwards	756	308	Madison	764	478	Washington	744
140	El Paso	760	310	Marion	784	480	Webb	768
142	Ellis	752	312	Martin	776	482	Wharton	764
144	Erath	736	314	Mason	736	484	Wheeler	740

TEXAS SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
146	Falls	744	316	Matagorda	764	486	Wichita	788
148	Fannin	752	318	Maverick	768	488	Wilbarger	788
150	Fayette	744	320	McCulloch	736	490	Willacy	748
152	Fisher	776	322	McLennan	744	492	Williamson	744
154	Floyd	772	324	McMullen	768	494	Wilson	780
156	Foard	788	326	Medina	780	496	Winkler	776
158	Fort Bend	764	328	Menard	736	498	Wise	752
160	Franklin	784	330	Midland	776	500	Wood	784
162	Freestone	752	332	Milam	744	502	Yoakum	772
164	Frio	780	334	Mills	736	504	Young	788
166	Gaines	776	336	Mitchell	776	506	Zapata	768
168	Galveston	764	338	Montague	752	508	Zavala	768
170	Garza	772	340	Montgomery	764			

UTAH SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Beaver	792	22	Iron	792	42	Sevier	792
4	Box Elder	800	24	Juab	796	44	Summit	800
6	Cache	800	26	Kane	792	46	Tooele	800
8	Carbon	796	28	Millard	792	48	Uintah	796
10	Daggett	888	30	Morgan	800	50	Utah	796
12	Davis	800	32	Piute	792	52	Wasatch	796
14	Duchesne	796	34	Rich	800	54	Washington	792
16	Emery	796	36	Salt Lake	800	56	Wayne	792
18	Garfield	792	38	San Juan	792	58	Weber	800
20	Grand	152	40	Sanpete	796			



VERMONT SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Addison	808	12	Franklin	808	22	Rutland	804
4	Bennington	804	14	Grand Isle	808	24	Washington	808
6	Caledonia	804	16	Lamoille	808	26	Windham	804
8	Chittenden	808	18	Orange	804	28	Windsor	804
10	Essex	804	20	Orleans	804			

VIRGINIA SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Accomack	164	92	Isle Of Wight	816	184	Westmoreland	820
4	Albemarle	812	94	James City	820	186	Wise	716
6	Alleghany	812	96	King And Queen	820	188	Wythe	824
8	Amelia	820	98	King George	168	190	York	816
10	Amherst	812	100	King William	820	610	Alexandria	168
12	Appomattox	812	102	Lancaster	820	612	Bedford	824
14	Arlington	168	104	Lee	716	614	Bristol	716
16	Augusta	812	106	Loudoun	168	616	Buena Vista	812
18	Bath	812	108	Louisa	812	618	Charlottesville	812
20	Bedford	824	110	Lunenburg	820	620	Chesapeake	816
22	Bland	824	112	Madison	168	622	Clifton Forge	812
24	Botetourt	824	114	Mathews	820	630	Colonial Heights	820
26	Brunswick	820	116	Mecklenburg	820	632	Covington	812
28	Buchanan	716	118	Middlesex	820	635	Danville	824
30	Buckingham	820	120	Montgomery	824	638	Emporia	816
32	Campbell	824	122	Nelson	812	640	Fairfax	168
34	Caroline	168	124	New Kent	820	650	Falls Church	168
36	Carroll	584	126	Northampton	164	660	Franklin	816
38	Charles City	820	128	Northumberland	820	670	Fredericksburg	168
40	Charlotte	820	130	Nottoway	820	674	Galax	824
42	Chesterfield	820	132	Orange	168	680	Hampton	816
44	Clarke	828	134	Page	168	682	Harrisonburg	168

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-----County-----		SA	-----County-----		SA	-----County-----		SA
46	Craig	824	136	Patrick	584	690	Hopewell	820
48	Culpeper	168	138	Pittsylvania	824	692	Lexington	812
50	Cumberland	820	140	Powhatan	820	695	Lynchburg	824
52	Dickenson	716	142	Prince Edward	820	700	Manassas	168
54	Dinwiddie	820	144	Prince George	820	710	Manassas Park	168
56	Essex	820	146	Prince William	168	715	Martinsville	824
58	Fairfax	168	148	Pulaski	824	720	Newport News	816
60	Fauquier	168	150	Rappahannock	168	730	Norfolk	816
62	Floyd	824	152	Richmond	820	735	Norton	716
64	Fluvanna	812	154	Roanoke	824	740	Petersburg	820
66	Franklin	824	156	Rockbridge	812	750	Poquoson	816
68	Frederick	828	158	Rockingham	168	760	Portsmouth	816
70	Giles	824	160	Russell	716	765	Radford	824
72	Gloucester	820	162	Scott	716	770	Richmond	820
74	Goochland	820	164	Shenandoah	828	780	Roanoke	824
76	Grayson	584	166	Smyth	824	790	Salem	824
78	Greene	812	168	Southampton	816	795	South Boston	820
80	Greensville	816	170	Spotsylvania	168	797	Staunton	812
82	Halifax	820	172	Stafford	168	800	Suffolk	816
84	Hanover	820	174	Surry	816	820	Virginia Beach	816
86	Henrico	820	176	Sussex	816	825	Waynesboro	812
88	Henry	824	178	Tazewell	824	830	Williamsburg	820
90	Highland	812	180	Warren	828	840	Winchester	828
			182	Washington	716			

WASHINGTON SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Adams	844	28	Grays Harbor	840	54	Pierce	840
4	Asotin	836	30	Island	840	56	San Juan	832
6	Benton	836	32	Jefferson	840	58	Skagit	832
8	Chelan	848	34	King	840	60	Skamania	660

WASHINGTON SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
10	Clallam	840	36	Kitsap	840	62	Snohomish	840
12	Clark	660	38	Kittitas	848	64	Spokane	844
14	Columbia	836	40	Klickitat	660	66	Stevens	844
16	Cowlitz	660	42	Lewis	840	68	Thurston	840
18	Douglas	848	44	Lincoln	844	70	Wahkiakum	660
20	Ferry	844	46	Mason	840	72	Walla Walla	836
22	Franklin	836	48	Okanogan	832	74	Whatcom	832
24	Garfield	836	50	Pacific	840	76	Whitman	844
26	Grant	848	52	Pend Oreille	844	78	Yakima	848

WEST VIRGINIA SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Barbour	856	38	Jefferson	828	76	Pocahontas	852
4	Berkeley	828	40	Kanawha	852	78	Preston	856
6	Boone	852	42	Lewis	856	80	Putnam	852
8	Braxton	852	44	Lincoln	860	82	Raleigh	852
10	Brooke	676	46	Logan	860	84	Randolph	856
12	Cabell	860	48	Marion	856	86	Ritchie	624
14	Calhoun	852	50	Marshall	676	88	Roane	852
16	Clay	852	52	Mason	860	90	Summers	852
18	Doddridge	856	54	McDowell	824	92	Taylor	856
20	Fayette	852	56	Mercer	824	94	Tucker	856
22	Gilmer	856	58	Mineral	828	96	Tyler	624
24	Grant	828	60	Mingo	860	98	Upshur	856
26	Greenbrier	852	62	Monongalia	856	100	Wayne	860
28	Hampshire	828	64	Monroe	852	102	Webster	852
30	Hancock	676	66	Morgan	828	104	Wetzel	856
32	Hardy	828	68	Nicholas	852	106	Wirt	624
34	Harrison	856	70	Ohio	676	108	Wood	624
36	Jackson	624	72	Pendleton	828	110	Wyoming	852
			74	Pleasants	624			

WEST VIRGINIA SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
WISCONSIN SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Adams	868	50	Iowa	868	98	Polk	864
4	Ashland	412	52	Iron	412	100	Portage	876
6	Barron	864	54	Jackson	864	102	Price	876
8	Bayfield	412	56	Jefferson	868	104	Racine	872
10	Brown	876	58	Juneau	868	106	Richland	868
12	Buffalo	864	60	Kenosha	872	108	Rock	868
14	Burnett	412	62	Kewaunee	876	110	Rusk	864
16	Calumet	868	64	La Crosse	868	112	Sauk	868
18	Chippewa	864	66	Lafayette	868	114	Sawyer	412
20	Clark	864	68	Langlade	876	116	Shawano	876
22	Columbia	868	70	Lincoln	876	118	Sheboygan	872
24	Crawford	868	72	Manitowoc	868	120	St. Croix	416
26	Dane	868	74	Marathon	876	122	Taylor	876
28	Dodge	872	76	Marinette	876	124	Trempealeau	864
30	Door	876	78	Marquette	868	126	Vernon	868
32	Douglas	412	80	Menominee	876	128	Vilas	876
34	Dunn	864	82	Milwaukee	872	130	Walworth	872
36	Eau Claire	864	84	Monroe	868	132	Washburn	412
38	Florence	876	86	Oconto	876	134	Washington	872
40	Fond Du Lac	872	88	Oneida	876	136	Waukesha	872
42	Forest	876	90	Outagamie	876	138	Waupaca	876
44	Grant	868	92	Ozaukee	872	140	Waushara	868
46	Green	868	94	Pepin	864	142	Winnebago	868
48	Green Lake	868	96	Pierce	864	144	Wood	876

WYOMING SERVICE AREAS								
-----County-----		SA	-----County-----		SA	-----County-----		SA
2	Albany	880	18	Hot Springs	884	34	Sheridan	884
4	Big Horn	884	20	Johnson	884	36	Sublette	888

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-----County-----		SA	-----County-----		SA	-----County-----		SA
6	Campbell	708	22	Laramie	880	38	Sweetwater	888
8	Carbon	880	24	Lincoln	888	40	Teton	884
10	Converse	880	26	Natrona	880	42	Uinta	888
12	Crook	708	28	Niobrara	880	44	Washakie	884
14	Fremont	888	30	Park	884	46	Weston	708
16	Goshen	880	32	Platte	880			

## **APPENDIX A—Definitions and Explanations of Terms**

**Acceptance** – Acceptance, as used in this HTOS, means the act of an authorized representative of the Federal Government by which the Federal Government assumes for itself or approves specific services, as partial or complete performance of the requirements of the HTOS.

**Accessorial charges** – Services such as packing, appliance servicing, unpacking, or piano stair carries that you request to be performed (or that are necessary because of landlord requirements or other special circumstances). Charges for these services may be in addition to the line haul charges.

**Advanced Charges** – A charge advanced by the TSP for services of others engaged at the request of the BLIO, or required by Federal, State or local law.

**Agency** – A department, agency, and independent establishment in the executive branch of the Government as defined in 5 USC 101 et seq., and a wholly-owned Government corporation as defined in 31 USC 9101(3). Includes organizations authorized by GSA pursuant to statute or regulation to use GSA as a source of supply. See GSA Order 4800.2I. The party responsible for the payment of the Bill of Lading or Government Bill of Lading, usually the employer of the owner. Any reference in this HTOS made to “agency” will be understood to mean Federal shipping agency, Federal ordering agency, Federal civilian agency or Federal agency.

**Agency Move Coordinator (AMC)** – An individual within each Government agency designated as the primary liaison between that ordering agency and the Contractor. The Coordinator shall act within the scope of the contract and may not amend or modify the contract. The Coordinator shall be the contact point in settling disputes between the employee and the Contractor

**Agent** – A business firm, corporation, or individual acting for or on behalf of a TSP. A bona fide agent of a personal property TSP, as distinguished from a broker, is a person who, or business enterprise which, represents and acts for a TSP and performs its duties under the direction of the TSP pursuant to a pre-existing agreement with the TSP providing for a continuing relationship between the two.

**All-Inclusive** – All transportation related services are included as part of the rate. Exceptions are pass-through charges which must be approved by the agency.

**Alternate TSP** – Alternate TSP as used in this HTOS for purposes of domestic shipments means a person acting individually or as an established business furnishing origin, linehaul, or destination services for a specific shipment other than the principal TSP. It includes TSPs operating in conjunction with the principal TSP on the basis of interline or trip lease arrangements.

Article – See Item.

Attempted Pick-up – When a TSP fails to perform pick-up services, through no fault of its own, at an owner's residence. The TSP is authorized compensation for labor services and/or vehicle use in accordance with the GSA tariff and/or tender for the origin address or municipality shown on the BL.

Attempted Delivery – When a TSP fails to perform delivery services, through no fault of its own, at an owner's residence. The TSP is authorized compensation on direct delivery and from SIT shipments for labor services and/or vehicle use in accordance with the GSA tariff and/or tender for the destination address or municipality shown on the BL.

Auxiliary Services – BLIO approved labor services and/or non-standard linehaul or delivery vehicles used by the TSP to pick up or deliver shipments when the origin or destination is inaccessible by virtue of building design or roadway nonexistence, design, condition, construction, or obstacles.

Bill of Lading (BL) – An accountable shipping document used for the acquisition of authorized transportation and related services from commercial TSPs for the movement of agency sponsored HHG shipments. Sometimes referred to as a commercial bill of lading, but includes a Government bill of lading (GBL), means the document used as a receipt of goods, a contract of carriage, and documentary evidence of title. See Federal Management Regulation (41 CFR 102-117) for GBL terms and conditions for all Federal Government shipments moving under this HTOS.

Bill of Lading Issuing Officer (BLIO) – The individual or their designated representative within the shipping or receiving agency responsible for household goods traffic management functions.

Bonded Warehouse – A storage facility authorized by the Customs authority where imported goods are stored prior to customs duties and taxes being paid.

Broker – As used in this HTOS, a broker arranges for the truck transportation of household goods belonging to others, for compensation, utilizing for-hire carriers to provide the actual truck transportation. A broker is responsible only for arranging the transportation. It does not own the truck or other vehicle used to transport the shipment and is required to find an authorized mover to provide the transportation. Broker authority usage in CHAMP is prohibited.

Business Day – A day of the week, Monday through Friday from 8 am to 5 pm, excluding Federal, state, and overseas, locally observed holidays.

Calendar Days – Consecutive days of the week, Sunday through Saturday, without regard to Federal, state, and overseas, locally observed holidays.

**Carrier** – As used in this HTOS, this term refers to a household goods carrier and means a firm engaged in the transportation, for compensation or hire, of used household goods by means of motor vehicles being used in the transportation. Carriers possess the appropriate Federal and State operating authorities for the routes they serve.

**Correction** – As used in this HTOS means the elimination of a defect. If the TSP is required to correct (or reperform) it shall be at no cost to the Federal Government, and any corrected services shall be subject to this provision of the HTOS. If the TSP refuses to correct the defect, the BLIO may correct or replace with similar services and charge the cost incurred by the Federal Government to the TSP, or make an equitable adjustment in the price for defective services rendered.

**Contractor As Bill of Lading Issuing Officer (CBLIO)** – In those instances where a shipment is managed by a third party relocation contractor, pursuant to a contract awarded by GSA or an agency, the contractor shall have the responsibilities and authorities as set out in this HTOS for the BLIO, to the extent not limited or modified by the contract.

**Code “C”:** Domestic Household Goods – Movement of Household Goods in a Container from origin residence to destination residence. When specifically requested by the agency, the movement of a domestic household goods shipment in a Container (supplied by the TSP) from origin to destination. Use of commercial best practice containers is authorized. Shipments must always be containerized, will never be Owner packed and cannot be left unsecured or outdoors. Containerization must be completed at the Owner’s residence unless the BLIO authorizes, in writing, containerization at TSP/Agent warehouse. As with all shipments moved under CHAMP and GSA tariff, responsibility for the shipment remains with the TSP to whom the Bill of Lading was issued.

**Code “D”:** Domestic Household Goods – Movement of Household Goods in a Motor Van or Container from origin residence to destination residence. The actual mode of service is at the discretion of the TSP. TSPs must advise the BLIO of their intent to containerize a shipment. When the TSP elects to containerize the shipment at their discretion, it will be at no additional cost to the agency. As with all shipments moved under CHAMP and the GSA tariff, responsibility for the shipment remains with the TSP to whom the Bill of Lading was issued.

**CONUS** – Continental United States —The 48 contiguous States and the District of Columbia.

**Cube** – A measure of the volume of an item.

**Designated Representative** – A person(s) authorized by the Owner to act on their behalf or a person(s) authorized by the BLIO to act on their behalf.



Destination Point – A city or post shown on the GBL (International) or the BL (Domestic).

Diversion – A change in the original destination of an en route HHG shipment to a new destination more than thirty (30) miles from the original domestic destination point, or fifty (50) miles from the original international destination. Shipments requiring further over-ocean transportation will be terminated and reshipped.

Domestic Transportation – The movement of a relocated Federal Government owner's HHG within the United States and Canada including the District of Columbia and Alaska, but excluding Hawaii.

Extended Storage – Service for long-term storage, other than storage-in-transit, or personal property at the owner's or Federal Government's expense. Also known as non-temporary storage (NTS).

Federal Government – See definition under *agency*.

Filing Criteria – The terms and conditions for the filing of rates established in the GSA issued Request for Offers.

Filing Dates – Designated dates announced by GSA during which CHAMP rates and other data must be filed.

Final Delivery Point – Place at which TSP surrenders possession of property to the owner and no further transportation or services are required under the BL.

Forwarder – As used in this HTOS, also Freight Forwarder and Household Goods Freight Forwarder, a company that arranges for transportation of cargo belonging to others, utilizing for-hire carriers to provide the actual transportation. A forwarder assumes responsibility for the cargo from origin to destination and usually takes possession of the cargo at some point during the transportation. Freight forwarders typically assemble and consolidate less-than-truckload (LTL) and less than container (LCL) load shipments into truckload (TL) and container load (CL) shipments at origin, and separate and deliver shipments at destination.

Full Replacement Value (FRV) – The level of released value used for CHAMP shipments.

General Services Administration (GSA) – The agency responsible for the administration of the HTOS and the CHAMP. The office is located at 2300 Main Street, 7<sup>th</sup> Floor NE, Kansas City, MO 64108.

General Services Officer (GSO) As Bill of Lading Issuing Officer (BLIO) – For the purposes of this HTOS and where reference is made to the BLIO for the authorization of services at foreign origins/destinations, the GSO shall be construed to have the same authority as the BLIO.

General Transportation Services – The transportation and accessorial services normally associated with a HHG move, as set out in the HTOS and interstate and intrastate tariffs.

Government Bill of Lading (GBL) – An accountable shipping document (SF 1103) used for the acquisition of authorized international transportation (including offshore Alaska, Hawaii, Guam, Virgin Islands and Puerto Rico), and related services from commercial TSPs for the movement of agency sponsored HHG shipments. GBL means the document used as the receipt of goods, a contract of carriage and documentary evidence of title. (See Federal Management Regulation (41 CFR 102-117). The GBL was retired for domestic use (in all forms) March 31, 2002. For domestic shipments, where reference is made in this HTOS to a GBL, it shall be construed as a BL.

Government Bill of Lading Office Code (GBLOC) – A designated code consisting of four (4) alpha characters unique to GSA and each overseas post participating in the ITGBL Program.

Government Storage Warehouse – Government-owned or leased facility used for storing household goods shipments.

Gross Weight – The aggregate weight of all articles plus necessary packing materials and shipping containers.

GSA tariff – The GSA tariff serves as the principal domestic tariff that governs the transportation of household goods (HHG), personal effects, property and other similarly defined articles between points in the United States (U.S.) (including the District of Columbia and Alaska but excluding Hawaii) and between points in the U.S. (including District of Columbia and Alaska but excluding Hawaii) and points in Canada in accordance with the terms and conditions of GSA's Centralized Household Goods Traffic Management Program (CHAMP). This tariff is published and maintained by GSA.

Household Goods – The term "household goods" as used in connection with transportation, means personal effects and property used or to be used in a dwelling, when a part of the equipment or supply of such dwelling, and similar property if the transportation of such effects or property is: (A) Arranged and paid for by the household, except such term does not include property moving from a factory or store other than property that the householder has purchased with the intent to use in his or her dwelling and is transported at the request of and the transportation charges are paid to the carrier by the household, or (B) Arranged and paid for by another party.

Household Goods Tender of Service (HTOS) – The HTOS is the document governing the requirements of the GSA CHAMP.

Hundredweight (cwt) – A pricing unit used in transportation equal to 100 pounds.

In Bond – Goods on which a duty is due are “in bond” when placed in the custody of a government or bonded warehouse or are moving by a bonded carrier. Bonding guarantees that the duty will be paid.

International Transportation – The door-to-door container movement of HHG in liftvans between CONUS (including Alaska and Canada) and an international country or off-shore location, or between two international countries or off-shore locations in liftvans. A TSP provides complete through service from origin residence to destination residence by surface or ocean means.

Item (Or Article) – The terms "item" and "article" used in this HTOS shall be interchangeable. Each shipping piece or package and the contents thereof shall constitute one item. Any item taken apart or knocked down for handling or loading shall constitute one item.

Kilogram – One kilogram is equal to 2.2046 pounds. To convert kilograms into pounds, multiply kilograms by a 2.2046 factor. To convert pounds into kilograms, multiply pounds by a 0.453 factor.

Kilometer – One kilometer is equal to 3,280.8 feet or 0.62137 mile. To convert kilometers into miles, multiply the number of kilometers by a 0.62137 factor. To convert miles into kilometers, multiply the number of miles by a 1.609 factor.

Linehaul – The charges associated with the loading, transporting and unloading of a HHG shipment between cities.

Memorandum of Agreement (MOA) – A memorandum of Agreement is a documented agreement between two parties. It expresses the terms of the agreement between the parties, indicating an intended set of common actions. It is not fully binding in the way that a contract is, but it is more binding and more formal than a verbal agreement.

Miscellaneous Charge – Any cost incurred by the TSP performing a service authorized by the BLIO that is outside the terms of this HTOS.

Move Management Services (MMS) – This term applies to a MMS provider’s arrangement, coordination, and monitoring of each owner’s HHG move, from initial notification of shipment booking through delivery at destination. Services identified in Sections 5 and 6 of the HTOS will be provided within a MMS provider’s approved scope of operation. No brokering of shipments will be allowed.

**Net Weight** – The net weight of shipments transported in containers shall be the difference between the tare weight of the empty container and the gross weight of the packed container.

**Non-Temporary Storage (NTS)** – See Extended Storage.

**One-Time-Only (OTO) Rates** – Rate offers solicited by agencies from individual TSPs for the one time movement of personal property. OTO rates are all inclusive of charges for the specific shipment(s).

**Owner** – Shall include the person whose property is being shipped and whose name the property is stored under, the person who is entitled to a shipment at agency expense, even if that person does not have formal legal title to all of the goods that are shipped, the Owner's designated representative, or, in the case of a deceased Owner, the survivors or estate of the Owner. Owner is the employee who is being relocated by the agency.

**Packing Carton** – The carton used for packing articles requiring additional protection prior to placing them inside a shipping container.

**Pick-up Point** – The specific location where the TSP takes possession of HHG for shipment.

**Point of Diversion** – The location of the shipment when orders are given to change destination point.

**Port of Embarkation/Debarcation (POE/POD)** – Includes dock, wharf, pier, berth at which cargo is loaded aboard ship or is discharged from ship, including the TSP's port terminal facility or warehouse serving the port.

**Privately Owned Vehicles (POV)** – Any motor vehicle not owned by the Government and used by the employee or their immediate family for the primary purpose of providing personal transportation. See FTR (41 CFR Part 302) for complete details.

**Principal Transportation Service Provider** – Principal TSP as used in this HTOS for purposes of domestic shipments means the motor common carrier or freight forwarder named on the Bill of Lading, including its employees and contract (other than trip lease) drivers, if applicable, and those holding primary agency agreements in the course of which and in the normal course of their business, hold themselves out as representing the principal TSP.

**Program Management Office (PMO)** – The PMO is responsible for providing transportation management services to agencies throughout the world including CHAMP TSP approval, price negotiation and TSP performance measurement. PMO contact information is in Section 1 Overview. Any reference to PMO in this HTOS will be understood to mean PMO and or its designees or representatives.

**Rate Cycle** – A period of time during which rates filed by TSPs are effective.

**Rate Solicitation Cycle** – The designation assigned to the BL electronic rates filed with GSA which is effective for a specific rate cycle.

**Regular Working Hours** – Regular working hours include the days Monday through Friday, between the hours of 8 a.m. and 5 p.m. local time, and exclude all other hours of the day, days of the week, and officially declared foreign national, U.S. National or State holidays.

**Reperformance** – see Correction.

**Required Delivery Date (RDD)** – A specified calendar date on or before which the TSP agrees to offer the entire shipment of personal property for delivery to the owner or owner's agent at destination. If the RDD falls on a Saturday, Sunday, Foreign National, U.S. National, or State holiday, the RDD will be the following business day.

**Revocation of Approval** – the Program Management Office's exercise of its right to revoke a TSP's approval to participate under CHAMP based on performance failures and/or its inability to comply with the terms of the HTOS.

**Shipment** – As used in this HTOS, a single load of household goods, Unaccompanied Air Baggage or a Privately Owned Vehicle consigned to a TSP for movement from origin to destination on a single set of shipment documents.

**Shipper** - The agency responsible for the payment of the BL, usually the employer of the relocating personnel.

**Shipping Container** – External container, liftvan, crate, tri-wall, bi-wall as specified by the BLIO into which individual articles and/or packing cartons are placed.

**Solicitation Period** – The period of time specified in the rate solicitation during which the rate offers will be in effect.

**Storage-in-Transit (SIT)** – Temporary storage of a HHG shipment placed in a warehouse facility, other than extended storage of a HHG shipment incident to final delivery.

**Tare Weight** – The weight of an empty vehicle or liftvan before loading and after unloading.

**Tender** – This term refers to Section 12 of the HTOS which defines the international provisions of CHAMP.

**Termination for Convenience of the Government** – the exercise of the Government's right to completely or partially terminate performance of work under the BL when it is in the Government's interest.

Termination of Performance – the exercise of the Government’s right to completely or partially terminate a BL because of the TSP’s actual or anticipated failure to perform its obligations under the HTOS.

Transportation Services – For domestic and international household goods shipments, as appropriate, transportation services include, but are not limited to, providing origin agents for the performance of pre-move surveys, packing, the stuffing of containers and liftvans, linehaul transportation from origin to port of debarkation, providing debarkation port agent and broker services, providing ocean transportation, providing embarkation port agent and broker services, customs clearance, inland transportation to destination, and providing destination agents for the performance of storage-in-transit, delivery, unpacking, placement of property, and removal of debris, containers, and liftvans.

Transportation Service Provider (TSP) – This term refers to a household goods carrier or forwarder and means a firm engaged in the transportation, for compensation or hire, of used household goods by means of motor vehicles being used in the transportation. TSPs possess the appropriate Federal and State operating authorities for the routes they serve. This term includes all of the TSP’s agents and carriers it employs to perform the required services. TSPs must be approved in CHAMP and refers to the firm approved to file rates.

Unaccompanied Air Baggage (UAB) – The necessary personal items that are taken to an owner’s new duty station before their shipment of household goods arrives. The determination of items considered as UAB is at the discretion of each agency. Where gross weight of a UAB shipment exceeds its volume weight, the TSP must charge for gross weight.

## APPENDIX B—Acronyms and Abbreviations

AMC	Agency Move Coordinator
<b>AF</b>	<b>Administrative Fee</b>
BL	Bill of Lading
BLIO	Bill of Lading Issuing Officer
CBL	Commercial Bill of Lading
CFR	Code of Federal Regulations
CHAMP	Centralized Household Goods Traffic Management Program
CONUS	Continental United States
CSI	Customer Satisfaction Index
DA	Dispatch (Despatch) Agent
DoD	Department of Defense
DOS	Department of State
DOT	Department of Transportation
DPM	Direct Procurement Method
EC	Electronic Commerce
FAR	Federal Acquisition Regulation
FMC	Federal Maritime Commission
FMCSA	Federal Motor Carrier Safety Administration
FMR	Federal Management Regulation
FTR	Federal Travel Regulation
GBL	Government Bill of Lading
GSA	General Services Administration
HHG	Household Goods

HTOS	Household Goods Tender of Service
MMS	Move Management Services
MOA	Memorandum of Agreement
NADA	National Automobile Dealers Association
NTS	Non-Temporary Storage
OCONUS	Outside the Continental United States
O/T	Overtime
OTO	One-Time-Only
P/D	Pick-up/Delivery
PBO	Packed By Owner
PBP&E	Professional Books, Papers & Equipment
PMO	Program Management Office
POC	Principal Operating Company Or Point Of Contact
POD	Point Of Debarkation
POE	Point Of Embarkation
POF	Privately Owned Firearms
POV	Privately Owned Vehicles
RDD	Required Delivery Date
RFO	Request for Offers
RFSP	Rate Filing Service Provider
SA	Service Area
SAM	System for Award Management
SAP	Service Area Pairs
SCAC	Standard Carrier Alpha Code



SDDC	Surface Deployment and Distribution Command
SFR	Single Factor Rate
SIN	Special Item Number
SIT	Storage-in-Transit
TIN	Taxpayer Identification Number
TMSS 2.0	Transportation Management Services Solution 2.0
TPA	Trading Partner Agreement
TSP	Transportation Service Provider
UAB	Unaccompanied Air Baggage
USC	United States Code
W/H	Warehouse Handling

## APPENDIX C—Forms

This Appendix contains the forms prescribed for use by CHAMP TSPs and the suggested forms used for operating under the terms and conditions of CHAMP. [GSA Forms Library](#)

### Electronic Forms

Household Goods Carrier Evaluation Report	<a href="#">GSA Form 3080 (electronic in TMSS 2.0)</a>
Statement of Accessorial Services Performed - SIT Delivery and Reweigh	<a href="#">DD Form 619</a>
Government Bill of Lading SF 1103	<a href="#">GSA Forms Library</a>
Government Bill of Lading Correction Notice SF 1200	<a href="#">GSA Forms Library</a>
Public Voucher for Transportation Charges, SF 1113	<a href="#">GSA Forms Library</a>
Memorandum Copy Public Voucher for Transportation Charges, SF 1113A	<a href="#">GSA Forms Library</a>
Performance Bond, SF 25	<a href="#">GSA Forms Library</a>

### Hard Copy Forms (see below)

- Transportation Service Provider Request to Participate and Agreement
- Transportation Service Provider Commercial Port Level Report
- TSP Certification Statement of Eligibility
- General Services Administration Basic Transportation Trading Partner Agreement

## **Transportation Service Provider Request to Participate and Agreement**

The following form entitled “Transportation Service Provider Request to Participate and Agreement to Abide by the Terms and Conditions of the General Services Administration’s Centralized Household Goods Traffic Management Program (CHAMP)” shall be submitted with the application process.

**Transportation Service Provider Request to Participate and Agreement to Abide by the Terms and Conditions of the General Services Administration's Centralized Household Goods Traffic Management Program (CHAMP)**

This requests approval to participate in the General Services Administration's (GSA) Centralized Household Goods Traffic Management Program (CHAMP). I agree to abide by the terms and conditions set forth in the GSA Household Goods Tender of Service (HTOS), dated [insert date], revisions and supplements thereto or reissues thereof.

I understand that participation in GSA's CHAMP is contingent upon our performance or service as stated in the GSA HTOS. I certify that the information presented herein is completed and correct to the best of my knowledge, understanding that willful submission of false information in my application or on any document furnished pursuant to this HTOS is punishable by fines, imprisonment, or both (US Code, Title 18, Section 1001). I further understand that GSA may terminate my participation in the program upon notice to me of such intent, based upon evidence of my non-compliance with the terms and conditions of the GSA HTOS and/or any performance failures.

I certify and acknowledge receipt of the HTOS, dated [INSERT DATE] consisting of Sections 1 through 12 and Appendices A through E.

Company Name: \_\_\_\_\_

Signature of Authorized Official: \_\_\_\_\_

Title of Authorized Official: \_\_\_\_\_

**Transportation Service Provider Contact Information**

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Address City/State: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

# Transportation Service Provider Commercial Port Level Report

If the BLIO requires, TSPs shall submit this report in accordance with the requirements of Section 11 HTOS.

**COMMERCIAL PORT LEVEL REPORT**

Port of: \_\_\_\_\_ Port Agent: \_\_\_\_\_

Period Ending: \_\_\_\_\_ Date of Report: \_\_\_\_\_

**PART 1. - SHIPMENTS ON HAND**

A. Number of import shipments that have not been picked up for linehaul movement \_\_\_\_\_

B. Number of import shipments that are past the RDD. \_\_\_\_\_

C. Number of export shipments on hand. \_\_\_\_\_

D. Number of export shipments on hand that are past the RDD. \_\_\_\_\_

**PART 2. - NARRATIVE COMMENTS**

Provide comments regarding the following:

Processing Problems \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Availability and Responsiveness of Truckers \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Customs Problems \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Responsiveness of Vessel Operators \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Other Issues \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**PART 3. - MISSED REQUIRED DELIVERY DATE**

Provide the following information for all on-hand shipments that have missed the RDD:

Relocation Employee's Name	Bill of Lading Number	Final Destination
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

**PART 4. - MISCELLANEOUS**

Report any specific problems anticipated or encountered in moving personal property to the applicable port.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

I certify this to be a true and accurate report

Company Name: \_\_\_\_\_

\_\_\_\_\_

Signature and Title of Authorized Official

Date

**Transportation Service Provider Contact Information**

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Address: \_\_\_\_\_

City/State: \_\_\_\_\_

Telephone No.: \_\_\_\_\_

Fax Number: \_\_\_\_\_ E-Mail Address: \_\_\_\_\_

# TSP Certification Statement of Eligibility



**TRANSPORTATION SERVICE PROVIDER CERTIFICATION STATEMENT OF ELIGIBILITY FOR THE AWARD OF CONTRACTS FOR TRANSPORTATION**

A. By submitting this rate tender, the Transportation Service Provider (TSP) certifies that:

(1) Neither the TSP, nor any of its subsidiaries, officers, directors, principal owners, or principal employees is currently suspended, debarred, or in receipt of a notice of proposed debarment from any agency as a result of a civil judgment or criminal conviction or for any cause from GSA, nor has been placed in temporary non-use status by GSA for the routes covered by this tender as of the date that this rate tender is offered.

(2) The TSP is not a corporation, partnership, sole proprietorship or any other business entity which has been formed or organized following the suspension or debarment of, a subsidiary, officer, director, principal owner, or principal employee thereof (or from such an entity formed after receipt of a notice of proposed debarment).

B. The following definitions are applicable to this certification:

(1) A subsidiary is a business entity whose management decisions are influenced by the TSP through legal or equitable ownership of a controlling interest in the firm's stock, assets, or otherwise.

(2) A principal owner is an individual or company which owns a controlling interest in the TSP's stock, or an individual who can control, or substantially influence, the TSP's management, through the ownership interest of family members or close associates.

(3) A principal employee is a person(s) acting in a managerial or supervisory capacity (including consultants and business advisors) who is able to direct, or substantially influence, the TSP's performance of its obligations under its contracts for transportation with the Federal Government.

C. Knowledge required.

The knowledge of the person who executes this certification is not required to exceed the knowledge which that person can reasonably be expected to possess, following inquiry, regarding the suspended or debarred status of the parties defined in (B), above.

D. Obligation to inform.

The TSP has a continuing obligation to inform the GSA office to which this rate tender is submitted of any change in circumstances which results in its ineligibility for the receipt of contracts for transportation.

E. Erroneous certification.

An erroneous certification of eligibility or failure to notify the GSA office receiving this tender of a change in eligibility, may result in a recommendation for administrative action against the TSP. Additionally, false statements to an agency of the Federal Government are subject to criminal prosecution pursuant to 18 USC 1001, as well as possible civil penalties.

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COMPANY NAME

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SIGNATURE AND TITLE OF AUTHORIZED OFFICIAL      DATE

TSP CONTACT

NAME: \_\_\_\_\_

TITLE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY/STATE: \_\_\_\_\_

TELEPHONE NO :(\_\_\_\_) \_\_\_\_\_

E-MAIL ADDRESS: \_\_\_\_\_

# **General Services Administration Basic Transportation Trading Partner Agreement**

TSPs applying for approval in CHAMP shall complete this form as directed by the Program Management Office and Section 2 of the HTOS.

Note: The term “participant” as used in this document shall refer to the Transportation Service Provider (TSP).

## General Services Administration

### Basic Transportation Trading Partner Agreement

Applicability: Check the box below which represents the activity of your firm under this Trading Partner Agreement:

- Federal Motor Carrier Safety Administration (FMCSA) Motor Common Carrier with interstate household goods operating authority
- FMCSA Freight Forwarder (FF) with interstate household goods operating authority
- Federal Maritime Commission (FMC) Ocean Transportation Intermediary (OTI) (Non-Vessel Operating Common Carrier (NVOCC) or Ocean Freight Forwarder (OFF))
- Rate Filing Service Provider (RFSP)

#### 1. Introduction.

This agreement prescribes the general procedures and policies to be followed when Electronic Commerce (EC) is used for transmitting and receiving requests for offers, rate tenders, or other business information in lieu of creating one or more paper documents normally associated with conducting business with the General Services Administration.

*The General Services Administration (GSA or the agency) will transmit and receive via the Transportation Management Services Solution 2.0 (TMSS 2.0) system using the HHG Rate Filing Upload module such transaction sets (documents) as it chooses and as established by the governing tender of service or the request for offers.* These transaction sets will be transmitted to those firms, organizations, agencies, or other entities (trading partners) recognized by GSA that agree to accept such documents and to be bound by the terms and conditions contained in those documents, this agreement, and any applicable tender of service.

#### 2. Purpose.

This agreement is to ensure that all EC obligations are legally binding on all trading partners. Further, the use of TMSS 2.0 and any electronic equivalent of a standard business document referenced in this Agreement will be deemed an acceptable business practice and that no trading partner will challenge the admissibility of the electronic information in evidence, except in circumstances in which an analogous paper document could be challenged. Where participant is used in this agreement it will mean carrier/forwarder as applicable.

#### 3. Household Goods Reference.

This agreement, in addition to the terms and conditions stated in Paragraph 4, is subject to the terms and conditions of the following documents:

- GSA Centralized Household Goods Traffic Management Program Tender of Service
- GSA Centralized Household Goods Traffic Management Program Request for Offers

4. Terms and Conditions.

- A. GSA will place electronic documents in the secure TMSS 2.0 website ([tmss.gsa.gov](https://tmss.gsa.gov)) and in the directory of a confirmed trading partner (trading partner/<SCAC>), hereinafter referred to as directory. It will receive documents from confirmed trading partners in each confirmed trading partner's directory via electronic commerce established within TMSS 2.0. Receipt by the trading partner is considered to occur when the document is placed in either the TSP's directory or the trading partner's directory, as the case may be.
- B. GSA will bear the costs of maintaining the TMSS 2.0 system and the costs of placing documents issued by GSA in the appropriate directory, and the costs of managing documents placed within the directory in TMSS 2.0 by its trading partners. The agency's trading partners are responsible for all costs associated with getting documents from or putting documents in the GSA TMSS 2.0 system.
- C. When the transmissions are submission of rate offers, the submitting firm must have first met all applicable approval requirements set out in the applicable, governing Tender of Service.
- D. GSA will be responsible for the accuracy of documents issued by it and placed in the GSA directory. GSA will not be responsible for errors occurring in documents placed in the GSA TMSS 2.0 directory, nor will GSA be responsible for errors occurring in documents uploaded from the GSA directory.
- E. GSA will not be responsible for any damages incurred by a trading partner as a result of missing or delayed transmissions when the problem is not with or caused by GSA or the agency's system.
- F. Any document placed in a directory maintained on the TMSS 2.0 system is to be considered a valid and authentic document backed by the same guarantees of legitimacy as are found in a paper transaction. Likewise, any document from a trading partner put into a directory on the TMSS 2.0 system will be considered a valid and authentic document backed by the same guarantees of legitimacy as are found in a paper transaction.
- G. If a participant uses an RFSP to file its rates with GSA, documents submitted on behalf of the participant will be accepted as though submitted by the participant and GSA. The use of an RFSP does not relieve the participant of any of its rights or obligations under the terms of this agreement, including the maintenance of a valid trading partner agreement with GSA.

5. Force Majeure.

None of the parties in this agreement will be liable for failure to properly conduct EC in the event of war, accident, riot, fire, flood, epidemic, pandemic, power outage, labor dispute, act of God, act of public enemy, malfunction or inappropriate design of hardware or software, or any other cause beyond such party's control. If standard business cannot be conducted by EC, GSA will, at its discretion, return to a paper based system.

6. Effective Date.

The effective date of this agreement will be the latest of the date(s) shown on the signature page of this document.

7. Agreement Review.

The agreement will be effective on a continuing basis, except as provided in Paragraph 8, below; provided, however, that GSA may from time to time make such changes to the agreement as necessary, and the trading partner may request review of the agreement at any time.

8. Termination.

If GSA revokes a participant's approval to participate in the GSA Centralized Household Goods Traffic Management Program, this agreement will be considered terminated as of the date notice is given to a firm of its revocation of approval.

If the Program Management Office terminates a TSP's performance of work under the bill of lading for the convenience of the Government, this agreement will be considered terminated as of the date notice of such termination is issued by the GSA.

Except as provided above, this agreement may be terminated by either GSA or its trading partner, effective 30 calendar days after receipt of written notice by either party. Termination will have no effect on transactions occurring before the effective date of termination.

9. Whole Agreement.

This agreement and all addenda constitute the entire agreement between the parties. No changes in terms and conditions of this agreement will be effective unless approved and signed by both parties. At the inception of this agreement, Addendum/Addenda (is) (are) applicable. As the parties develop and implement additional EC capabilities, addenda may be incorporated into this agreement. Each addendum will be signed and dated by both parties. The latest date contained on the signature page will be the effective date of the addenda. The addendum will be appended to this agreement.

**U.S. General Services Administration  
Household Goods Tender of Service (HTOS)  
Effective November 1, 2024**

Representing the Carrier	Representing the General Services Administration
Name and Signature	Name and Signature
Title	Title Manager, Centralized Household Goods Traffic Management Program (CHAMP)
Firm	Firm: Federal Acquisition Service
Street Address	Street Address 2300 Main Street, 7th Floor NE
City, State, Zip	City, State, Zip Kansas City, MO 64108
Telephone	Telephone 816-823-3644/3650
Fax	Fax
E-mail	E-mail
Electronic Commerce Contact	Electronic Commerce Contact 816-823-3644/3650
Telephone	Telephone
Fax	Fax
E-mail	E-mail
Date	Date

TRADING PARTNER AGREEMENT NUMBER	
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(To Be Completed by GSA)

## **APPENDIX D—Report Formats**

### **Report Format Requirements**

The Shipment Reports, Storage-in-Transit (SIT) Reports and Claims Settlement Reports specified in Section 10 shall meet the requirements set out in this Appendix.

### **Consolidated Reports Prohibited**

In no instance shall Shipment Reports and SIT Reports be consolidated. Each report shall be submitted separately. For Shipment Report submissions, domestic Transportation Service Providers (TSPs) shall submit two (2) quarterly Shipment Reports; one for general domestic transportation (GD) and one for domestic move management services (DM). Domestic shipments reported must include any containerized method of shipping. These domestic Shipment Reports may be submitted as one file. International TSPs shall submit two (2) quarterly Shipment Reports; one for general international transportation (GI) and one for international move management services (IM). These international Shipment Reports may be submitted as one file. TSPs approved in both the domestic and international programs shall submit four (4) quarterly Shipment Reports. These domestic and international Shipment Reports may be submitted as one file or any combination. If a shipment was placed and/or delivered to/from SIT during the quarter being reported, domestic TSPs shall submit up to two (2) quarterly SIT Reports; one for general domestic transportation (GD) and one for domestic move management services (DM). Domestic SIT shipments reported must include any containerized method of shipping. These domestic SIT Reports may be submitted as one file. International TSPs shall submit up to two (2) quarterly SIT Reports; one for general international transportation (GI) and one for international move management services (IM). These international SIT Reports may be submitted as one file. TSPs approved in both the domestic and international programs shall submit up to four (4) quarterly SIT Reports. These domestic and international SIT Reports may be submitted as one file or any combination.

### **Electronic Media Reports**

Electronic media reports shall be submitted in accordance with the following requirements. Electronic media reports shall be transmitted between the dates indicated below of each calendar year:



Quarter	Months	Submission Period
1st	Jan - March	April 1 thru May 31
2nd	April - June	July 1 thru August 31
3rd	July - Sept	Oct 1 thru Nov 30
4th	Oct - Dec	Jan 1 thru Feb 28 (29)

## Shipment Report Format Requirements

TSPs or their Rate Filing Service Providers (RFSPs) must submit the required Shipment Reports via the Transportation Management Service Solution 2.0 ([TMSS 2.0](#)) system. The “CHAMP Shipment Reporting Template” can be viewed/downloaded from the lower-right hand corner of the TMSS 2.0 webpage. Instructions for the completion and submission of Shipment Reports can be found in the template.

Once completed, Shipment Reports must be submitted in TMSS 2.0 under the “Shipment Reports” module and then selecting “Upload Shipment/SIT Reports.”

Shipment Report submissions received from TSPs or their RFSPs not conforming to the instructions found in this HTOS and the “CHAMP Shipment Reporting Template” will not be accepted by TMSS 2.0 and the TSP or its RFSP will be notified via email of any errors.

## Negative Shipment Report Format

Negative Shipment Reports must be submitted in TMSS 2.0 under the “Shipment Reports” module and then selecting “Negative Shipment Reporting.”

## Storage-in-Transit (SIT) Report Format Requirements

TSPs or their RFSPs must submit the required SIT Reports via [TMSS 2.0](#). The “CHAMP SIT Reporting Template” can be viewed/downloaded from the lower-right hand corner of the TMSS 2.0 webpage. Instructions for the completion and submission of SIT Reports can be found in the template.

Once completed, SIT Reports must be submitted in TMSS 2.0 under the “Shipment Reports” module and then selecting “Upload Shipment/SIT Reports.”

SIT Report submissions received from TSPs or their RFSPs not conforming to the instructions found in this HTOS and the “CHAMP SIT Reporting Template” will not be accepted by TMSS 2.0 and the TSP or its RFSP will be notified via email of any errors.

## Negative SIT Report Format

Negative SIT Reports must be submitted in TMSS 2.0 under the “Shipment Reports” module and then selecting “Negative Shipment Reporting.”

## Origin/Destination Codes

The following tables define the codes to be used to indicate the origin and destination of the shipments reported in the Shipment Report and the SIT shipments reported in the SIT Report.

### State Codes (CONUS) for Shipment/SIT Origin/Destination

State	Code
Alabama	AL
Alaska	See below
Arizona	AZ
Arkansas	AR
California	CA
Colorado	CO
Connecticut	CT
Delaware	DE
District Of Columbia	DC
Florida	FL
Georgia	GA
Idaho	ID
Illinois	IL
Indiana	IN
Iowa	IA
Kansas	KS
Kentucky	KY
Louisiana	LA
Maine	ME

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State	Code
Maryland	MD
Massachusetts	MA
Michigan	MI
Minnesota	MN
Mississippi	MS
Missouri	MO
Montana	MT
Nebraska	NE
Nevada	NV
New Hampshire	NH
New Jersey	NJ
New Mexico	NM
New York	NY
North Carolina	NC
North Dakota	ND
Ohio	OH
Oklahoma	OK
Oregon	OR
Pennsylvania	PA
Rhode Island	RI
South Carolina	SC
South Dakota	SD
Tennessee	TN
Texas	TX
Utah	UT
Vermont	VT
Virginia	VA
Washington	WA
West Virginia	WV
Wisconsin	WI
Wyoming	WY

## Origin/Destination Codes for Points in Alaska

Origin/Destination Point	Code
Anchorage	AN
Cordova	CV
Fairbanks	FB
Juneau	JN
Ketchikan	KN
Kodiak	KD
Petersburg	PB
Sitka	SA
Wrangell	WG

Note: See the International Table for the code for the Hawaiian Islands, Puerto Rico, Guam and Virgin Islands.

## Canadian Provincial Codes for Shipment/SIT Origin/Destination

Province	Code
Alberta	AB
British Columbia	BC
Manitoba	MB
New Brunswick	NB
Newfoundland and Labrador	NL
Northwest Territories	NT
Nova Scotia	NS
Ontario	ON
Prince Edward Island	PE
Quebec	PQ
Saskatchewan	SK
Yukon	YT

## International Country Codes for Shipment/SIT Origin/Destination

Country/Designated Point	Code
Afghanistan – All Points	111A
Herat	11HR
Kabul	11KB
Albania	120A
Algeria	1250
American Samoa	060A
Angola	1410
Antigua	1490
Argentina	150A
Armenia	101A
Aruba	630A
Australia – All Other Points	160A
- Adelaide	16AD
- Brisbane	16BB
- Canberra	16CB
- Darwin	16DW
- Melbourne	16MB
- Perth	16PH
- Sydney	16SD
Austria	1650
Azerbaijan	112A
Azores	735A
Bahamas	1800
Bahrain	1810
Bangladesh	1820
Barbados	1840
Belarus	102B
Belgium	1900

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Country/Designated Point	Code
Belize	2270
Benin	103B
Bermuda	1950
Bolivia	2050
Bosnia-Herzegovina	104B
Botswana	2100
Brazil – All Other Points	220A
- Brasilia	22BB
- Recife	22RF
- Rio De Janeiro	22RJ
- Sao Paulo	22SP
Brunei	2320
Bulgaria	2450
Burkina Faso	9270
Burundi	2520
Cambodia	2550
Cameroon	2570
Canary Islands	830C
Cabo Verde	113C
Cayman Islands	2680
Central African Republic	2690
Chad	2730
Chile	2750
China – All Other Points	2800
- Beijing	28BG
- Chengdu	28CU
- Guangzhou	28GU
- Shanghai	28SI
- Shenyang	28SG
Colombia	2850
Democratic Republic of the Congo (formerly Zaire)	2910

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<b>Country/Designated Point</b>	<b>Code</b>
Costa Rica	2950
Cote D'ivoire	106C
Croatia	4400
Cuba	3000
Cyprus	3050
Czech Republic	3100
Denmark	3150
Djibouti	3170
Dominican Republic	3200
East Timor	107D
Egypt	9220
Ecuador	3250
El Salvador	3300
Equatorial Guinea	114E
Eritrea	108E
Estonia	115E
Ethiopia	3350
Fiji	3380
Finland	3400
France	3500
Gabon	3880
Gambia	116G
Georgia	109G
Germany	3940
Ghana	3960
Greece	4000
Grenada	117G
Guadeloupe	4070
Guam	170G
Guatemala	4150
Guinea	4170

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Country/Designated Point	Code
Guinea-Bissau	119G
Guyana	4180
Haiti	4200
Hawaiian Islands of Hawaii, Kauai, Maui, Oahu	210H
Holy See	120H
Honduras	4300
Hong Kong	4350
Hungary	4450
Iceland	4500
India – All Other Points	4550
- Chennai	455C
- Hyderabad	455H
- Kolkata	455K
- Mumbai	455M
- New Delhi	455N
Indonesia	4580
Iran	110N
Iraq – All Other Points	110I
Baghdad	110B
Mosul	110M
Basrah	110S
Erbil	110E
Kirkuk	110R
Ireland	4700
Israel	4750
Italy	4800
Jamaica	4870
Japan	490J
Jerusalem (added as a city under Israel)	111J
Jordan	5000
Kazakhstan	5250



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Country/Designated Point	Code
Kenya	5050
<b>Kiribati</b>	<b>5350</b>
Korea (South)	5150
Kosovo	110K
Kuwait	5200
Kyrgyzstan	121K
Lao People's Democratic Republic	5300
Latvia	122L
Lebanon	5400
Lesotho	123L
Liberia	124L
Libya	112L
Lithuania	5420
Luxembourg	5700
North Macedonia	125M
Madagascar	5750
Malawi	5770
Malaysia	5800
Mali	5850
Malta	5900
Marshall Islands	127M
Mauritania	5920
Mauritius	5930
Mexico – All Other Points	5950
- Ciudad Juarez, Chihuahua	59CJ
- Guadalajara, Jalisco	59GD
- Hermosillo, Sonora	59HM
- Matamoros, Tamaulipas	59MM
- Merida, Yucatan	59MR
- Mexico City, DF	59MC
- Monterrey, Nuevo Leon	59MT

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<b>Country/Designated Point</b>	<b>Code</b>
- Nogales, Sonora	59NG
- Nuevo Laredo, Tamaulipas	59NL
- Tijuana, Baja California	59TJ
Micronesia	0630
Moldova	128M
Monaco	6070
Mongolia	129M
Montenegro	113M
Morocco	6100
Mozambique	6150
Myanmar (formerly Burma)	2500
Namibia	8210
Nepal	6250
Netherlands	6300
Netherlands Antilles	6400
New Zealand	6600
Nicaragua	6650
Niger	130N
Nigeria	6700
Northern Mariana Islands – All Other Points	0690
Saipan	069S
Norway	6850
Okinawa	490K
Oman	6160
Pakistan	7000
Palau	131P
Panama	7100
Papua New Guinea	7120
Paraguay	7150
Peru	7200
Philippines	7250

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Country/Designated Point	Code
Poland	7300
Portugal	7350
Puerto Rico (Main Island Only)	180P
Qatar	7470
Republic of the Congo (formerly Congo)	105C
Romania	7550
Russia – All Other Points	8250
- Moscow	82MC
- St. Petersburg	82SP
- Vladivostok	82VS
Rwanda	132R
Saudi Arabia	7850
<b>Saint Kitts and Nevis</b>	<b>7800</b>
Saint Lucia	7700
<b>Saint Vincent and Grenadines</b>	<b>7600</b>
Sao Tome/Principe	133S
Senegal	7870
Serbia	113S
Sierra Leone	7900
Singapore	7950
Slovak Republic	114S
Slovenia	7890
Solomon Islands	789S
Somalia	7899
South Africa – All Other Points	8010
- Cape town	80CT
- Durban	80DB
- Johannesburg	80JB
- Pretoria	80PT
South Sudan	8360
Spain	8300

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Country/Designated Point	Code
Sri Lanka	2720
Sudan	8350
Suriname	8400
Kingdom of eSwatini	135S
Sweden	8500
Switzerland	8550
Syria	8580
Tahiti	350T
Taiwan	2810
Tajikistan	136T
Tanzania	8650
Thailand – All Other Points	8750
- Bangkok	875B
- Chian Mia	875C
Togo	115T
<b>Tonga</b>	<b>140T</b>
Trinidad	205T
Tunisia	8900
Turkey	9050
Turkmenistan	116T
Uganda	9100
Ukraine	9280
United Arab Emirates	8880
United Kingdom – All Other Points	925U
London	925L
Edinburgh	925D
Northern Ireland	925I
Uruguay	9300
Uzbekistan	117U
<b>Vanuatu</b>	<b>9500</b>
Venezuela	9400

Country/Designated Point	Code
Viet Nam	9450
Virgin Islands St. John	200V
Virgin Islands St. Thomas/St. Croix	190V
Western Samoa	9630
Yemen	9650
Zambia	9900
Zimbabwe	8180

## Claims Report Format Requirements

RESERVED

## **GSA Form 3080 Batch Filing Instructions (Option 2):**

TSPs choosing to upload GSA Form 3080s via Option 2 (batch) must use the “CHAMP GSA 3080 Reporting Template.” The “GSA 3080 Carrier Evaluation Template” can be viewed/downloaded from the lower-right hand corner of the [TMSS 2.0](#) webpage and contains instructions for completing. Once completed, the template can be uploaded in TMSS 2.0 under the “GSA 3080” module and then selecting “GSA 3080 File Upload.”

GSA Form 3080 submissions received from TSPs not conforming to the instructions found in this HTOS and the “CHAMP GSA 3080 Reporting Template” will not be accepted by TMSS 2.0.

## **APPENDIX E—Sample Move Management Agreement for Household Goods Move Management Services**

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### **MOVE MANAGEMENT AGREEMENT FOR HOUSEHOLD GOODS MOVE MANAGEMENT SERVICES**

**Between**

**[Agency]**

**[City/State]**

**And**

**[Move Management Services Provider/SCAC]**

**[City/State]**

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## 1. General

The [agency name] located at [agency address], herein identified as [Agency] and [Move Management Services Provider], herein identified as [Provider], located at [MMS Provider address], herein agree that the Provider will provide Move Management Services (MMS) according to the specifications and requirements as set forth in the GSA Household Goods Tender of Service (HTOS), the Extended Storage Tender of Service (XTOS), all applicable Request for Offers (RFO), *the terms and conditions of the non-alternating standing route order (SRO)*, [Agency Specific Code] (if applicable), all other relevant regulations and policies and this Memorandum of Agreement (MOA). All shipments moved in accordance with this MOA must be conducted under the General Services Administration's (GSA's) Centralized Household Goods Traffic Management Program (CHAMP) with CHAMP approved Transportation Service Providers (TSPs). Services to be provided in accordance with this MOA are for the coordination and transportation of household goods shipments for Federal employees/owners when paid for by the Agency.

## 2. Scope

This MOA applies to the shipment and storage of all domestic and international household goods moves as defined by the HTOS and the XTOS and authorized for the benefit of the Government and funded by the Agency.

## 3. Definitions

**Transportation Service Provider (TSP)** – TSP is used when referring to Federally approved carriers and forwarders accepted by GSA to participate in CHAMP.

**Move Management Services (MMS)** – All services necessary for coordinating the packing, loading, movement, storage, unpacking, placement, assembly, disassembly, counseling, advising, estimating, performing cost comparisons, cost projections and site surveys, data collection and retention, reporting, billing the Government, receiving Government payments and disbursing payments to subcontractors (if applicable), and all other related services for employee/owner household goods shipments.

**Bill of Lading Issuing Officer (BLIO)** – After a Travel Authorization has been issued, the BLIO has the authority to further obligate the Agency to expend funds to support a course of action necessary to continue the progress of a household goods shipment to its completion. The BLIO is the primary contact for initiating an MMS request under this MOA on behalf of the Agency. The BLIO may appoint other personnel from the Agency as their designee. This designee(s) will also be responsible for initiating and managing shipments.



**Household Goods Shipments** – All services related to the packing, loading, transportation, storage and delivery of household goods are included as defined in CHAMP, the HTOS, the XTOS, all applicable RFOs, *the terms and conditions of [Agency Specific Code] (if applicable)*, and all other relevant regulations and policies and this MOA.

Move Management Services include, but are not limited to:

- receiving service requests;
- conducting owner counseling;
- making TSP selections;
- preparing bills of lading;
- preparing shipment invoices;
- conducting TSP performance evaluations;
- conducting service performance audits;
- preparing and assisting with claims documentation;
- assigning selected shipments to storage-in-transit (SIT), both temporary and extended, if authorized;
- preparing and submitting service requests to TSPs;
- initiating the GSA Form 3080 electronically via the Transportation Management Services Solution 2.0 (TMSS 2.0) system via either Option 1 and/or Option 2 as identified in Section 7.5.1. of the HTOS;
- maintaining MMS Provider’s web application with the most current programming and shipment information; and
- preparing and submitting management reports.
- prepayment and postpayment audit [Note: this is optional and only listed if it is included in the agency SRO where the TSP’s factor the cost into the filed rates]:
  - arranging for the prepayment audit of all invoices in accordance with 41 CFR 102-118 and the U.S. Government Freight Transportation Handbook by an independent, non-affiliated auditor;
  - preparing and submitting to GSA’s Transportation Audit Division all required documentation to satisfy the postpayment audit requirements identified in 41 CFR 102-118, the Government Freight Transportation Handbook and GSADI (SRO code).

**Bills of Lading** – CHAMP uses Commercial Bills of Lading (CBLs) and/or Bills of Lading (BLs) for domestic shipments and international shipments are moved on Government Bills of Lading (GBLs). The GBL is a controlled document that conveys specific terms and conditions to protect the Government’s interest and serves as the contract of carriage. A CBL/BL is the document used as a receipt of goods and documentary evidence of title during transportation. When the Agency uses a CBL/BL, the specific terms and conditions of a GBL are included in the rate tenders/offers under CHAMP and the CBL/BL must make reference to the rate tender/offer number.

By accepting this MOA, the Provider agrees that the specific terms and conditions of a GBL are included in their rate tenders/offers. Specific terms and conditions that apply to GBLs and CBLs/BLs are included in 41 CFR 102-117, the “U.S. Government Freight Transportation Handbook”, and 41 CFR 102-118.

To comply with CHAMP provisions, the name and SCAC shown on any GBL and/or CBL/BL for a shipment moved under this MOA will be name and SCAC of the Provider, regardless of the underlying TSP that may actually be performing the transportation related services. In addition, for all shipments moved under this MOA, the Provider must utilize the current [SCAC] MMS rate offers (M rate offers) accepted in TMSS 2.0.

Where the Provider does not have GSA approved scope of operation and/or an accepted rate offer on file for a given traffic lane, a one-time-only (OTO) rate quote will be used based upon the requirements defined in the HTOS Section 4.4.

**Self-Pack and Load** – TSPs selected and managed by the Provider to perform services under this MOA must contain a move in its entirety within their own transport systems or networks of drivers and equipment and facilities to the maximum extent possible. Transferring a shipment to another agent or TSP is prohibited when the originating TSP has equipment, facilities, and personnel to handle the move in its entirety.

#### **4. Services to be Provided**

At a minimum, the services identified herein are required to be provided in accordance with this MOA.

##### **Initiation of Service and Authorizations – Household Goods**

The BLIO or their designee will notify the Provider of employee/owner moves in writing, by telephone, by fax or by entering the request into the Provider web-based system. The minimum information necessary for the Provider to initiate a move is:

- Owner’s name;
- Owner’s email;
- Owner’s phone numbers at work and home;

- Travel Authorization number and obligation amount;
- Accounting information; and
- Any excess valuation requested above the standard valuation

The BLIO or their designee will provide the Provider with a telephone number to contact the employee for counseling purposes. The Provider will attempt to contact the owner within **24 hours** after receiving the initial request for MMS. If the Provider is unsuccessful in contacting the owner within **48 hours**, the Provider will advise the BLIO or their designee and ask for assistance.

### **Prior Authorization of Accessorial Services**

Under normal conditions, prior authorizations are required before the performance of any accessorial services. All charges must be supported with an approved BLIO or their designee written authorization prior to payment.

If, however, accessorial services have been identified on the Travel Authorization and/or the BLIO or their designee has provided the Provider with a listing of accessorial services that have been preapproved by the Agency, then the Provider is authorized to order those accessorial services without further approval.

For any accessorial service request not identified on the Travel Authorization and/or identified on a list of pre-approved accessorial services by the Agency, the Provider must obtain approval for those accessorial services in writing from the BLIO or their designee. In the event the Provider fails to obtain a written authorization for these accessorial services from the BLIO or their designee, the Provider will be held financially responsible for payment of any charges to the TSP or other third party provider.

### **Owner Counseling**

The Provider will contact the owner and provide information, guidance and/or instructions regarding all aspects of the move. Counseling topics include, but are not limited to, the following list:

- Allowances under the FTR and other policies applicable to the Agency;
- On-site or virtual pre-move survey responsibilities;
- Level of service (released shipment valuation) and excess shipment valuation;
- Disassembly and reassembly of household furniture;
- Disconnecting and reconnecting items, such as ice makers;
- Shipment and storage services that are paid by the Government;
- Authorized SIT and extra pick-ups and drop-offs;
- Name and address of the SIT warehouse and SIT delivery out procedures;
- Appliance servicing;
- Professional Books, Materials (papers) and Equipment (PBP&E) documentation and the Agency's applicable approval requirements;
- Packed by owner (PBO) packaging and inspection of contents and repacking;

- Transportation of privately owned vehicles (POVs) and Unaccompanied Air Baggage (UAB) and alternative methods of transporting them; and
- Claims filing procedures and general assistance and guidance.

### **On-Site Inspections**

The BLIO or their designee may request on-site service inspections at either the shipment origin or destination point for an additional agreed upon charge determined at time of service and approved by the Agency. Optional origin or destination inspection services must be requested in writing and by calling the Provider at least **24 hours** in advance to allow scheduling.

### **TSP Selection Criteria**

The BLIO or their designee may provide a list of TSPs to the Provider that will be used for shipments under this MOA. The BLIO or their designee may also delegate responsibility of selecting TSPs to the Provider. TSP rotation requirements may also be provided by the BLIO or their designee. Any selected TSP must be currently approved to participate in CHAMP.

### **TSP Performance Criteria**

The BLIO or their designee and the Provider will establish TSP performance. Performance criteria may include:

- Professionalism and courtesy of TSP personnel;
- Accuracy and performance of the pre-move survey;
- Containment of the pack, load, delivery and storage by the TSP;
- Overall quality of TSP service and responsiveness to requests;
- Frequency, processing, handling, and settlement of claims and other problems; and
- Move coordination and documentation.

### **Valuation Charges**

The valuation coverage shall be consistent with the terms and conditions defined in CHAMP and any applicable SRO. **The GBL or CBL/BL will reflect Full Value Replacement.** Invoices must not list standard shipment valuation charges.

Requests for excess shipment valuation must be from the owner and be in writing. Excess shipment valuations must be charged based upon the terms and conditions defined in CHAMP and any applicable SRO. The Provider will inform the owner that he/she will be responsible for the excess valuation cost and advise the BLIO or their designee of the excess valuation. Any excess valuation must also be shown on the GBL or CBL/BL.

In the event the Provider fails to obtain a written excess valuation request prior to the shipment pick-up from the owner, the Provider will be held financially responsible for payment of any excess valuation charges to the TSP and storage facility.

### **Preparation of GBLs and CBLs/BLs**

The Provider will order the preparation and distribution of GBLs and CBLs/BLs for shipments of HHG, POVs and UAB.

The BLIO or their designee may provide the Provider with a GBL number at the initial creation of request. The Provider will maintain accountability of records and physical security of the GBL numbers supplied, and will comply with the terms of the GSA HTOS/XTOS and this agreement. All GBLs and CBLs/BLs must be accounted for.

The Provider will prepare the GBL or CBLs/BLs prior to shipment pick-up and forward the GBL or CBL/BL to the TSP in a timely manner.

### **Storage-in-Transit (SIT)**

Authorized SIT will be identified on the Travel Authorization. The Provider will make arrangements for SIT as cited on the Travel Authorization. When SIT is requested and is not identified on the Travel Authorization, the Provider will request approval in writing from the BLIO or their designee.

For domestic shipments, normally the initial SIT period does not exceed 60 calendar days. The initial period may be extended in 30 calendar day increments or in one 90 calendar day increment with the total length of SIT **not to exceed 150 calendar days**. For international shipments, normally the initial SIT period does not exceed 90 calendar days. The initial period may be extended in 30 calendar day increments or in one 90 calendar day increment with the total length of SIT **not to exceed 180 calendar days**. All requests for the extension of SIT beyond that identified on the Travel Authorization must be authorized in writing by the BLIO or their designee. The owner will be counseled by the Provider as to the period of authorized SIT and the owner's liability if SIT exceeds what has been authorized by the BLIO or their designee.

The Provider will be required to obtain written authorization from the BLIO or their designee prior to the placement of a shipment into SIT at origin.

The Provider will notify the owner of the actual location (physical address) for the SIT within **5 calendar days** after delivery into SIT. This notification will be provided in writing and will clearly state the date of the expiration of the authorized SIT. The Provider will counsel the owner of their liability for additional charges, changes of liability coverage from the Provider's to warehouseman's care and the risks to the owner if the authorized SIT expires and the shipment remains in SIT.

The Provider must instruct all owners to submit a written request to their Agency's BLIO or their designee for any extension of SIT beyond the initial authorized period. The BLIO or their designee will notify the Provider of additional authorized SIT. If additional SIT is desired by the owner but not approved, the owner will be advised by the Provider of their responsibility for storage charges. The Provider will also determine and provide in writing to the owner (with a copy to the BLIO or their designee) the condition of the owner's property in SIT at the end of authorized SIT days to protect the

Government's and the owner's right to recover for the Provider/TSP-caused losses or damages. The Provider must also provide in writing the new contact (if the contact changes) for the owner to make storage payments and to release the shipment and explain any shipment valuation changes due to the shipment changing from Government storage responsibility to owner storage responsibility.

### **Extended Storage**

If extended storage is authorized on the Travel Authorization, the Provider will coordinate for the extended storage. If the Provider has an acceptable rate offer on file under GSA's XTOS RFO in TMSS 2.0, then the coordination will be provided under the terms of the GSA XTOS and the XTOS RFO and the accepted rate offers in TMSS 2.0 will apply. If the Provider does not have an accepted rate offer for the extended storage requirement under the XTOS RFO, then the Provider will work with the BLIO or their designee and the employee to convert the shipment to non-extended storage to protect the interest of the Government and owner. Authorized non-temporary/extended storage will be paid for by the Government in accordance and as identified on the Travel Authorization.

### **Service Performance Auditing**

The Provider must conduct an independent service performance line item audit of all transportation billings. The Provider must document and certify, by line item, whether billed services (including any services specifically requested by the owner) were necessary, were properly authorized and were actually performed. The Provider may develop a form for this purpose and, if requested, have it preapproved by the BLIO or their designee.

This service performance audit is unrelated to a prepayment audit of the actual billing charges. MMS Provider must furnish the service performance audit certification along with the transportation billing to the prepayment auditor for audit of the actual billing charges.

**Prepayment Auditing** – [Note: this is optional and only listed if it is included in the agency SRO where the TSP's factor the cost into the filed rates]:

The Provider must have all transportation billings and supplemental billings for services performed under this MOA prepayment audited by [Name of Prepayment Auditor and in accordance with the prepayment audit requirements as identified in 41 CFR 102-118 and the U.S. Government Freight Transportation Handbook. If the Provider intends to utilize any prepayment auditor other than (Name of Prepayment Auditor), the Provider must notify the Agency Program Manager as identified in the MOA. Provider must receive prior approval before a new prepayment auditor is used under this MOA.

### **Billing Information**

After completion of the service performance audit and prepayment audit, the Provider will submit an invoice to the Agency based on applicable [SCAC]-M accepted rate offers or accepted One-Time-Only

(OTO) rate offer and receive reimbursement from the Agency. The Provider must retain all shipment billing documentation for a minimum of 6 years from the payment date.

**Postpayment Auditing** - [Note: this is optional and only listed if it is included in the agency SRO where the TSP's factor the cost into the filed rates]:

For all shipments moved under this MOA, MMS Provider must prepare and submit to the GSA Audits Division all required documentation to satisfy the postpayment audit requirements identified in 41 CFR 102-118 and the U. S. Government Freight Transportation Handbook. Documentation must be submitted either electronically or via Compact Disk (CD). MMS Provider may contact GSA Audits Division with any questions regarding the postpayment audit submission requirements.

### **Management Reporting**

The Provider will, at a minimum, maintain the following HHG reports continuously on the Provider's website:

- Order Summary and Contact Report
- Shipment Summary Report for HHG, POV, UAB, & PBP&E Claims Summary Report
- TSP Utilization Report
- Raw Shipment Data in a downloadable format
- Shipment Billing Report with Charge-backs to Owners
- Shipment Distance and Weight Summary Report
- Business Summary and Socio-Economic Spend.

The Provider will prepare and submit a report to the Agency BLIO or designee on all authorized additional MMS, such as on-site inspections and household goods program cost avoidances revealed during auditing.

At the request of BLIO or their designee, the Provider will conduct semi-annual performance reviews with the BLIO or their designee.

MMS Provider will initiate electronic GSA Form 3080s for all shipments moved under this MOA using their SCAC. Electronic 3080s must be initiated via TMSS 2.0. After electronic initiation, the Provider will ensure all GSA Form 3080s are completed.

## **5. Further Agreements**

### **Pre-Authorizations**

The Provider will obtain pre-authorizations in writing from the BLIO or their designee to conduct a telephone or virtual pre-move shipment survey or to perform a shipment pick-up or delivery on a Saturday, Sunday or Holiday. The Provider will notify owners that the Agency normally will not authorize Saturday, Sunday or Holiday pick-ups or deliveries if the Agency will incur additional costs.

**Weight Variation**

The Provider will ensure that TSPs notify the Provider in the event the actual shipment weight is greater than **115%** of the pre-move survey weight. If it is, prior to billing the Agency, the Provider must notify the BLIO or their designee in writing of the actual weight and the pre-move survey weight. This notification must also provide the justification of the difference. In the event the Provider fails to notify the BLIO or their designee prior to billing or fails to adequately justify the difference between the actual weight and the pre-move survey weight, the provisions of HTOS 5.4.3 will apply.

**Accessibility**

The Provider will maintain a web-based system and toll-free telephone number, both available **24 hours a day/7 days a week**, for the Agency and the owners to monitor shipment(s) and request assistance.

**Cost Estimates**

The Provider will provide to the BLIO or their designee cost estimates upon a request via the Provider’s electronic mailbox at [email address].

**Information**

The Provider will ensure the owner is fully informed of the Provider’s web-based system to include access to information, points of contact, and toll-free number.

**Amendments**

All amendments and/or changes to this MOA must be in writing and signed by the Provider and the Agency.

**Effective Dates**

This MOA is effective from [Month Date, Year] or the date the last party signs this MOA, whichever occurs later, through [Month Date, Year]. This MOA has two (2), one (1) year option periods. The Agency may or may not exercise these options.

**Cancellation**

Either the Agency or the Provider may cancel this MOA by providing at least a thirty (30) calendar day written notice of the intent to terminate the MOA.

**6. Agency and Provider Contact Information**

**Agency**

[BLIO]	[Name]	[Email]	[Phone #]
[Primary Designee]	[Name]	[Email]	[Phone #]



[Program Manager/Secondary Designee] [Name] [Email] [Phone #]

**Provider**

[POC] [Name] [Email] [Phone #]

[POC] [Name] [Email] [Phone #]

Shipment Booking Information Phone: [phone number]  
Fax: [fax number]  
Email: [email address]

**7. Signatures**

[Agency] [MMS Provider]  
[Name] [Name]  
[Title] [Title]

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Signature

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Signature

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Date

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Date