



Employee Relocation Resource Center

Centralized Household Goods Traffic Management
Program (CHAMP)

2023 Rate Filing Documents

Household Goods

Table of Contents

| | |
|--|----------------------|
| GSA Household Goods Tender of Service (HTOS) | 3 |
| Household Goods Request for Offers | 307 |
| GSA-500A Tariff | 598 |
| GSA-500A: Appendix B | Link |

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

Publish Date: August 24, 2023

Effective Date: November 1, 2023

THIS EDITION CANCELS THE PREVIOUS EDITION



| Supplements Issued | | | | | |
|---------------------------|----------------|---|----------|-----------|---|
| Version No. | Supplement No. | Section/Description | Issued | Effective | Page No. |
| 2021 | 1 | <p>2.4.16 Added a section requiring that all new CHAMP applicants ensure adequate COVID-19 safety protocols for Federal Contractors</p> <p>2.11 Added an additional requirement for continued participation and renewal in CHAMP</p> | 11/01/21 | 11/01/21 | 12-13 17 |
| | | | | | |
| 2020 | 1 | <p>1.3.1 Added verbiage to further define the term TSP</p> <p>1.3.3 Added requirement to include the applicable tariff on the BL</p> <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> | 02/17/21 | 05/01/21 | 3 4 7 11 14 |

| Supplements Issued | | | | | |
|---------------------------|-----------------------|--|---------------|------------------|---|
| Version No. | Supplement No. | Section/Description | Issued | Effective | Page No. |
| 2020 | 1 | <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2.12.5 Added various clarifications to outdated Section references and a new section on adjustments to a TSP's scope of operation due to a change in intrastate authority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2.13 Added various clarifications to outdated Section references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> <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> | 02/17/21 | 05/01/21 | <p>15</p> <p>15</p> <p>18-20</p> <p>20-21</p> <p>22</p> <p>23</p> <p>25</p> |

| Supplements Issued | | | | | |
|---------------------------|----------------|---|----------|-----------|---|
| Version No. | Supplement No. | Section/Description | Issued | Effective | Page No. |
| 2020 | 1 | <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> <p>8.2.2 Updated OTO verbiage to specify that the TSP must have legal authority to perform the move</p> | 02/17/21 | 05/01/21 | <p>41</p> <p>70</p> <p>76</p> <p>96</p> <p>96</p> |
| | | | | | |
| 2019 | 1 | <p>Added "Supplements Issued" table</p> <p>Changed effective date from November 1, 2019 to January 1, 2020</p> | 10/30/19 | 01/01/20 | Various |

| Revisions Made in New Issuances of the HTOS | | | | |
|--|--|----------------|------------------|---------------------|
| Section/ Appendix | Description | Issued | Effective | Page No. |
| 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 |
| 3.3 | Added a new TSP "Responsibility" for "Sustainability Efforts" and requirements under "Authority and Action Required" | | | 36 |
| 8.1.1 | Updated table to include SIT warehouse receipts | | | 99 |
| | | | | |

| Revisions Made in New Issuances of the HTOS | | | | |
|--|---|---------------|------------------|---------------------|
| Section/ Appendix | Description | Issued | Effective | Page No. |
| 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 |
| 2.8 | Updated “Evaluation Factors” verbiage in 2.4.3 Authorities and Licenses table entry | | | 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 |

| Revisions Made in New Issuances of the HTOS | | | | |
|--|---|---------------|------------------|---------------------|
| Section/ Appendix | Description | Issued | Effective | Page No. |
| 2.18 | Added additional reasons for revocation of a TSP's approval in CHAMP | 8/25/22 | 11/01/22 | 26 |
| 3.1 | Updated table to identify additional circumstances for revocation of a TSP's approval in CHAMP | | | 27 |
| 5.1.1 | Added "move management services" to the general services to be furnished | | | 43 |
| 5.3.3 | Added verbiage to allow for used containers (liftvans) if pre-approved in writing by the BLIO | | | 58 |
| 5.5 | Updated verbiage related to length of storage-in-transit (SIT), expiration, and conversion to employee expense | | | 66-67 |
| 6.1 | Added reference to Section 2.4.3.1 for required authorities of TSPs filing move management services rate offers | | | 77 |
| 6.3 | Added reference to Section 2.4.3.1 for required authorities of TSPs filing move management services rate offers | | | 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 |

| Revisions Made in New Issuances of the HTOS | | | | |
|--|--|---------------|------------------|---------------------|
| Section/ Appendix | Description | Issued | Effective | Page No. |
| 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 |
| 5.3.1 | Updated verbiage relating to the use of United States (U.S.) Flag and Non-U.S. Flag vessels | | | 52 |
| 5.3.1.2 | Added verbiage relating to the use of U.S. Flag and non-U.S. Flag air carriers | | | 52 |
| 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 |

| Revisions Made in New Issuances of the HTOS | | | | |
|--|--|---------------|------------------|---------------------|
| Section/ Appendix | Description | Issued | Effective | Page No. |
| 8.3 | Updated verbiage relating to adjustments based on rate differentials involved in the use of Non-U.S. Flag vessels | 9/02/20 | 11/01/20 | 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 |
| Appendix D | Removed trailing 00 from the domestic origin/destination codes used for Shipment and SIT Reports | | | 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 |
| | | | | |

| Revisions Made in New Issuances of the HTOS | | | | |
|--|---|---------------|------------------|---------------------|
| Section/ Appendix | Description | Issued | Effective | Page No. |
| 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 |
| 3.3 | Added additional requirements under "Authority and Action Required" of the existing TSP "Responsibility" for "Employees" | | | 31 |
| 3.3 | Added a new TSP "Responsibility" for "Driver Identification/Qualifications" and requirements under "Authority and Action Required" | | | 31 |
| 5.2.7 | Added verbiage relating to the use of electronic inventories | | | 48 |
| 5.2.7.2 | Added verbiage relating to the use of electronic inventories | | | 49 |

| Revisions Made in New Issuances of the HTOS | | | | |
|--|--|---------------|------------------|---------------------|
| Section/ Appendix | Description | Issued | Effective | Page No. |
| 5.3.1 | Added verbiage relating to the Cargo Preference Act and the use of vessels of United States registry for the ocean portion of overseas shipments booked in accordance with the HTOS, the procedure for requesting a Determination of Non-Availability from the Cargo Preference Act requirements and reporting and submission requirements | 08/29/19 | 01/01/20 | 52 |
| 7.5.1 | Updated verbiage to state that GSA will initiate agency surveys on a yearly basis | | | 86 |
| 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 | | | 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 |

| Revisions Made in New Issuances of the HTOS | | | | |
|--|---|---------------|------------------|---------------------|
| Section/ Appendix | Description | Issued | Effective | Page No. |
| 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" | 08/23/18 | 11/1/18 | 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 |
| 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 | | | 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 |
| 8.1.1 | Added verbiage expecting invoices to be submitted within sixty (60) calendar days after delivery/service is completed | | | 88 |

| Section/ Appendix | Description | Issued | Effective | Page No. |
|----------------------|---|----------|-----------|-------------|
| | | 08/23/18 | 11/1/18 | |
| 8.5.6 | Added back Section that was inadvertently left out of last issuance of the HTOS | | | 94 |
| 8.8 | Added clarification language | | | 97 |
| 9.1.2.3 | Added new Section on Duty to Mitigate Loss | | | 103 |
| 9.1.3.2.1 | Added clarification language | | | 105 |
| 9.1.3.2.2 | Added clarification language | | | 105 |
| 11.3.2 | Added new Section on SIT Reporting requirement | | | 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)

Table of Contents

| | | |
|------------|--|----------|
| 1 | Overview | 1 |
| 1.1 | Application | 1 |
| 1.2 | Scope of the Household Goods Tender of Service (HTOS) | 1 |
| 1.2.1 | Services to be Furnished | 2 |
| 1.2.2 | Classification of Included Items | 3 |
| 1.2.3 | Excluded Items | 3 |
| 1.3 | Other General Provisions | 4 |
| 1.3.1 | Use of Term Transportation Service Provider (TSP)..... | 4 |
| 1.3.2 | Acceptance of the HTOS | 4 |
| 1.3.3 | Bills of Lading | 4 |
| 1.3.4 | Routing of Shipments..... | 4 |
| 1.3.5 | Mileage Determination..... | 4 |
| 1.3.6 | Industrial Funding Fee | 5 |
| 1.4 | Revising the HTOS | 5 |
| 2 | Application and Participation | 7 |
| 2.1 | Overview | 7 |
| 2.2 | Restrictions on Applications for Approval | 7 |
| 2.3 | Application and Approval Process | 7 |
| 2.4 | New Applicants | 8 |
| 2.4.1 | Applicant Information..... | 9 |
| 2.4.2 | Agreement to Abide By the HTOS..... | 9 |
| 2.4.3 | Authority and Licenses..... | 9 |
| 2.4.4 | TSP-Agent Agreement..... | 11 |
| 2.4.5 | Standard Carrier Alpha Code (SCAC) Designation..... | 11 |
| 2.4.6 | Trading Partner Agreement | 11 |
| 2.4.7 | Cargo Insurance | 11 |
| 2.4.8 | Performance Bond -- International Only | 11 |
| 2.4.9 | Experience | 12 |
| 2.4.10 | Scope of Operation | 12 |
| 2.4.11 | HTOS Questionnaire..... | 12 |

| | | |
|-------------|--|-----------|
| 2.4.12 | Quality Control Program | 12 |
| 2.4.13 | Financial Responsibility | 13 |
| 2.4.14 | Agent Facilities | 13 |
| 2.4.15 | Registration in the System for Award Management (SAM)..... | 13 |
| 2.4.16 | Safeguarding of Information and Information Systems..... | 13 |
| 2.5 | Previously Approved Firms _____ | 16 |
| 2.6 | Additional Information _____ | 16 |
| 2.7 | False Statements _____ | 16 |
| 2.8 | Evaluation of Application _____ | 16 |
| 2.9 | Approval _____ | 18 |
| 2.9.1 | New TSPs..... | 18 |
| 2.9.2 | Applicants Whose Prior Approval Has Been Revoked | 19 |
| 2.9.3 | Applicants Who Have Voluntarily Withdrawn | 19 |
| 2.9.4 | Advertising of TSP Approval..... | 19 |
| 2.10 | Rejection of Application to Participate _____ | 19 |
| 2.11 | Continued Participation and Renewal _____ | 19 |
| 2.12 | Scope of Operation Adjustments _____ | 21 |
| 2.12.1 | Adjustment When the CSI Is Greater Than 100 | 21 |
| 2.12.2 | Adjustment When the CSI is between 95 and 100 | 21 |
| 2.12.3 | Adjustment When the CSI Is Less Than 95 | 21 |
| 2.12.4 | Adjustment When There Is No CSI..... | 22 |
| 2.12.5 | Adjustments Based On Factors Other Than the CSI..... | 22 |
| 2.13 | Restructuring of Scope of Operation _____ | 24 |
| 2.13.1 | Restructuring Due to Bankruptcy..... | 24 |
| 2.13.2 | Restructuring Based On Changes in Traffic Patterns | 25 |
| 2.13.3 | Needs of the Program | 25 |
| 2.14 | Updating Approval Information _____ | 26 |
| 2.15 | TSP Withdrawal from CHAMP _____ | 26 |
| 2.16 | Constructive Withdrawal _____ | 26 |
| 2.17 | Termination of Performance Procedures _____ | 26 |
| 2.18 | TSP Approval Revocation _____ | 28 |
| 3 | <i>Responsibilities and Authorities</i> | 29 |
| 3.1 | Program Management Office Responsibilities and Authorities _____ | 29 |
| 3.2 | Bill of Lading Issuing Officer (BLIO) Responsibilities and Authorities _____ | 30 |
| 3.3 | Transportation Service Provider (TSP) Table of Responsibilities and Authorities _____ | 34 |
| 3.4 | Owner Responsibilities and Authorities _____ | 38 |

| | | |
|----------|--|-----------|
| 4 | <i>Offers of Service</i> | 41 |
| 4.1 | Overview _____ | 41 |
| 4.2 | Geographic Coverage _____ | 41 |
| 4.3 | Annual RFO Process _____ | 41 |
| 4.4 | One-Time-Only (OTO) Shipments _____ | 42 |
| 5 | <i>Household Goods Services</i> | 45 |
| 5.1 | Scope of Service _____ | 45 |
| 5.1.1 | General Services to be Furnished | 45 |
| 5.1.2 | Additional Scope of Service for Domestic Shipments..... | 46 |
| 5.1.3 | Additional Scope of Service for International Shipments | 46 |
| 5.2 | General Provisions for HHG Shipments _____ | 47 |
| 5.2.1 | Pre-Move Survey..... | 47 |
| 5.2.2 | Packing..... | 48 |
| 5.2.3 | Surface Protection | 52 |
| 5.2.4 | Appliance Servicing..... | 52 |
| 5.2.5 | Items of Unusual Nature..... | 53 |
| 5.2.6 | Disassembly and Reassembly for Transportation..... | 53 |
| 5.2.7 | Preparation of Shipment Inventory | 54 |
| 5.2.8 | Pick-up and Delivery Services | 56 |
| 5.3 | Provisions Applicable to International Shipments Only _____ | 57 |
| 5.3.1 | Use of United States Flag and Non-United States Flag Vessels | 58 |
| 5.3.2 | Overflow and Split Shipments | 59 |
| 5.3.3 | Containers..... | 60 |
| 5.3.4 | Overflow Boxes (Containerized Shipments) | 60 |
| 5.3.5 | Packing and Stuffing Of Containers | 60 |
| 5.3.6 | Items Containerized at Warehouse | 61 |
| 5.3.7 | Container Marking | 61 |
| 5.3.8 | Container Seals | 61 |
| 5.3.9 | Position of Containers..... | 61 |
| 5.3.10 | Wooden Boxes | 61 |
| 5.3.11 | Special Items | 62 |
| 5.3.12 | Preparation of Container Inventory..... | 62 |
| 5.3.13 | Preparation of Inventory/Seal Numbers..... | 63 |
| 5.3.14 | Pick-up and Delivery..... | 63 |
| 5.3.15 | Liftvan Weights | 63 |
| 5.3.16 | Shipping Containers | 64 |
| 5.4 | Determination of Weight _____ | 64 |
| 5.4.1 | Weighing Procedure for HHG | 65 |
| 5.4.2 | Weight Tickets | 66 |
| 5.4.3 | Weight Variance | 67 |
| 5.4.4 | Reweighing Of Shipments | 67 |

| | | |
|-------------|---|-----------|
| 5.4.5 | Constructive Weight | 67 |
| 5.5 | Storage-In-Transit (SIT) _____ | 68 |
| 5.5.1 | Facilities | 69 |
| 5.5.2 | Location of SIT..... | 69 |
| 5.5.3 | Lot Identification..... | 69 |
| 5.5.4 | Palletization of Property | 69 |
| 5.5.5 | Procedures Applicable to Domestic SIT Only..... | 69 |
| 5.5.6 | Procedures Applicable to International SIT Only..... | 70 |
| 5.5.7 | Partial Withdrawal from SIT..... | 70 |
| 5.6 | Unaccompanied Air Baggage (UAB) _____ | 71 |
| 5.7 | Privately Owned Vehicles (POV) _____ | 71 |
| 5.7.1 | Domestic Shipments of POV | 71 |
| 5.7.2 | International Shipments of POV | 71 |
| 5.8 | Diversion or Reconsignment _____ | 72 |
| 5.9 | Documentation Requirements _____ | 72 |
| 5.9.1 | Domestic Shipment Documentation Requirements | 72 |
| 5.9.2 | International Shipment Documentation Requirements | 73 |
| 5.10 | Tracing _____ | 74 |
| 5.10.1 | Shipments | 74 |
| 5.10.2 | Missing Items | 74 |
| 5.11 | Impractical Operations _____ | 75 |
| 5.12 | Other Exceptions _____ | 75 |
| 5.12.1 | Provision of Shuttle Service | 75 |
| 5.12.2 | Lack of Proper Delivery Address | 77 |
| 5.12.3 | Constructive Delivery | 78 |
| 5.12.4 | Detention by TSP or Agents Prohibited | 78 |
| 5.12.5 | Extended Storage | 78 |
| 6 | Move Management Services | 79 |
| 6.1 | Scope of Move Management Services _____ | 79 |
| 6.2 | Memorandum of Agreement (MOA) _____ | 79 |
| 6.3 | Performance as TSP _____ | 79 |
| 6.4 | Commissions Prohibited _____ | 80 |
| 6.5 | Required Services _____ | 80 |
| 6.5.1 | Customer Service | 80 |
| 6.5.2 | TSP Selection..... | 80 |
| 6.5.3 | Shipment Booking..... | 81 |
| 6.5.4 | Ensuring TSP Performance..... | 81 |
| 6.5.5 | Arranging Storage-in-Transit (SIT)..... | 81 |

| | | |
|------------|--|------------|
| 6.5.6 | Completion of GSA Form 3080 | 82 |
| 6.5.7 | Service Performance Audit | 82 |
| 6.5.8 | Management Information Reports..... | 82 |
| 6.6 | Optional Services _____ | 84 |
| 6.6.1 | Owner Pre-move Counseling | 84 |
| 6.6.2 | Prepayment Audit FMR 102-118 | 85 |
| 6.6.3 | Preparation of Shipment Documentation | 86 |
| 6.6.4 | Data Communications Capabilities | 86 |
| 6.6.5 | On-site Quality Control Service..... | 87 |
| 6.6.6 | Quality Assurance Plan | 87 |
| 6.6.7 | Claims Preparation, Filing, and Settlement Assistance..... | 87 |
| 7 | Inspection of Services | 89 |
| 7.1 | Overview _____ | 89 |
| 7.2 | Inspection by the Federal Government _____ | 89 |
| 7.2.1 | Inspection of Facilities and Operations..... | 89 |
| 7.2.2 | Reports of Inspection..... | 90 |
| 7.3 | Other Inspections _____ | 91 |
| 7.3.1 | Inspection of Sorting For Partial Withdrawal from SIT | 91 |
| 7.3.2 | Inspection and Re-packing of Pre-packed Items by the TSP | 91 |
| 7.4 | Acceptance by the Federal Government _____ | 91 |
| 7.4.1 | Warranty..... | 91 |
| 7.4.2 | Correction and Reperformance | 92 |
| 7.4.3 | No Correction and Reperformance..... | 92 |
| 7.5 | Household Goods Carrier Evaluation Report (GSA Form 3080) _____ | 92 |
| 7.5.1 | Overview | 92 |
| 7.5.2 | Issuing CSI Score | 94 |
| 7.5.3 | Appeal Procedures..... | 94 |
| 8 | Invoicing and Payments | 97 |
| 8.1 | Invoicing _____ | 97 |
| 8.1.1 | Voucher and Supporting Documents..... | 97 |
| 8.1.2 | Electronic Payments | 99 |
| 8.2 | Composition of Charges _____ | 99 |
| 8.2.1 | Applicable Rate | 99 |
| 8.2.2 | Applicable Rate in Absence of Accepted Rate | 99 |
| 8.2.3 | Applicable Charges on Overweight International Shipments | 100 |
| 8.2.4 | Applicable Weight When Reweigh Performed | 100 |
| 8.3 | Adjustment Based On Rate Differentials Involved In the Use of Non-United States Flag Shipping _____ | 100 |
| 8.4 | Reductions in Charges _____ | 100 |

| | | |
|-------------|---|------------|
| 8.4.1 | Late Delivery Reduction | 100 |
| 8.4.2 | Improper Customs Clearance Reduction | 102 |
| 8.5 | Other Charges | 102 |
| 8.5.1 | Valuation Charges | 102 |
| 8.5.2 | Delivery/Pick-up at a Third Party and Self-Storage Warehouse..... | 102 |
| 8.5.3 | Charges for Repacking Pre-packed Items | 102 |
| 8.5.4 | Charges for Crating Services | 102 |
| 8.5.5 | Excessive Distance Carry..... | 103 |
| 8.5.6 | Charges for Reweigh | 103 |
| 8.6 | Storage-In-Transit (SIT) Charges | 103 |
| 8.6.1 | Warehouse Handling Charges..... | 103 |
| 8.6.2 | Storage Charges | 103 |
| 8.6.3 | Domestic SIT Pick-up or Delivery Charges | 103 |
| 8.6.4 | International SIT Pick-up or Delivery Charges..... | 103 |
| 8.6.5 | Placement in SIT on Different Dates | 103 |
| 8.6.6 | Nearest Available Facility Rule..... | 104 |
| 8.6.7 | Additional International Provisions for SIT Charges | 104 |
| 8.6.8 | Charges Applicable To Portion | 105 |
| 8.6.9 | Overflow | 105 |
| 8.6.10 | Withdrawal of Property | 105 |
| 8.6.11 | Removal from SIT and Extra Pick-up | 106 |
| 8.7 | Payment In The Event Of Shipment Termination | 106 |
| 8.7.1 | Termination of a Domestic Shipment | 106 |
| 8.7.2 | Termination of an International Shipment | 106 |
| 8.8 | Collection of Transportation Charges on Household Goods Shipments Involving Loss or Destruction-in-Transit | 106 |
| 8.9 | Other Provisions | 106 |
| 8.9.1 | Application of Prompt Payment Act | 106 |
| 8.9.2 | Payment of Debt | 106 |
| 8.9.3 | Excess Costs - International Only..... | 107 |
| 8.10 | Limitation of Action – Claims for Charges | 107 |
| 8.10.1 | Filing of Claims by TSPs | 107 |
| 8.10.2 | Filing of Claims Against TSPs | 107 |
| 8.10.3 | Federal Government’s Breach of Limitation – International Only | 107 |
| 8.11 | Payment of GSA Industrial Funding Fee (IFF) | 107 |
| 8.11.1 | Remittance of GSA IFF..... | 107 |
| 8.11.2 | Failure to Submit Remittance | 110 |
| 9 | Liability and Claims | 111 |
| 9.1 | Transportation Service Provider (TSPs) Liability for Loss or Damage | 111 |
| 9.1.1 | Released Value..... | 111 |
| 9.1.2 | Exceptions to TSP Liability | 111 |

| | | |
|-------------|---|------------|
| 9.1.3 | Extent of TSP’s Liability | 113 |
| 9.1.4 | Owner Failure to Verify Inventory | 116 |
| 9.1.5 | Establishment of High Risk Program | 116 |
| 9.2 | Preparation and Filing of Claims | 116 |
| 9.2.1 | Claims for Loss of or Damage to Personal Property | 116 |
| 9.2.2 | Claims for Damage to Real Property | 117 |
| 9.2.3 | Inconvenience Claims | 117 |
| 9.2.4 | Claims for Injury | 117 |
| 9.2.5 | Claims for Delay | 117 |
| 9.2.6 | Minimum Filing Requirements | 117 |
| 9.2.7 | Documents Not Constituting Claims | 117 |
| 9.2.8 | Supporting Documents | 118 |
| 9.2.9 | Only Claim | 118 |
| 9.2.10 | Inventory Correctness | 118 |
| 9.3 | Claims Settlement | 118 |
| 9.3.1 | Settling Property Loss or Damage Claims | 118 |
| 9.3.2 | Delays in Settlement | 119 |
| 9.3.3 | Claim Settlement Penalty | 119 |
| 9.3.4 | TSP Failure to Settle | 119 |
| 9.3.5 | Setoff | 119 |
| 9.4 | Additional International Provisions | 120 |
| 9.4.1 | Liability for General Average/Salvages | 120 |
| 9.4.2 | Federal Government Liability | 120 |
| 9.5 | Limitation of Action – Claims for Property Loss or Damage | 120 |
| 10 | Transit Times | 121 |
| 10.1 | Overview | 121 |
| 10.1.1 | Measurement of Transit Time | 121 |
| 10.2 | Domestic Transit Times | 121 |
| 10.2.1 | Interstate and Canada Transit Times | 122 |
| 10.2.2 | Shipments To and From Alaska | 123 |
| 10.2.3 | Intrastate Transit Times | 123 |
| 10.3 | POV Transit Time Exceptions | 124 |
| 10.4 | International Transit Times | 126 |
| 10.4.1 | Between any State, Trust Territory, or Possession of the United States and Named Countries .. | 126 |
| 10.4.2 | Between International Locations | 126 |
| 10.4.3 | POVs | 126 |
| 10.4.4 | International Transit Time Table | 127 |
| 10.5 | Unaccompanied Air Baggage Transit (UAB) Times | 129 |
| 11 | Reporting Requirements | 130 |

| | | |
|-------------|--|------------|
| 11.1 | Reports to the Owner | 130 |
| 11.2 | Reports to the Bill of Lading Issuing Officer (BLIO) | 130 |
| 11.2.1 | Reports Applicable to All Shipments | 130 |
| 11.2.2 | Reports Applicable to International Shipments Only | 133 |
| 11.3 | Reports to the Program Management Office (PMO) | 135 |
| 11.3.1 | Shipment Report | 135 |
| 11.3.2 | Storage-in-Transit (SIT) Report | 136 |
| 11.3.3 | Claim Settlement Report | 138 |
| 11.3.4 | Content and Format Requirements | 138 |
| 11.3.5 | Electronic Filing Only | 138 |
| 12 | International Accessorial Services, Rules, Rates and Charges | 139 |
| | Part I – Overview Information | 139 |
| 12.1 | Structure of this Section | 139 |
| 12.2 | International Accessorial Services | 140 |
| 12.3 | Minimum Weights | 140 |
| 12.4 | Conversion Factors | 140 |
| 12.5 | Abbreviations | 141 |
| | Part II – Accessorial Services | 142 |
| 12.6 | Auxiliary Services | 142 |
| 12.7 | Labor Charges | 142 |
| 12.8 | Waiting Time | 143 |
| 12.9 | Overtime Loading and Unloading | 143 |
| 12.10 | Reweigh - Household Goods | 144 |
| 12.11 | Crates/Special Containers | 144 |
| 12.12 | Unpacking Service - UAB Only | 146 |
| 12.13 | Extra Pick-up or Delivery | 147 |
| 12.14 | Attempted Delivery to Residence from SIT | 148 |
| 12.15 | Attempted Pick-up and Direct Delivery Charges | 148 |
| 12.16 | Delivery to Storage in Federal Government Facilities | 149 |
| 12.17 | SIT and Warehouse Handling Charge Household Goods Surface Shipment | 149 |
| 12.18 | SIT and Warehouse Handling Charge Household Goods, UAB | 151 |
| 12.19 | Pick-up or Delivery Transportation Rates to Apply on SIT Shipment HHG, Surface | 152 |

| | | |
|---|--|------------|
| 12.20 | Pick-up or Delivery Transportation Rates to Apply On SIT Shipment UAB _____ | 156 |
| 12.21 | Termination of Shipment – HHG _____ | 157 |
| 12.22 | Termination of Shipment – UAB _____ | 158 |
| 12.23 | Reshipments – Household Goods _____ | 160 |
| 12.24 | Reshipments-Unaccompanied Air Baggage _____ | 160 |
| 12.25 | Shipments Diverted After Commencement of Transportation Service _____ | 161 |
| 12.26 | Excessive Distance Carry Charges To and From Mini-Warehouse Storage (Long Carries) _ | 165 |
| 12.27 | Excess Valuation Charges _____ | 165 |
| Part III – Geographic Application of Rates for Accessorial Services..... | | 166 |
| Part IV – Surface Linehaul Rate Tables | | 176 |
| 12.28 | Surface Linehaul Rate Table for Overseas Areas Not Otherwise Specified _____ | 176 |
| 12.29 | Surface Linehaul Rate Table for Belgium, Italy, and The Netherlands _____ | 177 |
| 12.30 | Surface Linehaul Rate Table for CONUS, Canada, Alaska, and Hawaii _____ | 178 |
| 12.31 | Surface Linehaul Rate Table for Greece, Spain, and Other European Countries Not Otherwise Specified _____ | 183 |
| 12.32 | Surface Linehaul Rate Table for Japan _____ | 184 |
| 12.33 | Surface Linehaul Rate Table for Korea, Philippines, and Other Pacific Areas _____ | 185 |
| 12.34 | Surface Linehaul Rate Table for the United Kingdom _____ | 186 |
| 12.35 | UAB Linehaul Rate Table for the United Kingdom _____ | 187 |
| Part V – Service Area Designations | | 189 |
| APPENDIX A—Definitions and Explanations of Terms..... | | 229 |
| APPENDIX B—Acronyms and Abbreviations | | 238 |
| APPENDIX C—Forms..... | | 241 |
| Transportation Service Provider Request to Participate and Agreement..... | | 242 |
| Transportation Service Provider Commercial Port Level Report | | 244 |
| TSP Certification Statement of Eligibility | | 247 |
| General Services Administration Basic Transportation Trading Partner Agreement | | 250 |
| APPENDIX D—Report Formats | | 255 |
| Report Format Requirements..... | | 255 |
| Consolidated Reports Prohibited..... | | 255 |

| | |
|--|------------|
| <i>Electronic Media Reports</i> | 255 |
| <i>Shipment Report Format Requirements</i> | 256 |
| <i>Negative Shipment Report Format</i> | 256 |
| <i>Storage-in-Transit (SIT) Report Format Requirements</i> | 256 |
| <i>Negative SIT Report Format</i> | 256 |
| <i>Origin/Destination Codes</i> | 257 |
| <i>State Codes (CONUS) for Shipment/SIT Origin/Destination</i> | 257 |
| <i>Origin/Destination Codes for Points in Alaska</i> | 259 |
| <i>Canadian Provincial Codes for Shipment/SIT Origin/Destination</i> | 259 |
| <i>International Country Codes for Shipment/SIT Origin/Destination</i> | 260 |
| <i>Claims Report Format Requirements</i> | 268 |
| <i>GSA Form 3080 Batch Filing Instructions (Option 2)</i> | 269 |
| <i>APPENDIX E—Sample Move Management Agreement for Household Goods Move Management Services</i> | 270 |

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, 7th 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 does not apply to uniformed service members or its authorized cost reimbursable contractors, under Title 37 of the United States Code, "Pay and Allowances of the Uniformed Services," including the uniformed service members and authorized cost reimbursable contractors serving in civilian agencies such as the U.S. Coast Guard, National Oceanic and Atmospheric Administration and the Public Health Service. However, to the extent that such agencies 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 Industrial Funding Fee

The TSP shall submit the Industrial Funding Fee (IFF) due on all eligible CHAMP shipments. The IFF shall be submitted within sixty (60) calendar days of the end of each calendar quarter. The amount of the IFF must equal the sum of all shipment net charges reported to GSA, multiplied by the applicable IFF percentage. Further guidelines on how to calculate the CHAMP IFF, will be found in the annual RFO.

1.3.6.1 IFF Deficiencies

In the event deficiencies are found in the IFF 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 IFF

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 IFF

Failure to submit the IFF 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 by GSA was revoked or it 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 by GSA | May apply for approval. | One calendar year after revocation. |
| 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.

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 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 1st of each year and ends October 31st of the following year. This cycle is considered one (1) year. **The supplemental rate filing cycle typically begins May 1st 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 Industrial Funding Fee (IFF) 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.

| Program Management Office (PMO) Responsibilities and Authorities | |
|---|--|
| Responsibility | Authority and Actions Required |
| 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"> • Termination(s) of performance by the BLIO(s); • Nonperformance, delay or refusal of services; • Anticipatory repudiation; • Failure to submit Shipment and/or SIT Report or correct deficiencies; • Failure to submit IFF or correct deficiencies; • Failure to submit GSA Form 3080s; • Failure to maintain active registration in SAM; • 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; • Failure to comply with the provisions of Section 2.4.16 Safeguarding of Information and Information Systems. |

| Program Management Office (PMO) Responsibilities and Authorities | |
|--|--|
| Responsibility | Authority and Actions Required |
| 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 |

| Program Management Office (PMO) Responsibilities and Authorities International Program Only | |
|--|---|
| Responsibility | Authority |
| 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 his/her agency. The responsibilities and authorities of the BLIO can be performed by either a Contractor 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.

| BLIO Responsibilities and Authorities | |
|--|--|
| Responsibility | Authority and Actions Required |
| 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) |

| BLIO Responsibilities and Authorities | |
|---|--|
| Responsibility | Authority and Actions Required |
| 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 |

| BLIO Responsibilities and Authorities | |
|--|---|
| Responsibility | Authority and Actions Required |
| 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 |

| BLIO Responsibilities and Authorities International Program Only | |
|--|--|
| Responsibility | Authorities and Actions Required |
| 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 |

| BLIO Responsibilities and Authorities International Program Only | |
|---|--|
| Responsibility | Authorities and Actions Required |
| 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.

| TSP's Responsibilities and Authorities | |
|---|--|
| Responsibility | Authority and Action Required |
| 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 |

| TSP's Responsibilities and Authorities | |
|---|---|
| Responsibility | Authority and Action Required |
| 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) |

| TSP's Responsibilities and Authorities | |
|--|---|
| Responsibility | Authority and Action Required |
| 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) |

| TSP's Responsibilities and Authorities | |
|---|--|
| Responsibility | Authority and Action Required |
| 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 |

| TSP's Responsibilities and Authorities International Program Only | |
|--|---|
| Responsibility | Authority and Action Required |
| 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 |

| TSP's Responsibilities and Authorities International Program Only | |
|--|--|
| Responsibility | Authority and Action Required |
| 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](#).

| Owner Responsibilities and Authorities | |
|---|--|
| Responsibility | Authority and Action |
| 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. |

| Owner Responsibilities and Authorities | |
|---|--|
| Responsibility | Authority and Action |
| Document Preparation and Annotation | <p>Owner will:</p> <ul style="list-style-type: none"> • Verify the inventory listing and condition of items at pick-up • Verify the inventory listing and condition of items at delivery • Note loss and/or damage on delivery documents with TSP • Prior to shipment packing, obtain independent third party appraisals of high-valued or antique property and give to TSP • Provide TSP a list of extraordinary (unusual) value property prior to packing, loading and pick-up of HHG |
| 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 Industrial Funding Fee (IFF)
- 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 IFF 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. |
|--------------------|--|

| 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 IFF 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 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 storage. 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 his/her 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"> • Copy of Pre-move Survey • Original BL • Copy of Descriptive Inventory • Original DD 619 (or commercial equivalent) • Original weight tickets • Original reweigh tickets (if required) • Notice of Loss or Damage At Delivery • Notice of Loss or Damage AFTER Delivery | TSP | |
| <ul style="list-style-type: none"> • Original Pre-move Survey • Copy of BL • Original Descriptive Inventory • Copies of DD 619 (or commercial equivalent) • Copy of reweigh ticket, if requested | Owner or Authorized Agent | NLT ten (10) business days after survey, pick-up or delivery as appropriate. |
| <ul style="list-style-type: none"> • 3 copies of Notice of Loss or Damage At Delivery • 3 copies of Notice of Loss or Damage AFTER Delivery | Owner or Authorized Agent | At time of delivery |

| Documentation | Distribution | Timing |
|---|--------------|---|
| <ul style="list-style-type: none"> • Rated copy of BL (Annotated with gross, tare and net weights and charges to date) • Descriptive Inventory and “bingo cards” for overflow containers • Copies of DD 619 (or commercial equivalent) • Copy of weight tickets (see Note) • Copy of reweigh tickets, if requested | BLIO | NLT fourteen (14) business days after service |
| <ul style="list-style-type: none"> • Notice of Loss or Damage At Delivery (if required by BLIO) | 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"> • Original GBL • Copy of Pre-move Survey • Copy of Descriptive Inventory • Original DD 619 (or commercial equivalent) • Original weight tickets • Original reweigh tickets (if required) • Notice of Loss or Damage At Delivery • Notice of Loss or Damage AFTER Delivery • 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 • 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 | TSP | |
| <ul style="list-style-type: none"> • Copy of GBL • Copy of Descriptive Inventory • Copies of DD 619 (or commercial equivalent) • Copy of reweigh ticket, if requested | Owner or Authorized Agent | NLT seven (7) business days after pick-up or delivery as appropriate. |
| <ul style="list-style-type: none"> • 3 copies of Notice of Loss or Damage At Delivery • 3 copies of Notice of Loss or Damage AFTER Delivery | Owner or Authorized Agent | At time of delivery |

| Documentation | Distribution | Timing |
|---|--------------|--|
| <ul style="list-style-type: none"> • 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) • Descriptive Inventory and “bingo cards” for each liftvan and overflow container (see Note) • Copies of DD 619 (or commercial equivalent) • Copy of reweigh tickets, if requested | BLIO | NLT seven (7) business days after service |
| <ul style="list-style-type: none"> • Notice of Loss or Damage At Delivery (if required by BLIO) | 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 Industrial Funding Fee (IFF) 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. 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.

6.6.2.1 Certification

Any auditor (other than a GSA Prepayment Audit Schedule contractor performing under Special Item Number (SIN) 541211, Auditing Services) desiring to perform prepayment audit services must be certified by the GSA Transportation Audit Division (QMCA) to do so. Certification may be obtained by contacting:

General Services Administration
Transportation Audit Division (QMCA)
1800 F Street, NW Washington, DC 20405

Email: audit.policy@gsa.gov

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 his/her 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 IFF 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 IFF 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 Industrial Funding Fee (IFF). 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"> • The required transit time for the shipment, as set forth in this HTOS, or the RFO, as applicable • The actual transit time for the shipment • TSP's Taxpayer ID Number • The Late Delivery Reduction assessed as a deduction from total charges in accordance with Section 8.4.1 |
| 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.

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 his/her 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 Industrial Funding Fee (IFF)

8.11.1 Remittance of GSA IFF

The GSA Industrial Funding Fee (IFF) 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 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 IFF submission a copy of the Shipment Report and/or SIT 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 INDUSTRIAL FUNDING FEE 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 his/her 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, his/her 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 his/her 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 POV Transit Time Exceptions

The transit times in this section are an exception to Section 10.2. Entries in the following table are the allowable number of days of transit time for POV shipments:

- Between CONUS locations and locations in Alaska, Guam, Hawaiian Islands, Puerto Rico and the Virgin Islands and
- Between locations in Alaska, Guam, the Hawaiian Islands, Puerto Rico and the Virgin Islands.

The TSP shall notify the applicable Federal department or agency in writing of the port(s) it intends to use to meet the transit time required.

| POV TRANSIT TIME EXCEPTIONS | | | | | | |
|-----------------------------|-----------------|------|------------------|-------------|--|-------------------------------|
| BETWEEN | | | | | | |
| AND | *Alaskan Points | Guam | Hawaiian Islands | Puerto Rico | The Virgin Islands of St. Thomas and St. Croix | The Virgin Island of St. John |
| AK | - | 30 | 20 | 25 | 25 | 25 |

| POV TRANSIT TIME EXCEPTIONS | | | | | | |
|-----------------------------|-----------------|------|------------------|-------------|--|-------------------------------|
| BETWEEN | | | | | | |
| AND | *Alaskan Points | Guam | Hawaiian Islands | Puerto Rico | The Virgin Islands of St. Thomas and St. Croix | The Virgin Island of St. John |
| AL | 25 | 33 | 25 | 20 | 20 | 20 |
| AR | 25 | 33 | 25 | 20 | 20 | 20 |
| AZ | 20 | 31 | 20 | 25 | 25 | 25 |
| CA | 20 | 25 | 20 | 25 | 25 | 25 |
| CO | 20 | 31 | 20 | 25 | 25 | 25 |
| CT | 25 | 33 | 25 | 20 | 20 | 20 |
| DC | 25 | 33 | 25 | 20 | 20 | 20 |
| DE | 25 | 33 | 25 | 20 | 20 | 20 |
| FL | 25 | 34 | 25 | 20 | 20 | 20 |
| GA | 25 | 34 | 25 | 20 | 20 | 20 |
| IA | 25 | 34 | 25 | 25 | 25 | 25 |
| ID | 20 | 33 | 20 | 25 | 25 | 25 |
| IL | 25 | 34 | 25 | 20 | 20 | 20 |
| IN | 25 | 34 | 25 | 20 | 20 | 20 |
| KS | 20 | 34 | 20 | 25 | 25 | 25 |
| KY | 25 | 34 | 25 | 20 | 20 | 20 |
| LA | 25 | 33 | 25 | 20 | 20 | 20 |
| MA | 25 | 33 | 25 | 20 | 20 | 20 |
| MD | 25 | 33 | 25 | 20 | 20 | 20 |
| ME | 25 | 34 | 25 | 20 | 20 | 20 |
| MI | 25 | 30 | 25 | 25 | 25 | 25 |
| MN | 25 | 30 | 25 | 25 | 25 | 25 |
| MO | 20 | 34 | 20 | 25 | 25 | 25 |
| MS | 25 | 33 | 25 | 20 | 20 | 20 |
| MT | 20 | 33 | 20 | 25 | 25 | 25 |
| NC | 25 | 34 | 25 | 20 | 20 | 20 |
| ND | 25 | 33 | 25 | 25 | 25 | 25 |
| NE | 20 | 34 | 20 | 25 | 25 | 25 |
| NH | 25 | 34 | 25 | 20 | 20 | 20 |
| NJ | 25 | 33 | 25 | 20 | 20 | 20 |
| NM | 20 | 31 | 20 | 25 | 25 | 25 |
| NV | 20 | 31 | 20 | 25 | 25 | 25 |
| NY | 25 | 33 | 25 | 20 | 20 | 20 |
| OH | 25 | 34 | 25 | 20 | 20 | 20 |
| OK | 25 | 33 | 25 | 25 | 25 | 25 |
| OR | 20 | 25 | 20 | 25 | 25 | 25 |
| PA | 25 | 33 | 25 | 20 | 20 | 20 |
| RI | 25 | 33 | 25 | 20 | 20 | 20 |
| SC | 25 | 34 | 25 | 20 | 20 | 20 |
| SD | 25 | 33 | 25 | 25 | 25 | 25 |
| TN | 25 | 33 | 25 | 20 | 20 | 20 |
| TX | 20 | 33 | 20 | 20 | 20 | 20 |
| UT | 20 | 31 | 20 | 25 | 25 | 25 |

| POV TRANSIT TIME EXCEPTIONS | | | | | | |
|--|-----------------|------|------------------|-------------|--|-------------------------------|
| BETWEEN | | | | | | |
| AND | *Alaskan Points | Guam | Hawaiian Islands | Puerto Rico | The Virgin Islands of St. Thomas and St. Croix | The Virgin Island of St. John |
| VA | 25 | 33 | 25 | 20 | 20 | 20 |
| VT | 25 | 34 | 25 | 20 | 20 | 20 |
| WA | 20 | 25 | 20 | 25 | 25 | 25 |
| WI | 25 | 30 | 25 | 25 | 25 | 25 |
| WV | 25 | 33 | 25 | 20 | 20 | 20 |
| WY | 20 | 33 | 20 | 25 | 25 | 25 |
| Guam | 30 | - | 25 | 30 | 35 | 35 |
| Hawaii | 25 | 25 | - | 25 | 25 | 25 |
| Puerto Rico | 25 | 35 | 35 | - | 15 | 15 |
| Virgin Islands of St. Thomas/St. Croix | 30 | 35 | 35 | 15 | - | 15 |
| Virgin Island of St. John | 30 | 35 | 35 | 15 | 15 | - |

*Alaskan points include the following cities: Anchorage, Cordova, Fairbanks, Juneau, Ketchikan, Kodiak, Petersburg, Sitka, and Wrangell.

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 |
| 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 |

**U.S. General Services Administration
Household Goods Tender of Service (HTOS)
Effective November 1, 2023**

| INTERNATIONAL TRANSIT TIMES | | | | | | | | |
|-----------------------------|---|------|------|-----------------------------|------|------|----------------------|------|
| Code | Country | Days | Code | Country | Days | Code | Country | Days |
| 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 |
| 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 |

| INTERNATIONAL TRANSIT TIMES | | | | | | | | |
|-----------------------------|----------|------|------|--------------------------|------|------|-------------------------------------|------|
| Code | Country | Days | Code | Country | Days | Code | Country | Days |
| 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"> • Include the agreed upon dates for packing and loading the shipment • Indicate the total estimated net weight of the shipment • TSP’s point(s) of contact • Signed and dated by the estimator. | 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.

| Unusual Incident Report | | |
|--|--|---|
| Contents | Date Due | Submission |
| <ol style="list-style-type: none"> 1. Type of incident 2. Location of incident 3. Last name, first name, and middle initial of owner 4. GBL number and date issued 5. BLIO 6. Origin 7. Destination 8. Date shipment received by TSP 9. Required delivery date 10. Date and time of incident or discovery thereof 11. Estimated amount of loss and extent of damage 12. Current status of shipment, including new estimated time of arrival (ETA) 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) 14. Name of ship, if appropriate | <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> |

| After-Action Report | | |
|---|--|--|
| Contents | Date Due | Submission |
| <p>Final assessment of:</p> <ul style="list-style-type: none"> • The loss or damage incurred • Delays encountered • Final disposition of the HHGs shipment | <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"> Last name, first name, and middle initial of owner GBL number and date issued BLIO Origin Destination Requested pick-up date or Required Delivery Date (RDD), as appropriate Revised pick-up date or delivery date as appropriate | 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"> Last name, first name, and middle initial of owner GBL number and date issued Date arrived at Destination Agent's facility First available delivery date | 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"> Last name, first name, and middle initial of owner GBL number and date issued Name, address, and telephone number of warehouse where shipment has been placed | <ul style="list-style-type: none"> Within five (5) calendar days of shipment being delivered to SIT Within five (5) calendar days if shipment is moved to a different warehouse. | 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> | | |

| Missed RDD Report | | |
|--|--|--|
| Contents | Date Due | Submission |
| <ol style="list-style-type: none"> 1. Last name, first name, middle initial of owner 2. GBL number and date issued 3. Origin 4. BLIO 5. Destination 6. Required delivery date 7. Location of shipment(s), if applicable, including port and pier location and date vessel arrived or warehouse location 8. New ETA | 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. |

| TSP Error in Shipment | | |
|---|---|---|
| Contents | Date Due | Submission |
| <ol style="list-style-type: none"> 1. Last name, first name, middle initial of owner 2. GBL number and date issued 3. Origin 4. BLIO 5. Current (Incorrect) Destination 6. Location of property or shipment, as applicable, including port and pier location or warehouse location 7. Corrective actions taken 8. New destination and ETA of property or shipment | 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.

| Actual Weight of International Shipment In Excess of Owner's Authorized Allowance | | |
|--|--|-------------------------|
| Contents | Date Due | Submission |
| <ol style="list-style-type: none"> 1. Last name, first name, and middle initial of owner 2. GBL number and date issued 3. Actual weight of the international shipment | 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.

| SIT Pick-up/Delivery Report | | |
|--|---|---|
| Contents | Date Due | Submission |
| 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. |

| Shipment Pick-up Report | | |
|---|---|---|
| Contents | Date Due | Submission |
| <ol style="list-style-type: none"> 1. Owner's name 2. GBL number 3. Pieces, net weight, gross weight, and cube of shipment 4. Estimated date shipment will be picked up by linehaul equipment for movement to the ocean port 5. Estimated date of sailing and identity of port and vessel 6. Routing of vessel and discharge port 7. Estimated date of arrival at destination. | 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. |

| Shipments on Hand Report | | |
|--|---|--|
| Contents | Date Due | Submission |
| <ol style="list-style-type: none"> 1. Owner's name 2. GBL number 3. Pick-up date 4. TSP SCAC 5. RDD | 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"> 1. Submit copies as follows: <ul style="list-style-type: none"> • Three (3) copies of the rosters of CONUS ocean terminal port agents to the shipping agency and • Five (5) copies of the rosters of overseas ocean terminal port agents to the shipping agency. 2. Changes shall be submitted as they occur during the year. | | |

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 Industrial Funding Fee (IFF) 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 IFF.
- 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 IFF.
- 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 Not Required

TSPs are not required to submit a negative SIT Report if a SIT shipment was not billed during the quarter.

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 |
|---------------|--------------------------|-------------|-------------|--------|
| Length | | | | |
| 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 |
| Mass | | | | |
| oz | Ounces | 28.35 | grams | g |
| lb | Pounds | 0.4536 | kilograms | kg |
| t | short ton (2,000 lb.) | 0.9072 | metric ton | t |
| Volume | | | | |
| 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. | | |
| BARRELS | | |
| 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 |
| BOXES | | |
| 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) |
| CARTONS | | |
| Double or Triple-Wall (Federal Specifications PPP-B-1364 or PPP-B-640) | | |
| 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. | | |
| WARDROBE CARTON | | |
| 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. | | |
| CONTAINERS OR CRATES | | |
| Specifically designated for mirrors, painting, flat panel TVs, glass or marble tops and similar fragile articles. | | |
| 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 |
|--|--|---|
| Within A 50 Mile Radius Of The Extra Origin/Destination | | |
| US\$57.10 per extra pick-up/delivery | US\$57.10 per extra pick-up/delivery | US\$38.60 per extra pick-up/delivery |
| 51-150 Miles Of The Origin/Destination Point | | |
| 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. |
| 151 Miles And Over Of The Origin/Destination Point | | |
| 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 |

U.S. General Services Administration
Household Goods Tender of Service (HTOS)
Effective November 1, 2023

| 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 |

U.S. General Services Administration
Household Goods Tender of Service (HTOS)
Effective November 1, 2023

| 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. An administrative 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 Section 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). |

| Shipments Originating In CONUS and CANADA | | |
|--|---|--|
| 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 GSA or appropriate GSO for further guidance. | | |

| Shipments Originating Overseas. | | |
|---|---|---|
| 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. |

| Shipments Originating Overseas. | | |
|--|--|---|
| 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 |

U.S. General Services Administration
Household Goods Tender of Service (HTOS)
Effective November 1, 2023

| 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 |
| 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 |

U.S. General Services Administration
Household Goods Tender of Service (HTOS)
Effective November 1, 2023

| 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 |
| 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 | HTOS 12.21 | HTOS 12.21 | HTOS 12.21 | D |
| 224 | Honolulu, HI | 30.75 | 46.50 | D | HTOS 12.21 | HTOS 12.21 | HTOS 12.21 | D |
| 228 | Kauai, HI | 25.75 | 38.75 | D | HTOS 12.21 | HTOS 12.21 | HTOS 12.21 | D |
| 232 | Maui, HI | 25.75 | 38.75 | D | HTOS 12.21 | HTOS 12.21 | HTOS 12.21 | 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 |

U.S. General Services Administration
Household Goods Tender of Service (HTOS)
Effective November 1, 2023

| 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 |
| 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 |

U.S. General Services Administration
Household Goods Tender of Service (HTOS)
Effective November 1, 2023

| 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 |
| 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 |

U.S. General Services Administration
Household Goods Tender of Service (HTOS)
Effective November 1, 2023

| 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 |
| 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 |

U.S. General Services Administration
Household Goods Tender of Service (HTOS)
Effective November 1, 2023

| 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 |
| 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 |

U.S. General Services Administration
Household Goods Tender of Service (HTOS)
Effective November 1, 2023

| 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 |
| 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 |

U.S. General Services Administration
Household Goods Tender of Service (HTOS)
Effective November 1, 2023

| 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 |
| 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 |

U.S. General Services Administration
Household Goods Tender of Service (HTOS)
Effective November 1, 2023

| 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.

| Surface Linehaul Rate Table For Overseas Areas Not Otherwise Specified | | | | | |
|---|----------------------------|-------------|---------------------------|-------------|---------------------|
| 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 |

| 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 |
| | | | | | |
| 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.

U.S. General Services Administration
Household Goods Tender of Service (HTOS)
Effective November 1, 2023

| 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 |

U.S. General Services Administration
Household Goods Tender of Service (HTOS)
Effective November 1, 2023

| 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.

| Surface Linehaul Rate Table for Greece, Spain, and Other European Countries Not Otherwise Specified | | | | | |
|---|-----------------------------------|--------------------|----------------------------------|--------------------|----------------------------|
| 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 | 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.

| Surface Linehaul Rate Table for Japan | | | | | |
|---|---------------------------------------|------------------------|--|------------------------|--------------------------------|
| 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 | 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.

| Surface Linehaul Rate Table for the United Kingdom | | | | | |
|--|----------------------------------|----------------|---------------------------------|----------------|------------------------|
| 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 | 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.

| UAB Linehaul Rate Table for the United Kingdom | | | | | |
|---|---|------------------------|--|------------------------|--------------------------------|
| 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 | 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 |

| UAB Linehaul Rate Table for the United Kingdom | | | | | |
|--|---|------------------------|--|------------------------|--------------------------------|
| MILES | LESS THAN 2,000 LBS. INCL. | BREAK POINT | 2,000 TO 3,999 LBS. INCL. | BREAK POINT | 4,000 LBS. AND OVER |
| 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 |

U.S. General Services Administration
Household Goods Tender of Service (HTOS)
Effective November 1, 2023

| 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 | Upson | 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 |

U.S. General Services Administration
Household Goods Tender of Service (HTOS)
Effective November 1, 2023

| ILLINOIS SERVICE AREAS | | | | | | | | |
|------------------------|------------|-----|------------------|------------|-----|------------------|-------------|-----|
| -----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 |

U.S. General Services Administration
Household Goods Tender of Service (HTOS)
Effective November 1, 2023

| 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 |

U.S. General Services Administration
Household Goods Tender of Service (HTOS)
Effective November 1, 2023

| KANSAS SERVICE AREAS | | | | | | | | |
|----------------------|-----------|-----|------------------|------------|-----|------------------|------------|-----|
| -----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 |

U.S. General Services Administration
Household Goods Tender of Service (HTOS)
Effective November 1, 2023

| 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 |

U.S. General Services Administration
Household Goods Tender of Service (HTOS)
Effective November 1, 2023

| 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 |

**U.S. General Services Administration
Household Goods Tender of Service (HTOS)
Effective November 1, 2023**

| MICHIGAN SERVICE AREAS | | | | | | | | |
|-------------------------------|----------------|-----|------------------|------------|-----|------------------|--------------|-----|
| -----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 | | | |

| MINNESOTA SERVICE AREAS | | | | | | | | |
|--------------------------------|------------|-----|------------------|-------------------|-----|------------------|-----------|-----|
| -----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 |

U.S. General Services Administration
Household Goods Tender of Service (HTOS)
Effective November 1, 2023

| 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 |

U.S. General Services Administration
Household Goods Tender of Service (HTOS)
Effective November 1, 2023

| 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 |

U.S. General Services Administration
Household Goods Tender of Service (HTOS)
Effective November 1, 2023

| 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 |

U.S. General Services Administration
Household Goods Tender of Service (HTOS)
Effective November 1, 2023

| NEBRASKA SERVICE AREAS | | | | | | | | |
|------------------------|----------|-----|------------------|-----------|-----|------------------|--------------|-----|
| -----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 |

U.S. General Services Administration
Household Goods Tender of Service (HTOS)
Effective November 1, 2023

| 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 |

U.S. General Services Administration
Household Goods Tender of Service (HTOS)
Effective November 1, 2023

| 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 |

U.S. General Services Administration
Household Goods Tender of Service (HTOS)
Effective November 1, 2023

| 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 |

U.S. General Services Administration
Household Goods Tender of Service (HTOS)
Effective November 1, 2023

| 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 |

U.S. General Services Administration
Household Goods Tender of Service (HTOS)
Effective November 1, 2023

| 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 |

U.S. General Services Administration
Household Goods Tender of Service (HTOS)
Effective November 1, 2023

| 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 |

U.S. General Services Administration
Household Goods Tender of Service (HTOS)
Effective November 1, 2023

| 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 |

U.S. General Services Administration
Household Goods Tender of Service (HTOS)
Effective November 1, 2023

| VIRGINIA SERVICE AREAS | | | | | | | | |
|------------------------|-------------|-----|------------------|----------------|-----|------------------|----------------|-----|
| -----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 |

U.S. General Services Administration
 Household Goods Tender of Service (HTOS)
 Effective November 1, 2023

| WYOMING SERVICE AREAS | | | | | | | | |
|-----------------------|----------|-----|------------------|----------|-----|------------------|------------|-----|
| -----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 his/her 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 his/her behalf or a person(s) authorized by the BLIO to act on his/her 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, 7th 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 his/her 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 his/her 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 |
| 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 |

| | |
|--------|---|
| IFF | Industrial Funding Fee |
| 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 | GSA Form 3080 (electronic in TMSS 2.0) |
| Statement of Accessorial Services Performed - SIT Delivery and Reweigh | DD Form 619 |
| Government Bill of Lading SF 1103 | GSA Forms Library |
| Government Bill of Lading Correction Notice SF 1200 | GSA Forms Library |
| Public Voucher for Transportation Charges, SF 1113 | GSA Forms Library |
| Memorandum Copy Public Voucher for Transportation Charges, SF 1113A | GSA Forms Library |
| Performance Bond, SF 25 | GSA Forms Library |

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.

COMPANY NAME

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) 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, 2023**

| | |
|-----------------------------|---|
| 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 | |
|----------------------------------|--|

(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 any combination of Shipment Reports (domestic or international) and/or SIT Reports (domestic or international) 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. International TSPs shall submit two (2) quarterly Shipment Reports; one for general international transportation (GI) and one for international move management services (IM). TSPs approved in both the domestic and international programs shall submit four (4) quarterly Shipment Reports. 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. 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). TSPs approved in both the domestic and international programs shall submit up to four (4) quarterly SIT Reports.

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 Shipments 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 can be submitted in TMSS 2.0 under the “Shipment Reports” module and then selecting “File Upload.”

Shipment Report submissions received from TSPs or their RFSPs not conforming to the instructions found in this HTOS and the “CHAMP Shipments 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 are filed in TMSS 2.0 under the “Shipments Report” module and then selecting “Negative Shipments.”

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 can be submitted in TMSS 2.0 under the “Shipment Reports” module and then selecting “File Upload.”

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 are not required if no SIT shipments were billed during the quarter.

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 |
| Maryland | MD |
| Massachusetts | MA |
| Michigan | MI |
| Minnesota | MN |
| Mississippi | MS |
| Missouri | MO |

U.S. General Services Administration
Household Goods Tender of Service (HTOS)
Effective November 1, 2023

| State | Code |
|----------------|------|
| 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 |

**U.S. General Services Administration
Household Goods Tender of Service (HTOS)
Effective November 1, 2023**

| 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 |

**U.S. General Services Administration
Household Goods Tender of Service (HTOS)
Effective November 1, 2023**

| Country/Designated Point | Code |
|---------------------------------|-------------|
| 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 |

**U.S. General Services Administration
Household Goods Tender of Service (HTOS)
Effective November 1, 2023**

| 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 |

**U.S. General Services Administration
Household Goods Tender of Service (HTOS)
Effective November 1, 2023**

| Country/Designated Point | Code |
|----------------------------------|-------------|
| Kenya | 5050 |
| 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 |
| - Nogales, Sonora | 59NG |

U.S. General Services Administration
Household Goods Tender of Service (HTOS)
Effective November 1, 2023

| Country/Designated Point | Code |
|---|------|
| - 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 |
| Poland | 7300 |

**U.S. General Services Administration
Household Goods Tender of Service (HTOS)
Effective November 1, 2023**

| Country/Designated Point | Code |
|--|-------------|
| 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 |
| Saint Lucia | 7700 |
| 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 |
| Sri Lanka | 2720 |
| Sudan | 8350 |
| Suriname | 8400 |

U.S. General Services Administration
Household Goods Tender of Service (HTOS)
Effective November 1, 2023

| Country/Designated Point | Code |
|-------------------------------------|------|
| 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 |
| 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 |
| Venezuela | 9400 |
| Viet Nam | 9450 |
| Virgin Islands St. John | 200V |
| Virgin Islands St. Thomas/St. Croix | 190V |
| Western Samoa | 9630 |
| Yemen | 9650 |

| Country/Designated Point | Code |
|--------------------------|------|
| 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 “GSA 3080 Carrier Evaluation 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 “GSA 3080 Carrier Evaluation Template” will not be accepted by TMSS 2.0.

APPENDIX E—Sample Move Management Agreement for Household Goods Move Management Services

MOVE MANAGEMENT AGREEMENT FOR HOUSEHOLD GOODS MOVE MANAGEMENT SERVICES

Between

[Agency]

[City/State]

And

[Move Management Services Provider/SCAC]

[City/State]

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 his/her 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 that is either approved under GSA’s Special Item Number (SIN) 541211, Auditing Services or has been certified by GSA’s Transportation Audit Division (QMCA) to perform prepayment audit services;
 - 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 his/her 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 his/her 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 his/her 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 his/her designee written authorization prior to payment.

If, however, accessorial services have been identified on the Travel Authorization and/or the BLIO or his/her 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 his/her designee. In the event the Provider fails to obtain a written authorization for these accessorial services from the BLIO or his/her 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 his/her 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 his/her designee may provide a list of TSPs to the Provider that will be used for shipments under this MOA. The BLIO or his/her designee may also delegate responsibility of selecting TSPs to the Provider. TSP rotation requirements may also be provided by the BLIO or his/her designee. Any selected TSP must be currently approved to participate in CHAMP.

TSP Performance Criteria

The BLIO or his/her 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 his/her 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 his/her 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 his/her 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 his/her 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 his/her designee.

The Provider will be required to obtain written authorization from the BLIO or his/her 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 his/her designee for any extension of SIT beyond the initial authorized period. The BLIO or his/her 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 his/her responsibility for storage charges. The Provider will also determine and provide in writing to the owner (with a copy to the BLIO or his/her 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 his/her 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 his/her 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] under their GSA SIN 541211, Auditing Services contract 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] under its GSA SIN 541211, Auditing Services contract, 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 his/her designee, the Provider will conduct semi-annual performance reviews with the BLIO or his/her 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 his/her 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 his/her 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 his/her 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 his/her 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.

August 24, 2023

TO ALL TRANSPORTATION SERVICE PROVIDERS APPROVED TO PARTICIPATE IN THE CENTRALIZED HOUSEHOLD GOODS TRAFFIC MANAGEMENT PROGRAM:

This Request for Offers (RFO) transmits the issuance of the 2023-2024 Filing Cycle Special Instructions for the filing of rate offers in the General Services Administration's (GSA's) Centralized Household Goods Traffic Management Program (CHAMP) specific to the Filing Cycle for the period November 1, 2023 through October 31, 2024. This RFO and Special Instructions (hereinafter referred to as RFO) are in accordance with the Household Goods Tender of Service (HTOS), supplements thereto and reissues thereof. Transportation Service Providers (TSPs) who are approved to participate in CHAMP and have agreed to abide by the terms of the HTOS, supplements thereto and reissues thereof, are eligible to file rate offers in accordance with this RFO.

Below are the major changes new to this RFO and others that have been carried over from previous RFOs that are identified again. All major changes to this RFO have been highlighted in red throughout the document itself.

Due Dates: Rate offers must be submitted in accordance with this RFO by the Initial Filing due date of **6:00 PM Eastern Time, September 25, 2023**, and/or the Supplemental Filing due date of **6:00 PM Eastern Time, March 25, 2024**. Rate offers received after these dates and times and/or not submitted in accordance with this RFO will not be accepted.

HTOS: The HTOS is being issued and distributed along with this RFO and has an effective date of November 1, 2023. Revisions are identified in the "Revisions Made in New Issuances of the HTOS" table.

GSA Domestic 500A Tariff (GSA500A): The GSA500A-2023 Tariff is being issued and distributed along with this RFO and has an effective date of November 1, 2023. Revisions are identified in the "Revisions Made in New Issuances of the GSA500A" table and include a 6.327616355% increase to the rates and charges contained in Appendix B: Baseline Rate Tariff Files.

Changes to Existing Non-Alternating and Alternating, Agency Specific Standing Route Orders (SROs): A new, non-alternating SRO has been added for the Department of Justice's (DOJ's) Drug Enforcement Administration's international traffic (DEAVA). As result, rate offers will no longer be accepted for their international traffic under the alternating SRO (DEADC). Changes have been made to the existing SROs for the Drug Enforcement Administration's domestic traffic (DEADD) and the Department of State (DOSDD, DOSDC, and DOSHW). Please note that program services for DOSSA have been temporarily suspended; however, TSPs may file rate offers for DOSSA in case program services are reinstated during the rate filing period. Changes have also been made to Section 5 and some of the Exhibits. Changes are identified in Section 3 of this RFO and have been highlighted in "red;" however, TSPs should review Section 3 of this RFO in its entirety for all Agency Specific requirements and changes.

Lithium Batteries: Lithium batteries are prohibited from being included in a CHAMP shipment. One exception is Department of State shipments moved under CHAMP (refer to Sections 3-12 and 3-13 of this RFO). See the “[Lithium Batteries Facts Sheet](#)” and the “[Federal Civilian Employee Relocation Rights and Responsibilities Guide](#)” for additional information that may be shared with employees.

Hybrid and Electric POVs: When filing POV rate offers in accordance with this RFO, those POV rate offers apply to POVs with all types of fuel sources – e.g., those with internal combustion engines, hybrids and electric vehicles. For some POVs, however, it is understood that due to the condition or nature of the POV, hazardous material associated fees may be required to safely transport the POV and satisfy all hazardous material shipping laws and regulations. If those hazardous material associated fees cause the POV shipment charges to be greater than a TSP’s applicable POV cost accepted and displayed in TMSS 2.0 on the day of pickup, then a TSP **may** be able to identify those applicable hazardous material associated fees on their invoice as a pass through charge. TSPs should refer to the “[Advisory in Response to Hazardous Material Associated Fees Related to the Shipment of Privately Owned Vehicles \(POVs\)](#)” dated February 28, 2023 for additional information.

POV Recall Requirements: Due to the status of POV recalls which involve electrical systems and could potentially start a fire resulting in damage to the POV and/or other property, GSA is encouraging TSPs to work with each individual Agency on protocols for accepting POV shipments. It is the TSP’s responsibility to provide advance, written notice to the employee advising that it is the employee’s responsibility to ensure that there are no outstanding recalls on a POV to be shipped. If at the time of pickup, the TSP identifies that a recall has not been remedied, then the TSP may refuse the shipment of the POV due to a known, unremedied recall that could cause safety/damage issues (such as with electrical systems). Prior to refusal, however, the TSP must inform the Agency of the identified recall and provide the Agency a copy of the advanced, written notification of employee responsibility that was provided to the employee. Employees, agencies, and/or TSPs may check a POV recall status at the following website by entering a Vehicle Identification Number (VIN): www.nhtsa.gov/recalls.

Domestic Rate Offers: TSPs file rate offers as percentage off of the GSA500A. TSPs may file a negative percentage. For example, a TSP may submit a rate offer as “-10” to represent a negative ten percent. When displayed in TMSS 2.0, it will be shown as 110%.

Mileage Application: Effective November 1, 2023, Web Based Version 37 of ALK Technologies, Inc. will apply (see 2-7.1.1. of this RFO for additional information and application).

Transportation Authority Requirements: As identified in Section 1-1.4 Eligibility to File, for Domestic Transportation, only TSPs that have a current motor common carrier of household goods certificate with interstate operating authority issued by the Federal Motor Carrier Safety Administration (FMCSA) are eligible to file rate offers for General Transportation Services.

Use of Licensed Custom Brokers: TSPs must ensure that only licensed custom brokers are utilized when submitting customs documents for imported shipments and that the licensed custom broker's identification (ID) number is used on any required form(s) in lieu of the

employee's Social Security Number. TSPs are prohibited from requesting and or obtaining an employee's Social Security Number. (Reference 19 U.S.C. § 1641(b)(6) Prohibited Acts: Any person who intentionally transacts customs business, other than solely on the behalf of that person, without holding a valid customs broker's license granted to that person under this subsection shall be liable to the United States for a monetary penalty not to exceed \$10,000 for each such transaction as well as for each violation of any other provision of this section. This penalty shall be assessed in the same manner and under the same procedures as the monetary penalties provided for in subsection (d)(2)(A)).

Rate Filing Service Providers (RFSPs): TSPs electing to utilize an RFSP to create/upload rate offers must identify to the GSA Contacts identified in Section 1-6. of this RFO who that RFSP will be before rate offers can be uploaded to the Transportation Management Services Solution 2.0 ([TMSS 2.0](#)) system for validation and acceptance. If a TSP has an RFSP currently identified to GSA and wants to change the RFSP during the rate filing period, they must do so at least ten (10) business days prior to the rate filing due dates of September 25, 2023, or March 25, 2024. Requests received within nine (9) or less business days of the rate filing due dates will be denied.

Industrial Funding Fee (IFF):

1. Domestic IFF: A 3.50% IFF is due on the total net transportation charges billable to the Government (includes line-haul, accessorial, packing charges, pass through charges, fuel surcharges, etc... and Storage-in-Transit (SIT) (to include first day of storage, each additional day of storage and pickup and delivery (drayage)). A 3.50% IFF is also due on the total net charges billable to the Government for the shipment of Privately Owned Vehicles (POVs). An IFF is not assessed against Unaccompanied Air Baggage (UAB) shipments unless an agreement has been developed. Please refer to Section 2-7.6 of this RFO for additional information on the application of the IFF.

2. International IFF: A 3.50% IFF is due on the total net transportation charges billable to the Government (includes line-haul, accessorial, packing charges, pass through charges, fuel surcharges, etc... and SIT (to include first day of storage, each additional day of storage and pickup and delivery (drayage)). A 3.50% IFF is also due on the total net charges billable to the Government for the shipment of POVs. An IFF is not assessed against UAB shipments unless an agreement has been developed. Please refer to Section 2-7.6 of this RFO for additional information on the application of the IFF.

International Performance Bond: All TSPs approved to provide International General Transportation and International Move Management Services are required as part of their filings to furnish a performance bond in accordance with Section 2.4.8 of the HTOS and subject to the provisions of Section 1-4 of this RFO. The performance bond MUST clearly identify that the bond is in force for the period **November 1, 2023 through October 31, 2024**, or later. A Certification of Continuation of Bond is acceptable. **A performance bond or Certification of Continuation of Bond currently on file does not satisfy this requirement and copies will not be accepted.** TSPs filing international rate offers are also required to adhere to the performance bond provisions outlined in Section 1-4.1.3.1. of this RFO. Performance bonds

must be submitted prior to the transmission of rate offers as the system will not validate submitted rate offers without a valid bond on file.

Fuel Policy:

1. For domestic shipments, please refer to Item 16 of the GSA500A.

2. For international shipments, the TSP can only be compensated for a fuel surcharge on that portion of the shipment handled under traffic in the conterminous U.S. to the port or from the port to a point in the conterminous U.S. The fuel surcharge shall be calculated in accordance with the Fuel Policy identified in Item 16 of the GSA500A. In the event the shipment is transported from origin to port or port to destination on an ocean line through bill of lading, the

TSP is not entitled to the GSA fuel surcharge calculation and can only pass through any fuel surcharge that may be generated from the ocean line. The TSP must provide a copy of the original bill to the Agency for reimbursement.

Fuel Surcharge for UAB Shipments: A TSP may charge as a separate line item a fuel surcharge for UAB shipments. TSPs must provide a copy of the original air waybill to the Agency for reimbursement. Any excessive costs charged by foreign or overseas air carriers will be negotiated and paid at the discretion of the Agency. There is no fuel surcharge calculation for land transportation for UAB. Please refer to Section 3 of this RFO for Department of State requirements.

Bunker Fuel Surcharges: A TSP may charge as a separate line item a fuel surcharge for bunker charges on international shipments and/or Alaskan water charges. The TSP must provide a copy of the original bill to the Agency for reimbursement. Please refer to Section 3 of this RFO for Department of State requirements.

Snow Removal Clarification: Unless it is for TSP convenience, snow removal is the responsibility of the relocating employee. If a TSP runs in to issues with this, they are to immediately contact the Bill of Lading Issuing Officer (BLIO).

Submission of Rate Offers: All rate offers in [TMSS 2.0](#) automatically expire on October 31, 2023. If a TSP does not want to make any changes to their currently filed rate offers but wants them to become effective again on November 1, 2023, the TSP must go in to TMSS 2.0 and transfer (carry forward) their rate offers (see #1 below). If a TSP does not transfer (carry forward) its existing rate offers or does not upload new rate offers during the Main (Initial) Filing window, any rate offers currently in TMSS 2.0 will be deleted from TMSS 2.0 effective November 1, 2023. Rate offers accepted during the Main Filing window remain effective during the Supplemental Filing period of May 1, 2024 and do not need to be changed or carried over; however, TSPs have the option to modify existing rate offers and/or to add new rate offers during the Supplemental Filing window.

TSPs have two (2) different options when filing rate offers:

1. Utilize the rate filing capabilities of TMSS 2.0. In order to utilize this option, the TSP user must have access to the “HHG Rate Filing” module within TMSS 2.0. A firm’s TMSS 2.0 Group Administrator can give access to this module. Once a rate filing window has opened, the TSP can refer to the “HHG Rate Filing Instructions” which can be viewed/downloaded from the bottom of the [TMSS 2.0](#) website under “Household Goods Resources;” or
2. Utilize the services of an RFSP.

This RFO, the HTOS, and the GSA500A may also be accessed via [GSA’s Acquisition Gateway](#) (hallways.cap.gsa.gov).

Questions may be directed to Robyn Bennett at robyn.bennett@gsa.gov or (816) 823-3644 or Kim Chancellor at kim.chancellor@gsa.gov or (816) 206-8077.

Sincerely,

/s/ Robyn L. Bennett

Robyn L. Bennett
Lead Traffic Management Specialist
Employee Relocation Resource Center (QMCG)
General Services Administration

SECTION 1 SPECIAL INSTRUCTIONS

1-1. General.

The following Filing Cycle Special Instructions of the General Services Administration (GSA's) 2023-2024 Request for Offers (RFO) are provided in addition to the instructions set out in the Household Goods Tender of Service (HTOS), supplements thereto and reissues thereof. By submission of a rate offer(s) electronically, the submitting Transportation Service Provider (TSP) agrees to the following terms and conditions.

1-1.1. Terms/Conditions for Bills of Lading Issued for Government Shipments.

Per this RFO, all Government shipments handled pursuant to the HTOS will be subject to the terms/conditions of 41 CFR 102-117 and 102-118.

1-1.2. Application.

1-1.2.1. Application of the Household Goods Tender of Service.

Unless otherwise noted, all provisions of the applicable HTOS apply to this RFO.

1-1.2.2. Application of the GSA Domestic 500A-2023 Tariff (GSA500A).

Unless otherwise noted, all provisions of the GSA500A apply to domestic shipments moved under this RFO.

1-1.3. Effective Period.

Except as otherwise provided herein, rate offers made in response to this RFO will be for the period November 1, 2023 through October 31, 2024.

1-1.4. Eligibility to File.

All TSPs approved to participate in the GSA's Centralized Household Goods Traffic Management Program (CHAMP) for either Domestic Transportation (see Section 2-4.3) and/or International Transportation (see Section 2-4.4) prior to the Initial Filing period due date as required in Section 1-1.6.1 have the option to submit a rate offer(s) in response to this RFO. However, for Domestic Transportation, only TSPs that have a current motor common carrier of household goods certificate with interstate operating authority issued by the Federal Motor Carrier Safety Administration (FMCSA) are eligible to file rate offers for General Transportation Services (see Section 2-5.2).

1-1.5. Electronic Transmission.

All submissions of rate offers must be accomplished via the Internet utilizing the "HHG Rate Filing" module within the Transportation Management Services Solution 2.0 ([TMSS 2.0](#)) system.

1-1.6. Filing Period.

1-1.6.1. Initial Filing.

Only those TSPs approved to participate in CHAMP may submit rate offers in accordance with this RFO. Rate offers are due by 6:00 P.M. Eastern Time, September 25, 2023 and will be reviewed and processed in accordance with Section 1-2.

1-1.6.2. New Filings.

New TSPs receiving permanent approval and who have not previously been part of CHAMP may submit a rate offer(s) in response to this RFO any time after permanent approval has been granted. Rate offers are due by 6:00 P.M. Eastern Time, September 25, 2023 and will be reviewed and processed in accordance with Section 1-2.

1-1.6.3. Late Filings.

Rate offers not responding to this RFO as required in Section 1-1.6.1, Initial Filing, may submit a rate offer(s) in response to this RFO during the Supplemental Filing identified in Section 1-2.

Rate offers are due by 6:00 P.M. Eastern Time, March 25, 2024 and will be reviewed and processed in accordance with Section 1-2.

1-1.6.4. Supplemental Filings.

The Supplemental Filing allows a TSP to review and process any changes to its originally accepted rate offer(s) and for the submission of New and Late Filings as defined in Section 1-1.6. Supplemental rate offers must be submitted in accordance with this RFO and are due by 6:00

P.M. Eastern Time, March 25, 2024 and will be reviewed and processed in accordance with Section 1-2.

1-1.7. Re-Filings of Filing Deficiencies.

1-1.7.1. Non-Rate Related Technical Deficiencies.

TSP rate offers received between August 24, 2023 and September 25, 2023 or February 20, 2024 and March 25, 2024 which do not meet documentation requirements as stated in Section 1-4 will be considered unacceptable, rate offers will not be included in the database, and the TSP will be notified by email in accordance with Section 1-3 for correction. Corrected documentation must be re-submitted by 6:00 P.M. Eastern Time on the rate filing closing date of September 25, 2023 or March 25, 2024. In those instances where corrections are not received by 6:00 P.M. Eastern Time on the rate filing closing date of September 25, 2023 or March 25, 2024, rate offers will be considered unacceptable and TSPs will not be allowed to re-file until the next Supplemental Filing period or until a new RFO is distributed, whichever comes first. All corrected rate offers received by 6:00 P.M. Eastern Time on the rate filing closing date of September 25, 2023 or March 25, 2024 will be entered into the database in accordance with Section 1-2.

1-1.7.2. Rate Filing Deficiencies.

TSP rate offers received between August 24, 2023 and September 25, 2023 or February 20, 2024 and March 25, 2024 which do not meet the rate filing requirements as stated in this RFO will be considered unacceptable, rate offers will not be included in the database, and the TSP or Rate Filing Service Provider (RFSP) will be notified by email in accordance with Section 1-3 for clarification and/or correction of rate offers. Corrections of deficiencies must be resubmitted by 6:00 P.M. Eastern Time on the rate filing closing date of September 25, 2023 or March 25, 2024. In those instances where corrections are not received by 6:00 P.M. Eastern Time on the rate filing closing dates, rate offers will be considered unacceptable and the TSP will not be allowed to re-file until the next Supplemental Filing period or until a new RFO is distributed, whichever comes first. All corrected rate offers received by 6:00P.M. Eastern Time on the closing dates will be entered into the database in accordance with RFO Section 1-2. **Electronic rate offers and error corrections will be accepted into the system, pending any errors, through the closing time of 6:00 P.M. Eastern Time on September 25, 2023 or March 25, 2024.**

1-1.7.3. Suspect Rate Offers.

TSP rate offers received between August 24, 2023 and September 25, 2023 or February 20, 2024 and March 25, 2024 with suspect rate offers (i.e. discounts that are considered to be in error; for example; 60% or greater discount offered for a domestic shipment) will be included in the database and identified as a "suspect record". TSPs and/or RFSPs will be notified by email in accordance with Section 1-3 for clarification and/or correction of suspect offers. Corrections of suspect records must be resubmitted by 6:00 P.M. Eastern Time on the closing date of September 25, 2023 or March 25, 2024. In those instances where corrections are not received by 6:00 P.M. Eastern Time on the rate filing closing date of September 25, 2023 or March 25, 2024, suspect rate offers will be considered acceptable and the TSP will not be allowed to re-file until the next Supplemental Filing period or until a new RFO is distributed, whichever comes first. All corrected rate offers received by 6:00 P.M. Eastern Time on the rate filing closing date of September 25, 2023 or March 25, 2024 will be entered into the database in accordance with Section 1-2.

1-1.7.4. Rate Filing Service Provider (RFSP).

If a TSP's rate offer is submitted in accordance with this RFO by a RFSP, the RFSP will be notified of the deficiencies and suspect rate offers and **not** the TSP. The RFSP will be notified by email in accordance with Section 1-3 for correction. Corrected rate offers must be resubmitted by 6:00 P.M. Eastern Time on the rate filing closing date of September 25, 2023 or March 25, 2024. In those instances where corrections are not received by 6:00 P.M. Eastern Time on the rate filing closing date of September 25, 2023 or March 25, 2024, rate offers will be considered unacceptable and RFSPs/TSPs will not be allowed to re-file until the next Supplemental Filing period or until a new RFO is distributed, whichever comes first. All corrected rate offers received by 6:00 P.M. Eastern Time on the rate filing closing date of September 25, 2023 or March 25, 2024 will be entered into the database in accordance with Section 1-2.

1-1.8. Letter of Intent Certification.

By the submission of a rate offer to GSA in accordance with this RFO, the submitting TSP certifies that: “I have read and will comply with all the provisions contained in this RFO and its Special Instructions dated August 24, 2023, as well as any supplements, changes, and/or reissues thereto and the GSA Household Goods Tender of Service (HTOS) with an effective date of November 1, 2023, as well as any supplements, changes, and/or reissues thereto and subsequent amendments. I further certify that the company for which rate offers have been submitted has the operating authority and insurance as required in RFO Section 1-4.1.”

1-2. Accepted/Effective Date.

Rate offers will be accepted and entered into TMSS 2.0 on the date indicated in Section 1-2.5 or the first working day of the month, whichever occurs first.

1-2.1. Initial Filings.

Initial Filings allowable under RFO Section 1-1.6.1 will be processed in accordance with Section 1-2.5, below, except in those instances of resubmission of filing deficiencies as identified in Section 1-1.7.

1-2.2. New Filings.

New filings allowable under RFO Section 1-1.6.2, will be processed in accordance with Section 1-2.5, below, except in those instances of resubmission of filing deficiencies as identified in Section 1-1.7.

1-2.3. Late Filings.

Late filings of otherwise acceptable rate offers allowable under the limited terms specified in Section 1-1.6.3, will be processed in accordance with Section 1-2.5, below, except in those instances of resubmission of filing deficiencies as identified in Section 1-1.7.

1-2.4. Supplemental Filings.

Supplements to accepted rate offers allowable under the limited terms specified in Section 1-1.6.4 will be processed in accordance with Section 1-2.5, below, except in those instances of resubmission of filing deficiencies as identified in Section 1-1.7.

1-2.5. Schedule of Accepted/Effective Dates.

| | INITIAL FILINGS | NEW FILINGS | LATE FILINGS | SUPPLEMENTAL FILINGS |
|-------------------------|----------------------|----------------------|----------------------|----------------------|
| Date Received By | 8-24-23 thru 9-25-23 | 8-24-23 thru 9-25-23 | 2-20-24 thru 3-25-24 | 2-20-24 thru 3-25-24 |
| Computer Entry Date | 11-01-2023 or before | 11-01-2023 or before | 5-01-2024 or before | 5-01-2024 or before |
| Accepted/Effective Date | 11-01-2023 | 11-01-2023 | 5-01-2024 | 5-01-2024 |

1-3. TSP Notifications.

1-3.1. Domestic Rate Filings.

For rate offers submitted via the “Upload Template” function of TMSS 2.0, the submitting TSP or RFSP will receive a summary from GSA stating the total number of records processed, number of records rejected, and the number of records accepted. This notification will be by email.

1-3.2. International Rate Filings.

For rate offers submitted via the “Upload Template” function of TMSS 2.0, the submitting TSP or RFSP will receive a summary from GSA stating the total number of records processed, number of records rejected, and the number of records accepted. This notification will be by email.

1-4. Documentation Requirements.

The following documentation is required to be on file with the Program Management Office (PMO) prior to the acceptance of a TSP’s rate offer, but no later than Section 1-2.5, Schedule of

Accepted/Effective Dates, Date Received By. In the absence of any one or all required documents, the TSP's rate offer(s) will not be accepted by the database. This provision will apply with respect to any deficiency noted on documents, however, for the purposes of this item, any reference to non-rate related deficiencies shall be construed as a documentation deficiency and Section 1-1.7.1 will apply. In those instances where corrections are not received in accordance with Section 1-1.7.1, rate offers will be considered unacceptable and TSPs will not be allowed to re-file until the next Supplemental Filing period or until a new RFO is distributed, whichever comes first. TSPs and RFSPs may continue submitting corrections until all errors are corrected or until the rate filing closing date. Rate offer files and error corrections submitted on the rate filing closing date will be accepted into the system, pending any errors. A TSP or RFSP will not have an opportunity to correct any errors detected in a file submitted on the rate filing closing date after the final validation.

1-4.1. TSPs Providing General Transportation and Move Management Services.

1-4.1.1. Trading Partner Agreement.

All TSPs approved to provide General Transportation Services and Move Management Services (MMS) are required as part of its filing to have on file with the PMO a signed Trading Partner Agreement (TPA). In the absence of a TPA, the TSP's rate offer filing will be subject to the provision in Section 1-4, above. A TPA CURRENTLY ON FILE SATISFIES THIS REQUIREMENT.

1-4.1.2. Certificate of Insurance.

By the submission of a rate offer to the GSA PMO in accordance with this RFO, the TSP certifies that it will maintain cargo liability insurance meeting the HTOS Section 2.4.7 requirements during the period of its accepted rate offer filing. GSA reserves the right to request from the TSP at any time a Certificate of Insurance evidencing the maintenance of such cargo liability during the filing cycle.

1-4.1.3. Performance Bond - International Only.

All TSPs approved to provide International General Transportation Services and International Move Management Services (MMS) are required as part of its filing to furnish a performance bond, in accordance with the HTOS Section 2.4.8, and subject to the provisions of Section 1-4.1.3.1. The performance bond **MUST** clearly identify that the bond is in force for the period **November 1, 2023 through October 31, 2024, or later**. A Certification of Continuation of Bond is acceptable. **A PERFORMANCE BOND OR CERTIFICATION OF CONTINUATION OF BOND CURRENTLY ON FILE DOES NOT SATISFY THIS REQUIREMENT AND COPIES WILL NOT BE ACCEPTED.**

1-4.1.3.1. Addendum to the Performance Bond - International Only.

All TSPs approved to provide International General Transportation Services and International Move Management Services are required as part of its filing to furnish a performance bond to the PMO in the amount of \$75,000. By the submission of an international rate offer to the GSA in accordance with this request, the TSP certifies that it will comply with the following performance bond specifications: THE CONDITIONS OF THIS OBLIGATION ARE SUCH, that the Principal will enter into bill of lading contracts with the Government from time-to-time during the effective period of this bond, for furnishing supplies or services to the Government, that the Government is represented by the department or agencies shown above, and that, based upon the Principal's desires, all such contracts will be covered by one bond, instead of by a separate performance for each contract. This performance bond serves to protect the Government in the event the carrier to whom the actual bill of lading contract is issued fails to effect delivery of the shipment set forth on the bill of lading. By this performance bond, the Surety(ies) underwrites and assumes the Principal's liability to the Government for excess procurement costs when, due to the Principal's failure to complete delivery of a shipment, the Federal civilian agency named in the bill of lading deems it necessary to procure transportation services from an alternate carrier. The Government shall be sole beneficiary of this bond in the event the Principal defaults and is unable to perform for whatever reason, including that of filing a petition in bankruptcy or an involuntary bankruptcy. **THIS BOND WILL BE CONTINUOUS**, and may be canceled at any time by the

Surety(ies) upon thirty (30) calendar days written notice via email to kim.chancellor@gsa.gov, robyn.bennett@gsa.gov, AND errc@gsa.gov, representing the Government. Termination under this provision shall not effect or relieve the Surety(ies) of any obligation or liability that may have occurred prior to such termination. The time for commencing collection of monies owed the Government arising under the carrier's contracts with the Government is determined by: Title 28, United States Code, Section 2415; Title 31, United States Code, Section 3716; Title 31, United States Code, Section 3726; and Title 49, United States Code, Section 11706. IN WITNESS WHEREOF, the Principal and Surety(ies) have executed this performance bond and have affixed their seals on the date set forth above.

NOTE 1: The word "contracts" as used herein means agreements for transportation and services as provided in applicable bills of lading, associated tenders of service, rate tenders and tariffs, and the General Services Administration, Centralized Household Goods Traffic Management Program International Government Bill of Lading Rate Solicitation.

NOTE 2: The word "services" as used herein means all transportation and related services required to be performed in accordance with the applicable contract as defined above.

1-4.2. Submission To.

All required documents must be submitted via email to kim.chancellor@gsa.gov, robyn.bennett@gsa.gov, AND errc@gsa.gov.

1-4.3. Place of Receipt.

Receipt of documentation requirements by any other email within GSA or by an RFSP shall not be construed as receipt by the office specified in Section 1-6.

1-5. TSP Certification Statement.

TSP certification of eligibility for the award of contracts for transportation.

(A) By submission of a rate offer electronically, the submitting 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 Federal agency as a result of civil judgment or criminal conviction or for any cause from GSA, or has been placed in temporary nonuse 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 of 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 carrier's performance of its obligations under its contracts for transportation with the Federal Government.

(C) 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) 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) An erroneous certification of eligibility or failure to notify the GSA Program Management Office identified in Section 1-6 of this RFO receiving this tender of a change in eligibility may

result in a recommendation for administrative action against the carrier. 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.

1-6. Contact.

Centralized Household Goods Traffic Management Program (CHAMP)
Program Management Office (PMO)

Robyn Bennett, robyn.bennett@gsa.gov

(816) 823-3644

OR

Kim Chancellor, kim.chancellor@gsa.gov

(816) 206-8077

OR

Employee Relocation Resource Center, errc@gsa.gov

(877) 575-3722

SECTION 2 REQUEST FOR OFFERS

2-1. Application of HTOS.

This Request for Offers (RFO) and any resulting rate offer(s) are subject to the provisions of the General Services Administration's (GSA's) Household Goods Tender of Service (HTOS) with an effective date of November 1, 2023, supplements thereto and reissues thereof.

2-2. Federal Agency Authorized to Use.

2-2.1. Application.

This RFO and any resulting rate offer(s) are for the account of the U.S. Government and authorized cost reimbursable contractors, except when the relocation involves uniformed service members or its authorized cost reimbursable contractors, under Title 37 of the United States Code, "Pay and Allowances of the Uniformed Services," including the uniformed service members and authorized cost reimbursable contractors serving in civilian agencies such as the U.S. Coast Guard, National Oceanic and Atmospheric Administration and the Public Health Service. However, to the extent that such agencies 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 RFO and any resulting rate offer(s) may apply.

2-2.2. Exception (Reserved).

2-3. Contracts.

The rates and charges offered and accepted pursuant to this RFO are applicable to shipments routed pursuant to any formal contract providing for Move Management Services awarded by GSA or a Federal Civilian Agency (see Section 2-2.1. for exception) to the extent provided in the contract. Section 2-7.6, Industrial Funding Fee (IFF) applies to such shipments.

2-4. Definitions.

2-4.1. Household Goods Tender of Service (HTOS).

The Household Goods Tender of Service (HTOS) with an effective date of November 1, 2023, supplements thereto and reissues thereof is available on GSA's [Acquisition Gateway](#).

2-4.2. GSA Domestic 500A-2023 Tariff (GSA500A).

This is the term applied to the source document for the filing of domestic rate offers under this RFO.

2-4.3. Domestic Transportation.

The movement of a relocated Government employee's household goods (HHG) 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 the District of Columbia and Alaska but excluding Hawaii) and points in Canada.

2-4.3.1. Code D: Domestic Household Goods – TSP Discretion.

Movement of HHG in a Motor Van or Container from origin residence to destination residence. The actual mode of service is at the discretion of the Transportation Service Provider (TSP). TSPs must advise the Bill of Lading Issuing Officer (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 GSA500A, responsibility for the shipment remains with the TSP to whom the Bill of Lading was issued.**

2-4.3.2. Code C: Domestic Household Goods – Agency Requested.

Movement of HHG in a Container (supplied by the TSP) from origin residence to destination residence when specifically requested by the Agency. Use of commercial best practice containers is authorized (see provisions of Section 2-7.2.1.1.1.). 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 the GSA500A Tariff, responsibility for the shipment remains with the TSP to whom the Bill of Lading was issued.

2-4.4. International Transportation.

This is the term applied to door-to-door container movement of HHG in lift vans between the conterminous United States (including the District of Columbia, Alaska and Canada) and an international country or off-shore location, or between two international countries or off-shore locations in lift vans. A TSP provides complete through service from origin residence to destination residence by surface ocean means.

2-4.5. General Transportation Services.

This is the term applied to transportation and accessorial services normally associated with a HHG move, such as set out in interstate and intrastate tariffs or the HTOS.

2-4.6. Move Management Services (MMS).

This is the term applied to a MMS Provider's arrangement, coordination, and monitoring of each relocating employee's HHG move, from initial notification of shipment booking through delivery at destination. Services as identified in Section 2-6 and HTOS Section 6 will be provided within a TSP's approved scope of operations. No brokering of shipments will be allowed.

2-4.7. Transportation Service Provider (TSP).

This term applies to any participating TSP or forwarder that is approved in the Centralized Household Goods Traffic Management Program (CHAMP), Domestic and/or International, to provide General Transportation Services or MMS.

2-4.8. Special Agency Provisions.

Special Agency provisions cited in this RFO are defined as specific terms and conditions applicable to a particular Federal department or Agency.

2-4.9. Bill of Lading Issuing Officer (BLIO).

This term applies to the individual or his/her designated representative within the shipping or receiving Agency responsible for HHG traffic management functions.

2-4.10. Unaccompanied Air Baggage (UAB).

This term applies to necessary personal items that are taken to a relocating employee's new duty station before their shipment of HHG arrives. The determination of items considered as UAB is at the discretion of each Agency. UAB shipments will be post audited based on the following formula: dimension of container divided by 166 (converts to volume kilogram) x 0.4536 x base line rate x TSP percentage. Volume weight is defined as the length times the width times the height (in inches), divided by 166 and multiplied by 0.4536. Where gross weight exceeds volume weight, the TSP must charge for gross weight.

2-5. Filing Possibilities.

2-5.1. Filing Instructions.

Instructions for the submission of rate offers are set out in Section 6 and Section 7.

2-5.2. General Government Rates or Charges.

TSPs submitting rate offers pursuant to this RFO may file rate offers that apply to all Federal agencies. The term *general government* will be used to describe such rate offers. Rate offers submitted may be for the TSP's full scope of operation or any part thereof.

2-5.3. Agency Specific Rates or Charges.

TSPs submitting rate offers pursuant to this RFO may file rate offers that apply to a specific Federal Agency as defined in Section 3 and Section 5. The term *Agency Specific* will be used to describe such rate offers. Rate offers submitted may be for the TSP's full scope of operation or any part thereof.

2-5.3.1. Application of Rates.

Agency Specific rate offers will apply only to shipments for which the specific agency/bureau/location identified in Section 3 and Section 5, issues the Government Bill of Lading (GBL)/Commercial Bill of Lading (CBL)/Bill of Lading (BL).

2-5.4. Combination of General Government and Agency Specific.

TSPs submitting rate offers pursuant to this RFO may file rate offers that apply for both general government and Agency Specific. If the TSP files both general government and Agency specific rate offers, the TSP may base its submission on any part or parts of its approved scope of operation without regard to consistency between general government and Agency Specific. For example, a TSP with an approved

scope of operation of all domestic service areas may offer general government rates and charges between all domestic service areas, but offer Agency Specific rates and charges between only two (2) service areas for Federal Agency X, while offering Agency Specific rates and charges between four (4) different service areas for Federal Agency Y.

2-5.5. Alternating Agency Specific Standing Route Order (SRO) Rate Offers.

TSPs may file alternating, Agency Specific SRO rate offers as identified in Section 5-1. Alternating SRO rate offers will apply specifically to those Federal agencies/bureaus/offices identified in Section 5-1 and may alternate with any other accepted rate offer.

2-5.6. Non-Alternating Agency Specific SRO Rate Offers.

TSPs may file non-alternating, Agency Specific SRO rate offers as identified in Section 3 and Section 5-1. Non-alternating SRO rate offers will apply specifically to those Federal agencies/bureaus/offices identified in Section 3 and Section 5-1 and will not alternate with any other accepted rate offer.

2-5.7. Move Management Rate Offers.

TSPs submitting rate offers pursuant to this RFO may file rate offers for MMS that apply to all Federal agencies. The term *MMS* will be used to describe such rate offers. Rate offers submitted may be for the TSP's full scope of operation or any part thereof.

2-6. Move Management Services (MMS).

In addition to complying with provisions of HTOS Section 6, the MMS Provider (TSP) must also comply with the service, delivery timeframe, billing, reporting, and liability requirements set out elsewhere in the HTOS, as applicable, together with all other requirements set out therein, except to the extent waived by the BLIO as defined in the HTOS.

2-7. Special Provisions Affecting Rates or Charges.

2-7.1 General.

2-7.1.1. ALK Technologies, Inc. Mileage

For rate offers effective November 1, 2023, the percentage stated in the submitting TSP's rate offer will be based on mileage provided by ALK Technologies, Inc., Web Based Version **37** (to include the updated release(s) to Version **37** available in the PC Miler server, for example **37.0.xx.xxxx**). The parameters to use are:

- DistanceUnits - "Miles"
- VehType - "Truck"
- Routing - "Shortest"
- HwyOnly - True
- Borders Open – False

One exception is that GSA has determined that all surface HHG shipments between any point in the United States (including the District of Columbia and Alaska) and a Canadian province will be based on Google Maps.

2-7.1.2. Shipments of Unaccompanied Air Baggage

Unaccompanied air baggage shipments will be packed in Tri-wall containers measuring no more than 15 cubic feet (internal dimensions). In no case shall the carton dimensions vary more than two inches per side (length/width/height) due to the overwrap material and small manufacturing variances in the cardboard. All TSPs must have written approval from the BLIO authorizing any exceptions to the Tri-wall measurements. TSPs who are invoicing for charges other than by gross weight must show the container cube and number of containers on the invoice before a prepayment audit is approved. Where gross weight exceeds volume weight, TSP must charge for gross weight.

2-7.2. Rates or Charges

2-7.2.1. DOMESTIC.

2-7.2.1.1. Household Goods – Code D and Code C

The percentage stated in the submitting TSP's rate offer represents a linehaul/transportation discount off the total cost of the move for transportation and all accessorials services based on the rates and charges published in the GSA500A including Full Replacement Value TSP liability as defined in Section 2-7.5 for a

specific domestic move. The linehaul/transportation discount does not apply to the GSA IFF, fuel surcharges, charges associated with storage in transit, third party services, or valuation charges when the shipment is declared in excess of the base valuation (See Appendix B of the GSA500A for additional items for which the linehaul/transportation percentage discount does not apply).

2-7.2.1.1.1. Containerized Shipments:

1. When moving a shipment via a container (either at the TSP's own discretion (Code D) or when specifically requested by an Agency (Code C)), the TSP agrees to use best commercial practices in selecting containers to safeguard movement of personal property and agrees to use containers that meet Government/Military specifications when required. Any TSP-owned/leased commercially-designed shipping containers are authorized provided they meet or exceed Military Specification PPP-B-601.

2. Security seals must be used on all containerized shipments. All exterior HHG containers/cartons must be sealed with accountable seals at the employee's residence, unless containerization at the warehouse is authorized in writing by the BLIO. Applicable seal control numbers must be entered on the inventory and cross referenced to each container utilized. The employee must initial the inventory attesting to the correct seal numbers listed on the inventory.

(a) Wooden containers must have a minimum of four seals per container and seals must secure the access overlap door and side panels.

(b) Commercially-designed shipping containers of permanent structure must be locked and sealed using a commercially approved tamper-evident device.

2-7.2.1.2. Storage-In-Transit (SIT) Discount.

TSPs submitting rate offers for the movement of HHG must offer a percentage discount applicable to all storage charges, including pickup or delivery out of storage and Full Replacement Value TSP liability as defined in Section 2-7.5. The storage in transit discount does not apply to the GSA IFF, fuel surcharges charges associated with the line haul transportation and accessories, third party services, or valuation charges when the shipment is declared in excess of the base valuation. For shipments stored outside the 50 mile radius, the bottom line discount will apply to the pick up or delivery out of storage in transit. (See Appendix B of the GSA500A for additional items for which the SIT percentage discount does not apply).

2-7.2.1.3. Unaccompanied Air Baggage (UAB) - Alaska and Canada Only.

The percentage (%) stated in the submitting TSP's rate offer for UAB shipments represents a single-factor rate based on the base-line rate set out below per kilogram (kg) volume weight including Full Replacement Value TSP liability as defined in Section 2-7.5 and includes the following services: (a) packing, including use of packing containers and materials from origin to destination; (b) servicing of appliances; and (c) from origin residence all land and air transportation to the destination residence.

| Weight Group | Base-Line per Kilogram(KG) |
|-----------------|----------------------------|
| 45 to 134 kg | US\$1.43 |
| 135 to 224 kg | US\$1.30 |
| 225 to 314 kg | US\$1.24 |
| 315 to 404 kg | US\$1.18 |
| 405 and over kg | US\$1.13 |

2-7.2.1.4. Privately Owned Vehicle (POV).

2-7.2.1.4.1. Domestic.

The amount stated in the submitting TSP's rate offer for the shipment of a POV represents a **price per mile** for vehicles applicable to the following services (a) preparation of vehicle; (b) pickup at origin; (c) transportation from origin to destination; (d) delivery to final destination; and (e) Full Replacement Valuation TSP liability as defined in Section 2-7.5.

2-7.2.1.4.2. Minimum Charge.

In those instances when the distance for shipping a POV is less than 300 miles, a minimum charge of 300 times the offered price per mile will apply

2-7.2.1.4.3. Alaska Only.

The amount stated in the submitting TSP's rate offer for the shipment of a POV represents a **flat price** for vehicles applicable to the following services (a) preparation of vehicle; (b) pickup at origin; (c)

transportation from origin to destination; (d) delivery to final destination; and (e) Full Replacement Valuation TSP liability as defined in Section 2-7.5.

2-7.2.1.4.4. Vehicle Sizes.

Charge must be offered only on the following sizes and in accordance with Section 2-7.2.1.4.1 and 2-7.2.1.4.3.

1. Category 1 (CAT-1): Vehicles less than 300 cubic feet in physical measurement;
2. Category 2 (CAT-2): Vehicles between 300 and 800 cubic feet in physical measurement; and,
3. Category 3 (CAT-3): Vehicles exceeding 800 cubic feet in physical measurement.

2-7.2.1.4.5. POV Fuel Surcharge.

If the POV is transported on the same truck with the HHG, the TSP is not entitled to charge a separate fuel surcharge for the POV. If the POV is not going to be transported with the HHG, then prior to the commencement of loading the TSP must notify the Federal Agency and receive written approval for the alternate mode and identify that a surcharge maybe required. If the POV is transported via a car hauler and the car hauler charges a fuel surcharge, that surcharge can be passed through to the Federal Agency as a separate line item. The TSP must provide a copy of the original bill to the Agency for reimbursement. If the POV is transported via a separate HHG trailer, the TSP may calculate a surcharge using the standard fuel surcharge calculation identified in this RFO.

2-7.2.2. INTERNATIONAL.

2-7.2.2.1. Household Goods (HHG).

2-7.2.2.1.1. General.

The percentage (%) cited in the submitting TSP's rate offer for the surface HHG represents a single-factor rate based on the Base-Line Rates specified in Section 2-7.2.2.6 per 100 pounds net weight including Full Replacement Value TSP liability as defined in Section 2-7.5 and HTOS Section 9. The application of rate offers from/to the international point for the surface HHG shipment shall be based on the net weight of the shipment in pounds. Minimum weight is 1,000 pounds.

2-7.2.2.1.2. Services Included.

1. Packing, including use of packing containers and materials from origin to destination, and unpacking. Shipping containers and packing materials furnished by the TSP will remain the property of the TSP.

- (a) Special provisions applicable for LCD, LED, and Plasma Televisions.

These provisions apply for the packing and shipping of LCD, LED, and Plasma televisions, which are four (4) inches or less in depth and are incapable of standing alone without support (or the use of a base).

The TSP must utilize the original manufacturer's shipping container if available and serviceable.

Crating charges apply only for televisions in excess of 60 inches (diagonal screen size) and if the relocating employee's original carton is no longer available. Prior to any crating, the TSP must first gain written approval from the BLIO.

For televisions that are 60 inches or less (diagonal screen size), TSPs are authorized to use cartons which are specially designed to ship LCD, LED, and Plasma televisions. Further, the BLIO can waive, in writing, the crating requirement referenced above at their discretion. When a waiver is granted, the billing must be supported by a copy of the waiver indicating that the Federal Agency waived the 60 inch requirement and that crating was authorized.

2. Servicing and unservicing of appliances, to include front load washing machines.

3. All land, water, and air transportation, EXCEPT:

- (a) additional land transportation charges for shipments picked up or delivered from or to storage-in-transit;

- (b) bunker fuel charges, port congestion surcharges, and/or war risk surcharges where applicable and when actually billed to the TSP by ocean freight TSP pursuant to regularly filed tariff(s) with the Federal Maritime Commission. Such charges will be separately stated on the BL and supported by prorated paid ocean TSP invoices of the actual amount; and,

- (c) shipments of unaccompanied air baggage.

4. Export and import documentation services involving customs clearances.

5. Removal and placement of each article in the residence/warehouse or other building.
6. Hoisting or lowering of an article.
7. Elevator, stair and excessive distance carry, piano/organ carry and/or heavy or bulky item charge (except Item 5 in Section 2-7.2.2.1.3, below).
8. Ferry, tunnel and bridge charges/tolls.

2-7.2.2.1.3. Services Excluded.

1. Storage, waiting time and/or handling charges caused by failure of the origin BLIO to furnish acceptable custom documents or by refusal of customs officials to clear shipment will be billed at charges provided in HTOS, when performed by TSP. When such services are performed by a third party, billing will be at the actual cost charged to the TSP, supported by paid third party invoices which reference applicable rate schedules and/or tariffs when charges are assessed in accordance with such publications.
2. Any Government or public authority ordered charges for inspection, disinfestation, decontamination, fumigation or demurrage or other charges occasioned by such orders not the fault of the TSP.
3. Servicing of articles requiring services of third parties. Prior to use of third parties, the TSP must get written authorization from the BLIO authorizing the service.
4. When an article cannot be picked up or delivered from a residence by the conventional method (doorways, stairs, elevator to floor) or the structural nature of the residence must be changed to accommodate a pickup or delivery (removal of windows, doors, etc), the TSP, upon approval by the BLIO will be authorized third party service. This exception is directed at the pickups and deliveries from high rise apartment buildings and is not intended to be used for minor hoisting and lowering, such as 1st floor balconies in apartments and single family dwellings.
5. Shipments picked up or delivered to a mini warehouse, which involve a carry in excess of 75 feet between the TSP vehicle and the outside entrance door of the actual storage area, the BLIO may authorize an excessive distance carry charge as defined in the HTOS Section 12.26.

2-7.2.2.2. Rates and Charges for Accessorial Services.

The rates and charges set out in HTOS Section 12 are base-line rates. The percentage (%) stated in the submitting TSP's rate offer for accessorial services represents the amount to be charged as a percentage (%) less than, equal to, or greater than the rates and charges set out in HTOS Section 12.

2-7.2.2.3. Rates or Charges For Storage-In-Transit (SIT).

The percentage (%) stated in the submitting TSP's rate offer for SIT represents the amount to be charged as a percentage (%) less than, equal to, or greater than the rates and charges set out in the HTOS Section 12 for the storage and pickup/delivery, including Full Replacement Value TSP liability as defined in Section 2-7.5.

2-7.2.2.4. Unaccompanied Air Baggage (UAB)

The percentage (%) stated in the submitting TSP's offer for UAB shipment represents a single-factor rate based on the base-line rate set out in Section 2-7.2.2.6.2.2 per kilogram (kg) volume weight including Full Replacement Value TSP liability as defined in Section 2-7.5 and includes the following services: (a) packing, including use of packing containers and materials from origin to destination; (b) servicing of appliances; and (c) from origin residence all land and air transportation to the destination residence. A TSP may charge as a separate line item a fuel surcharge for UAB shipments. TSPs must provide a copy of the original air waybill to the Agency for reimbursement. Any excessive costs charged by foreign or overseas air carriers will be negotiated and paid at the discretion of the Agency. Exceptions to the UAB surcharge are identified in Section 3.

2-7.2.2.5. Privately Owned Vehicle (POV).

The amount stated in the submitting TSP's rate offer for the shipment of a POV represents a flat charge applicable to the following services:

- (1) preparation of vehicle;
- (2) pickup at origin;
- (3) transportation from origin to destination;
- (4) containerization or below deck storage in the ocean going vessel;
- (5) delivery to final destination; and,
- (6) Full Replacement Valuation TSP liability as defined in Section 2-7.5.

2-7.2.2.5.1. Vehicle Sizes.

The flat charge must be stated in whole dollars and may be offered only on the following sizes:

1. Category 1 (CAT-1): Vehicles less than 300 cubic feet in physical measurement;
2. Category 2 (CAT-2): Vehicles between 300 and 800 cubic feet in physical measurement; and,

3. Category 3 (CAT-3): Vehicles exceeding 800 cubic feet in physical measurement.

2-7.2.2.5.2. Motorized Vehicles.

All internal combustion engines, self-propelled vehicles, or mechanized equipment containing an internal combustion engine may be subject to 49 CFR, hazardous material shipping paper requirements. The TSP may identify vessel carrier and hazardous material associated fees on their invoice as a pass through charge. TSPs must provide a copy of the original receipt from the vessel carrier for reimbursement consideration by the Federal Agency. Due to 49 CFR hazardous material requirements, agencies are expected to pay legitimate associated costs for this service. POVs with an empty fuel tank and run to a stall are excepted from the requirements of 49 CFR 176.905. POVs cannot be shipped with more than one quarter of a tank of flammable fuel under any circumstance.

2-7.2.2.5.3. Application of Transit Time.

Transit time schedules for both the domestic and international programs are identified in HTOS Section 10.

2-7.2.2.5.3.1. Transit Time Penalty.

In the event that the TSP fails to meet the transit times, it must notify the Federal Agency as applicable, within 24-hours of the delay. The TSP shall be responsible for arranging for, or the reimbursement of, a rental car on behalf of the transferee. Reimbursement or the rental of a like vehicle will be limited to a vehicle of the same, or comparable, size/model as being shipped by the transferee. The BLIO has the authority to waive the penalty in whole or in part based on circumstances of the delay.

2-7.2.2.5.4. POV Transit Time Exceptions.

HTOS Section 10.3 identifies exceptions to POV transit times for specific identified locations.

2-7.2.2.6. Base-Line Rates.

2-7.2.2.6.1. Surface.

2-7.2.2.6.1.1. Surface Base-Line Rate Table.

The following base-line rate table is applicable to the HHG effects surface shipments.

| Weight Group | Base-Line Rate per hundred weight (cwt) |
|----------------------|---|
| 1,000 to 1,999 lbs | US\$174.00 |
| 2,000 to 3,999 lbs | US\$123.00 |
| 4,000 to 7,999 lbs | US\$116.00 |
| 8,000 to 11,999 lbs | US\$107.00 |
| 12,000 to 15,999 lbs | US\$100.00 |
| 16,000 and over | US\$92.00 |

2-7.2.2.6.1.2. Unaccompanied Air Baggage (UAB)

The following base-line rate table is applicable to the shipment of UAB.

| Weight Group | Base-Line per Kilogram(KG) |
|-----------------|----------------------------|
| 45 to 134 kg | US\$1.26 |
| 135 to 224 kg | US\$1.14 |
| 225 to 314 kg | US\$1.09 |
| 315 to 404 kg | US\$1.04 |
| 405 and over kg | US\$0.99 |

2-7.3. Application of Rates or Charges.

Rates/Charges applicable to a specific shipment will be those in effect on the date of pickup. In those instances where the submitting TSP does not offer a rate offer, it will be construed as NO RESPONSE.

2-7.3.1. Exception.

Except in supplemental filings, items left blank will indicate NO CHANGE.

2-7.3.2. Unaccompanied Air Baggage (UAB).

Rates or charges applicable to UAB **will apply** when shipped independent of surface HHG.

2-7.3.3. Privately Owned Vehicles (POV).

Rates or charges applicable to POV **will apply** when shipped independent of the surface HHG.

2-7.4. Alaska Only.

2-7.4.1. Combination of Rate Offers - Applies to Domestic Shipments Only

2-7.4.1.1. Accepted Rate Offer Does Not Include Alaska Service Areas (RFO Section 5-2).

In the event that a TSP handles a shipment between points in the conterminous United States and Alaska and it does not have any rate offers accepted by GSA for such a movement, the applicable charges shall be based on a combination of the rate offers set out in the TSP's accepted rate offers between Service Area 2 and Service Areas 1 through 16, inclusive, and of the charges in the GSA500A applicable for Alaska, including Section 6 of the applicable GSA500A, supplements thereto and reissues thereof; provided, however, these charges will alternate with all other applicable combination or through rate offers and/or charges that a TSP may have on file on the date that a shipment is picked-up.

2-7.4.1.2. Accepted Rate Offer Includes Alaska Service Areas (RFO Section 5-2).

The provisions of Section 2-7.4.1.1 do not apply when GSA has accepted a TSP's rate offer to handle shipments between points in the conterminous United States, Service Area 1 through 16, inclusive, and Alaska Service Areas defined in Section 5-2.

2-7.5. Full Replacement Value.

2-7.5.1. General.

Unless otherwise noted, Full Replacement Value applies to all shipments transported pursuant to the provisions of this RFO (see HTOS Section 9.1). Full Replacement Value is the level of released value used for CHAMP shipments. The cost of providing Full Replacement Value as defined in this provision will be included in the TSP's rate offer. Except as provided in Sections 2-7.5.2.2. and 2-7.5.3.2., a TSP may not charge a Federal Agency for Full Replacement Value.

2-7.5.1.1. Surface and Unaccompanied Air Baggage (UAB) Shipments.

Unless otherwise noted, all Surface and UAB applicable to domestic and international shipments are released at Full Value.

2-7.5.1.2. Privately Owned Vehicle Shipments.

Unless otherwise noted, all POV shipments applicable to domestic and international shipments are released at the Current Value of the vehicle based on the National Automobile Dealers Association (NADA) value for the vehicle (see HTOS Section 9.1.3.2).

2-7.5.2. DOMESTIC.

2-7.5.2.1. Transportation.

All domestic Surface and UAB shipments moving pursuant to CHAMP, unless as otherwise noted in this RFO, are released at the base valuation of \$6.00 times the net weight of the shipment in pounds applicable to both shipments in transit and SIT.

2-7.5.2.2. Employee's Increase in Base Valuation.

The employee has the right to increase the value in excess of the base valuation established by this provision and in accordance with the following.

2-7.5.2.2.1. Transportation.

In the event that the employee declares a value greater than the base valuation, a Full Value Protection Service Shipment Charge of \$0.85 per \$100 will apply on that portion of the valuation declared in excess of shipments released value of \$6.00 times the weight.

2-7.5.2.2.2. Storage-in-Transit.

In the event that the employee declares a value greater than the base valuation, a Full Value Protection Service Storage Liability Charge of \$0.18 per \$100 will apply on that portion of the valuation declared in excess of shipments released value of \$6.00 times the weight.

2-7.5.3. INTERNATIONAL.

2-7.5.3.1. Transportation.

All international Surface and UAB shipments moving pursuant to CHAMP, unless as otherwise noted in this RFO, are released at a base valuation of \$6.00 times the net weight of the shipment in pounds applicable to both shipments in transit and SIT.

2.7.5.3.2. Employee's Increase in Base Valuation.

The employee has the right to increase the value in excess of the base valuation established by this provision and in accordance with the following.

2-7.5.3.2.1. Transportation.

In the event that the employee declares a value greater than the base valuation, a Full Value Protection Service Shipment Charge of \$0.85 per \$100 will apply on that portion of the valuation declared in excess of shipments released value of \$6.00 times the weight.

2-7.5.3.2.2. Storage-in-Transit.

In the event that the employee declares a value greater than the base valuation, a Full Value Protection Service Storage Liability Charge of \$0.18 per \$100 will apply on that portion of the valuation declared in excess of shipments released value of \$6.00 times the weight.

2-7.6. GSA Industrial Funding Fee (IFF)

The IFF is due on the total net transportation charges billable to the Government (includes line-haul, accessorial, packing charges, fuel surcharges, pass throughs, etc... and SIT (to include first day of storage, each additional day of storage and pickup and delivery (drayage))). IFF is also due on the total net charges billable to the government for the shipment of POVs.

2-7.6.1. Amount of Charge.

2-7.6.1.1. Domestic.

For domestic shipments, the GSA IFF will be 3.50% of the total net transportation charges (includes line-haul, accessorial, packing charges, fuel surcharges, pass throughs, etc... and SIT (to include first day of storage, each additional day of storage and pickup and delivery (drayage))) per shipment and 3.50% of the total net POV charges per shipment subject to the following provisions. An IFF is not assessed against UAB shipments unless an agreement has been developed.

2-7.6.1.2. International.

For international shipments, the GSA IFF will be 3.50% of the total net transportation charges (includes line-haul, accessorial, packing charges, fuel surcharges, pass throughs, etc... and SIT (to include first day of storage, each additional day of storage and pickup and delivery (drayage))) per shipment and 3.50% of the total net POV charges per shipment subject to the following provisions. An IFF is not assessed against UAB shipments unless an agreement has been developed.

2-7.6.2. Cost Included in TSP's Rate Offer.

The cost of GSA IFF must be included in the TSP's rate offer.

2-7.6.3. First Shipment.

The first shipment of a relocation performed pursuant to the HTOS is defined as a surface shipment of HHG effects, shipment of a POV, or UAB, all or any one of which are tendered to the TSP by the shipping Federal Agency as the first component of a shipment for a relocating employee. On a multiple element domestic or international shipment at Government expense (either all or some combination of HHG, POV, or UAB), GSA's IFF will be assessed against both the HHG element of the net transportation charges (includes line-haul, accessorial, packing charges, fuel surcharges, etc... and SIT (to include first day of storage, each additional day of storage and pickup and delivery (drayage))) and the POV element of the total net POV charges. An IFF is not assessed against UAB shipments unless an agreement has been developed. If there are multiple HHG and/or POV shipments, an IFF is assessed on each HHG shipment and each POV shipment.

2-7.6.4. Supplemental Shipments.

A supplemental shipment of a relocation performed pursuant to the HTOS is defined as any surface shipment, including a POV, or UAB tendered to the TSP by the shipping Federal Agency after the tender of the first component of a shipment for a relocating employee. On a multiple element domestic or international shipment at Government expense (either all or some combination of HHG, POV, or UAB), GSA's IFF will be assessed against both the HHG element of the net transportation charges (includes line-haul, accessorial, packing charges, fuel surcharges, etc... and SIT (to include first day of storage, each additional day of storage and pickup and delivery (drayage))) and the POV element of the total net POV charge. An IFF is not assessed against UAB shipments unless an agreement has been developed. If there are multiple HHG and/or POV shipments, an IFF is assessed on each HHG shipment and each POV shipment.

2-7.6.5. Payment of Charge.

The TSP will remit the IFF to GSA on a calendar year quarter basis in accordance with the terms of the HTOS. IFF payments remitted to GSA by approved CHAMP TSPs will be based on the number of shipments (HHG and POV) billed pursuant to CHAMP for which service was performed. Calculation of the IFF should be rounded out two decimal points. (example: .345 rounded to .35; .322 rounded to .32)

2-7.6.6. Verification of IFF.

To ensure that the IFF is correctly applied to the calendar year quarter for which submission is received, the check or attached documentation must identify the quarter (i.e. 1stqtr00, 3rdqtr00), and the GBL/CBL/BL number or include with the IFF submission a copy of the shipment report containing such information.

2-7.6.7. Failure to Submit IFF.

Failure to submit the Industrial Funding Fee due GSA for HHG and POV shipments handled, will result in immediate placement of the TSP in temporary non-use status pending revocation of the TSP's approval.

2-7.7. Electronic GSA Form 3080.

In accordance with HTOS Section 7.5.1, TSPs MUST initiate an electronic GSA Form 3080 via the Transportation Management Services Solution 2.0 ([TMSS 2.0](#)) system for all shipments moved in accordance with this RFO (HHG, UAB and POV) within thirty (30) calendar days of final delivery.

2-7.8. Extended Storage.

Rate offers will apply into the TSP warehouse for extended storage. Rates for monthly extended storage per each hundred pounds and rates for full value protection per each \$100 of value must be negotiated between the TSP and the Federal Agency.

2-8. Restrictions on International Transportation of Household Goods.

Air Cargo: The Fly America Act of 1974, as amended, ([49 U.S.C. 40118](#)) mandates the use of U.S air carriers for all Government-financed transportation of passengers and property by air. One exception, however, is when the transportation is provided in accordance with a bilateral or multilateral air transport agreement under which both the U.S. Government and a foreign country's government are parties. In addition, the Department of Transportation must have determined that the bilateral or multilateral air transport agreement satisfies the Fly America requirements.

The U.S. Government has in place several of these agreements that currently allow federally funded transportation of cargo to utilize non-U.S. air carriers in certain circumstances. To prevent from having to update the Federal Management Regulations (FMR) each time a new agreement is entered into, GSA directs agencies and TSPs to the [Department of State's web-based site](#) for information relating to these agreements.

In addition, FMR [§102-117.135](#) identifies other exceptions allowing for the use of a non-U.S. air carrier. Requests for permission to use a non-U.S. air carrier must be made by the TSP to the BLIO/Agency, in writing, and provide justification as to why a U.S. air carrier cannot be used. Upon receipt, the BLIO/Agency must then either approve or deny the request. All supporting documentation must be included with the voucher. Refer to HTOS Section 5.3 for additional information.

Ocean Cargo: U.S. laws also 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. Refer to HTOS Section 5.3 for additional information and 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.

2-9. Withdrawal of Accepted Rate Offers.

The following provision applies: accepted rate offers may be withdrawn from the GSA Cost Comparison database upon a TSP's failure to meet HTOS requirements and/or pending temporary non-use, suspension and/or debarment in accordance with 41 CFR 102-117. In those instances where shipment takes place after the effective date of withdrawal, the TSP's accepted rate offer(s) will apply and remain in effect until

either the TSP has been terminated for performance by the BLIO or the TSP's approval to participate in CHAMP has been revoked by the Program Management Office (PMO) (See HTOS Sections 2.17, 2.18, and 3.2).

2-10. Extension of Offer by the Government.

The Government reserves the right to extend the expiration date of all or part of the rate offers accepted in accordance with the RFO for up to ninety (90) calendar days.

2-11. TERMINATION FOR CONVENIENCE OF THE GOVERNMENT.

The Government, by written notice, may completely or partially terminate a TSP's performance of work under the BL and remove its rate offer(s) in accordance with the RFO and relevant HTOS provisions when it is in the Government's best interest. If a rate offer(s) is removed, the Government shall be liable only for payment for TSP services rendered before the effective date of the TSP's termination. Upon removal of the rate offer as provided in the HTOS, the TSP shall be paid any sum due the TSP for services performed under this rate offer to the date of the TSP's termination by the BLIO, and in the event of partial termination shall be paid in accordance with the terms of this rate offer for any services furnished under the portion of the rate offer that is not removed; provided, however, any such payments shall be without prejudice to any claim which the Government may have against the TSP under the provisions of the HTOS or otherwise and the Government shall have the right to offset any such claims against such payment.

SECTION 3 NON-ALTERNATING - SPECIAL AGENCY PROVISIONS

3-1. General.

TSPs may file non-alternating, Agency Specific Standing Route Order (SRO) rate offers as identified below. Non-alternating SRO rate offers will apply specifically to those Federal agencies/bureaus/offices identified below and will not alternate with any other accepted rate offer. By submission of a rate offer under this Section 3, the submitting TSP agrees to the following terms and conditions applicable to a specific agency/bureau/office. The rate offer is also subject to the provisions as set out in this RFO and the provisions of the HTOS, supplements thereto and reissues thereof.

3-2. Department Of Veterans Affairs (VA) – Domestic and International (DVADC).

TSPs submitting rate offers in accordance with Section 3-2, may file rate offers applicable between the points specified in Section 5-2 and 5-3 and identified as Agency Specific Codes in Section 5-1.

3-2.1. Application – Domestic and International.

While there is no guarantee of any shipments or any future action, the VA maintains a Memorandum of Agreement (MOA) with one or more Move Management Services (MMS) Providers submitting rate offers for DVADC. Shipments handled under any MOA would be for VA's own internal employee relocations for which the VA issues the Government Bill of Lading (GBL) or Commercial Bill of Lading.

3-2.2. Provider – Domestic and International.

The VA is requesting rate offers for the provision of MMS (M rate offers) only for DVADC. TSPs submitting rate offers for DVADC must be approved in GSA's Domestic program and/or GSA's International program and must have accepted M rate offers on file for DVADC for the applicable program (Domestic and/or International). Rate offers for General Transportation Services (G rate offers) will not be accepted.

3-2.3. Released Valuation - Domestic.

In lieu of the TSP liability at \$6.00 as provided for in Section 2-7.5.2, all domestic Surface and Unaccompanied Air Baggage (UAB) DVADC shipments shall be released at \$7.00 times the net weight of the shipment in pounds with a maximum TSP liability of \$126,000.00 applicable to both shipments in transit and Storage-in-Transit (SIT). There will be no additional cost to the VA for this level of service during transit or SIT. The storage liability charge does not apply for the basic released value.

3-2.4. Excess Released Value - Domestic.

3-2.4.1. Transportation.

In the event the employee declares a value greater than the base valuation of \$7.00 times the net weight of the shipment in pounds, a Full Value Protection Service Shipment Charge of \$0.85 per \$100 will apply on that portion of the valuation declared in excess of a shipment's released value of \$7.00 times the net weight of the shipment in pounds or \$126,000.00, whichever is less.

3-2.4.2. Storage-In-Transit.

In the event that the employee declares a value greater than \$7.00 times the net weight of the shipment in pounds, a storage liability charge of \$0.18 per \$100 will apply on that portion of the valuation declared in excess of a shipment's released value of \$7.00 times the net weight of the shipment in pounds or \$126,000.00, whichever is less.

3-2.5. Released Valuation – International.

In lieu of the TSP liability at \$6.00 as provided for in the Section 2-7.5.3, all international Surface and UAB DVADC shipments shall be released at \$8.50 times the net weight of the shipment in pounds with a maximum TSP liability of \$153,000.00 applicable to both shipments in transit and SIT. There will be no additional cost to the VA for this level of service during transit or SIT. The storage liability charge does not apply for the basic released value.

3-2.6. Excess Released Value - International.

3-2.6.1. Transportation.

In the event the employee declares a value greater than the base valuation of \$8.50 times the net weight of the shipment in pounds, a Full Value Protection Service Shipment Charge of \$0.85 per \$100 will apply on that portion of the valuation declared in excess of a shipment's released value of \$8.50 times the net weight of the shipment in pounds or \$153,000.00, whichever is less.

3-2.6.2. Storage-in-Transit.

In the event that the employee declares a value greater than \$8.50 times the net weight of the shipment in pounds, a storage liability charge of \$0.18 per \$100 will apply on that portion of the valuation declared in excess of a shipment's released value of \$8.50 times the net weight of the shipment in pounds or \$153,000.00, whichever is less.

3-2.7. Weight Variance – Domestic and International.

In lieu of the weight variance of 115% as provided for in HTOS Section 5.4.3., all DVADC domestic and international shipments shall be subject to a 110% weight variance. Weight variances of 110% or less will not require an explanation from the TSP. Weight variances exceeding 110% will require an explanation from the TSP that must be accepted/approved by the VA to allow the TSP to bill for the additional shipment weight.

3-2.8. Prepayment Audit Requirements – Domestic and International.

TSPs submitting rate offers for DVADC must have all Prepayment Audit requirements as identified in 41 CFR 102-118 and the U.S. Government Freight Transportation Handbook conducted by an independent, non-affiliated auditor that is either approved under GSA's Multiple Award Schedule SIN 541211 or has been certified by GSA's Audit Division (QMCA) to perform Prepayment Audit services. All costs associated with arranging for and the performance of Prepayment Audits by an independent, non-affiliated auditor as described above must be included in the submitting TSP's rate offers.

3-2.9. Postpayment Audit Requirements – Domestic and International.

TSPs submitting rate offers for DVADC must prepare and submit to QMCA 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). All costs associated with the preparation and submission of the required Postpayment Audit documentation must be included in the submitting TSP's rate offers.

3-2.10. Internal VA Industrial Funding Fee (IFF) – Domestic and International.

The Department of Veterans Affairs Office of Acquisition and Logistics charges an Industrial Funding Fee (IFF) to the internal VA agency using the HHG program on each of the following services: household goods shipment, storage in transit shipment and privately owned vehicle shipment. The Department of Veterans Affairs Office of Acquisition and Logistics will detail the process of collecting and managing the VA IFF in any MOA and may require the collecting, holding, distribution and reporting of the IFF to VA's Finance Center on a quarterly basis.

3-2.11. Volume – Domestic and International.

The VA is estimating that the volume of shipments under this RFO for DVADC is 800 domestic shipments and 40 international shipments.

3-3. Reserved.

3-4. Consolidated – Domestic and International (CONDI).

TSPs submitting rate offers in accordance with Section 3-4, may file rate offers applicable between the points specified in Section 5-2 and 5-3 and identified as Agency Specific Codes in Section 5-1.

3-4.1. Application.

CONDI applies to all domestic and international shipments for which one of the agencies/bureaus/offices identified below issues the Government Bill of Lading and/or Commercial Bill of Lading. Each of these agencies/bureaus/offices will make their own TSP selections:

1. Department of Interior, Interior Business Center, Denver, CO (formerly NBCCO)
2. Department of Interior, Geological Survey, Reston, VA (formerly GEOVA)
3. Department of Agriculture, Forest Service, Albuquerque, NM (formerly FSVNM)
4. Department of Interior, National Park Service, Omaha, NE (formerly NPSNE) (currently responsible for the relocation requirements for the National Park Service's Midwest, Southeast, Northeast, Intermountain and Pacific West Regions and the Sequoia and Kings Canyon National Parks Regions)

3-4.2. Released Valuation - Domestic.

In lieu of the TSP liability at \$6.00 as provided for in Section 2-7.5.2., all domestic Surface and UAB CONDI shipments shall be released at \$6.50 times the net weight of the shipment in pounds with a maximum TSP liability of \$117,000.00 applicable to both shipments in transit and SIT. There will be no additional cost to the agencies/bureaus/offices identified

in Section 3-4.1. for this level of service during transit or SIT. The storage liability charge does not apply for the basic released value.

3-4.3. Excess Released Value - Domestic.

3-4.3.1. Transportation.

In the event the employee declares a value greater than the base valuation of \$6.50 times the net weight of the shipment in pounds, a Full Value Protection Service Shipment Charge of \$0.85 per \$100 will apply on that portion of the valuation declared in excess of a shipment's released value of \$6.50 times the net weight of the shipment in pounds or \$117,000.00 whichever is less.

3-4.3.2. Storage-in-Transit.

In the event that the employee declares a value greater than \$6.50 times the net weight of the shipment in pounds, a storage liability charge of \$0.18 per \$100 will apply on that portion of the valuation declared in excess of a shipment's released value of \$6.50 times the net weight of the shipment in pounds or \$117,000.00 whichever is less.

3-4.4. Released Valuation - International.

In lieu of the TSP liability at \$6.00 as provided for in Section 2-7.5.3., all international Surface and UAB CONDI shipments shall be released at \$8.50 times the net weight of the shipment in pounds with a maximum TSP liability of \$153,000.00 applicable to both shipments in transit and SIT. There will be no additional cost to the agencies/bureaus/offices identified in Section 3-4.1. for this level of service during transit or SIT. The storage liability charge does not apply for the basic released value.

3-4.5. Excess Released Value - International.

3-4.5.1. Transportation.

In the event the employee declares a value greater than the base valuation of \$8.50 times the net weight of the shipment in pounds, a Full Value Protection Service Shipment Charge of \$0.85 per \$100 will apply on that portion of the valuation declared in excess of a shipment's released value of \$8.50 times the net weight of the shipment in pounds or \$153,000.00, whichever is less.

3-4.5.2. Storage-in-Transit.

In the event that the employee declares a value greater than \$8.50 times the net weight of the shipment in pounds, a storage liability charge of \$0.18 per \$100 will apply on that portion of the valuation declared in excess of a shipment's released value of \$8.50 times the net weight of the shipment in pounds or \$153,000.00, whichever is less.

3-4.6. Weight Variance – Domestic and International.

In lieu of the weight variance of 115% as provided for in HTOS Section 5.4.3., all domestic and international CONDI shipments shall be subject to a 110% weight variance.

3-4.7. Provider – Domestic and International

Only rate offers for the provision of Move Management Services (MMS) (M rates) will be accepted for CONDI. Rate offers for General Transportation Services (G rates) will not be accepted.

3-4.8. Volume.

The estimated volume of shipments under this RFO for CONDI is 1,700 shipments.

3-5. Department of the Treasury, Office of the Comptroller of the Currency (OCC), Washington, DC – Domestic and International (OCCDC)

TSPs submitting rate offers in accordance with Section 3-5, may file rate offers applicable between the points specified in Section 5-2 and 5-3 (as identified herein) and identified as Agency Specific Codes in Section 5-1.

3-5.1. Provider – Domestic and International.

The OCC utilizes the services of a Move Management Services (MMS) Provider outside of CHAMP; however, the OCC is requesting that the provisions of CHAMP apply for the relocation of their employee's personal effects. As a result, only rate offers for General Transportation Services (G rates) will be accepted for the OCCDC. Rate offers for the provision of MMS (M rates) will not be accepted.

3-5.2. Application.

3-5.2.1. Domestic.

The OCC is requesting domestic rate offers for the domestic points identified in Section 5-2.

3-5.2.2. International.

The OCC is requesting international rate offers only for London. As a result, rate offers will only be accepted for shipments moving between the points identified in Section 5-2 and the Destination Code of 925L identified for London in Section 5-3.

3-5.3. Weight Allowance.

3-5.3.1. Domestic.

Domestic shipments for OCCDC are bound to a 26,000 pound maximum weight entitlement; however, some employees, due to religious or ethnic culture, may be authorized a higher weight entitlement. TSPs will be notified of those employees who have been authorized by the OCC to ship over 26,000 pounds.

3-5.3.2. International.

As identified above, international shipments for OCCDC are limited to London (925L). Furnished housing is provided and for the most part furniture will not be shipped; however, bed(s) may be shipped if they meet the specifications and approval from the General Service Office at the Embassy in London. International shipments are limited to a 7,200 pound maximum weight entitlement. Unaccompanied Air Baggage (UAB) shipments are limited to a 200 pound maximum weight entitlement with an additional 100 pounds for each immediate family member relocating with the employee; however the maximum weight entitlement for UAB may not exceed 500 pounds total.

3-5.4. Released Valuation.

In lieu of the TSP liability at \$6.00 as provided for in Section 2-7.5.2. and 2-7.5.3., all domestic and international Surface and UAB OCCDC shipments shall be released at \$10.00 times the net weight of the shipment in pounds with a maximum TSP liability of \$260,000 applicable to both shipments in transit and SIT. For shipments authorized by the OCC at a weight exceeding 26,000 pounds, the maximum TSP liability will remain at \$260,000. There will be no additional cost to the OCC for this level of service during transit or SIT. The storage liability charge does not apply for the basic released value.

3-5.5. Excess Released Value.

3-5.5.1. Transportation.

In the event the employee declares a value greater than the base valuation of \$10.00 times the net weight of the shipment in pounds, a Full Value Protection Service Shipment Charge of \$0.85 per \$100 will apply on that portion of the valuation declared in excess of shipments released value of \$10.00 times the net weight of the shipment or \$260,000, whichever is less.

3-5.5.2. Storage-in-Transit.

In the event that the employee declares a value greater than \$10.00 times the net weight of the shipment in pounds, a storage liability charge of \$0.18 per \$100 will apply on that portion of the valuation declared in excess of a shipment's released value of \$10.00 times the net weight of the shipment in pounds or \$260,000, whichever is less.

3-5.6. Non –Application of Origin Service Charge (OSC) and Destination Service Charge (DSC) – Domestic Shipments Only.

TSPs **MAY NOT** charge an OSC or a DSC (Items 135A and 135B of the GSA500A Tariff) when billing for a domestic shipment moved under OCCDC. All domestic rate offers submitted for OCCDC must be inclusive of all accessories identified in Paragraph 3-5.7., below, and may not be billed as a separate charge(s).

3-5.7. Application of Rate Offers – DOMESTIC SHIPMENTS ONLY.

All DOMESTIC rate offers solicited for OCCDC must incorporate the following accessorial services:

- ATC charges
- All long carry charges at origin and at destination
- All stair carries
- One-time elevator charges
- All charges associated with heavy or bulky items, to include pianos/organs
- All charges for shuttle service
- Crating up to \$250 (any amount above this must have prior approval by the OCC)
- All uncrating
- Debris pickup

3-5.8. Excess Weight.

TSPs must notify OCC's MMS Provider and the employee within two (2) business days once the results of the first set of weight tickets have been obtained and provide the MMS Provider and the employee with the cost of the overage.

3-5.9. The Volume.

The OCC is estimating that the volume of shipments under this RFO is 70 domestic shipments and zero international shipments.

3-6. Social Security Administration (SSA), Baltimore, MD – Domestic and International (SSADI).

TSPs submitting rate offers in accordance with Section 3-6, may file rate offers applicable between the points specified in Section 5-2 and 5-3 and identified as Agency Specific Codes in Section 5-1.

3-6.1. Provider – Domestic and International.

The SSA utilizes the services of a Move Management Services (MMS) Provider outside of CHAMP; however, the SSA is requesting that the provisions of CHAMP apply for the relocation of their employee's personal effects. As a result, only rate offers for General Transportation Services (G rates) will be accepted for SSADI. Rate offers for the provision of MMS (M rates) will not be accepted.

3-6.2. Released Valuation.

In lieu of the TSP liability at \$6.00 as provided for in Section 2-7.5.2. and 2-7.5.3., all Surface and UAB SSADI shipments shall be released at \$12.00 times the net weight of the shipment in pounds with a maximum TSP liability of \$216,000.00 applicable to both shipments in transit and SIT. There will be no additional cost to the SSA for this level of service during transit or SIT. The storage liability charge does not apply for the basic released value.

3-6.3. Excess Released Value.

3-6.3.1. Transportation.

In the event the employee declares a value greater than the base valuation of \$12.00 times the net weight of the shipment in pounds, a Full Value Protection Service Shipment Charge of \$0.85 per \$100 will apply on that portion of the valuation declared in excess of a shipment's released value of \$12.00 times the net weight of the shipment in pounds or \$216,000.00, whichever is less.

3-6.3.2. Storage-in-Transit.

In the event that the employee declares a value greater than \$12.00 times the net weight of the shipment in pounds, a storage liability charge of \$0.18 per \$100 will apply on that portion of the valuation declared in excess of a shipment's released value of \$12.00 times the net weight of the shipment in pounds or \$216,000.00, whichever is less.

3-6.4. Weight Variance.

In lieu of the weight variance of 115% as provided for in HTOS Section 5.4.3., all SSADI shipments shall be subject to a 110% weight variance. TSPs must inform SSA's Move Management Services Provider of all instances in which such variances occur as required by HTOS Section 5.4.3.

3-6.5. Non-Application of Origin Service Charges (OSC) and Destination Service Charges (DSC) – Domestic Shipments Only.

TSPs **MAY NOT** charge an OSC or a DSC (Items 135A and 135B of the GSA500A Tariff) when billing/invoicing for a domestic shipment moved under SSADI. All domestic rate offers submitted for SSADI must be inclusive of all accessorial identified in Paragraph 3-6.6., below, and may not be billed/invoiced as a separate charge(s).

3-6.6. Application of Rate Offers – DOMESTIC SHIPMENTS ONLY.

All DOMESTIC rate offers solicited for SSADI must incorporate the following accessorial services:

- ATC charges
- Parking permits
- All long carry charges at origin and at destination
- All stair carries
- One-time elevator charges
- All charges associated with heavy or bulky items, to include pianos/organs (weight additives are allowable)
- All charges for shuttle service
- Extra Labor, long carry and other charges associated with mini-storage
- Debris pickup

3-6.7. Packed by Owner.

For any cartons/boxes "packed by owner (PBO)," the TSP must open the box, inspect the contents, assume liability, provide a detailed description on the inventory and mark it packed by TSP.

3-6.8. Excess Weight.

All excess weight collection actions are handled by SSA. The TSP is not to take any excess weight collection action and is not authorized to waive an overweight payment.

3-6.9. Billing/Invoicing.

Billing/Invoicing must be received within sixty (60) days after delivery/service is performed.

3-6.10. Volume.

The SSA is estimating that the volume of shipments under this RFO for SSADI is 150 shipments with the majority of those shipments being domestic.

3-7. Department of the Treasury, Administrative Resource Center (ARC), Parkersburg, WV – Domestic and International (ARCWV).

TSPs submitting rate offers in accordance with Section 3-7, may file rate offers applicable between the points specified in Section 5-2 and 5-3 and identified as Agency Specific Codes in Section 5-1.

3-7.1. Application.

The ARC is a Relocation Resource Center which provides relocation services to other agencies. ARCWV applies to all domestic and international shipments for which the ARC office located in Parkersburg, WV issues the Government Bill of Lading and/or the Commercial Bill of Lading.

3-7.2. Provider.

ARCWV is requesting rate offers for the provision of General Transportation Services (G rates) only. Rate offers for the provision of Move Management Services (MMS) (M rates) will not be accepted.

3-7.3. Released Valuation.

In lieu of the TSP liability at \$6.00 as provided for in Section 2-7.5.2. and 2-7.5.3., all Surface and UAB ARCWV shipments shall be released at \$7.00 times the net weight of the shipment in pounds with a maximum TSP liability of \$126,000.00 applicable to both shipments in transit and SIT. There will be no additional cost to the ARC for this level of service during transit or SIT. The storage liability charge does not apply for the basic released value.

3-7.4. Excess Released Value.

3-7.4.1. Transportation.

In the event the employee declares a value greater than the base valuation of \$7.00 times the net weight of the shipment in pounds, a Full Value Protection Service Shipment Charge of \$0.85 per \$100 will apply on that portion of the valuation declared in excess of shipment's released value of \$7.00 times the net weight of the shipment in pounds or \$126,000.00, whichever is less.

3-7.4.2. Storage-in-Transit.

In the event that the employee declares a value greater than \$7.00 times the net weight of the shipment in pounds, a storage liability charge of \$0.18 per \$100 will apply on that portion of the valuation declared in excess of a shipment's released value of \$7.00 times the net weight of the shipment in pounds or \$126,000.00, whichever is less.

3-7.5. Weight Variance.

In lieu of the weight variance of 115% as provided for in HTOS Section 5.4.3., all ARCWV shipments shall be subject to a 110% weight variance.

3-7.6. Non-Application of Origin Service Charges (OSC) and Destination Service Charges (DSC) – Domestic Shipments Only.

TSPs **MAY NOT** charge an OSC or a DSC (Items 135A and 135B of the GSA500A Tariff) when billing/invoicing for a domestic shipment moved under ARCWV. All domestic rate offers submitted for ARCWV must be inclusive of all accessorials identified in Paragraph 3-7.7, below, and may not be billed/invoiced as a separate charge(s).

3-7.7. Application of Rate Offers – DOMESTIC SHIPMENTS ONLY.

All DOMESTIC rate offers solicited for ARCWV must incorporate the following accessorial services:

- ATC charges
- Parking permits
- All long carry charges at origin and at destination
- All stair carries
- One-time elevator charges
- All charges associated with heavy or bulky items (weight additive and hoists may be billed separately)

- All charges associated with pianos/organs to include tying the keys and removal of legs
- Extra labor for gun safes up to \$1,000 per GBL (any amount above this must have prior approval by the ARC)
- Shuttle service
- Crating/Uncrating up to \$1,000 (any amount above this must have prior approval by the ARC)
- Servicing of appliances, such as refrigerators and washing machines to include all fees associated with servicing front load washers/dryers and pedestals
- Debris pickup
- Disassembly/Assembly of all types of beds

3-7.8. Application of Rate Offers – DOMESTIC CONTAINERIZED SHIPMENTS ONLY.

In addition to the accessorial services identified in 3-7.7., above, which must be incorporated into ALL DOMESTIC rate offers for ARCWV, the following must also be incorporated for rate offers submitted for Code C Containerized Shipments:

- The first thirty (30) day of SIT and all associated SIT charges including all charges associated with pickup/delivery and warehouse related charges

3-7.9. Pre-Move Survey.

A copy of the pre-move survey must be submitted via email to the ARC and to the employee within two (2) days from the date of the pre-move survey. The Subject Line of the email must contain the Relocation Number, the Employee's last name and first Initial, the ARC's Relocation Coordinator's initials and "Pre-move Survey." Example – PCS1400001 – Smith, J – RC – Pre-move Survey

3-7.10. Excess Weight.

The TSP must notify the ARC via email within two (2) days once the results of the first set of weight tickets have been obtained.

3-7.11. Billing/Invoicing.

Billing/Invoicing must be received within sixty (60) days after delivery/service is performed. When an invoice/bill contains charges for crating/uncrating, a crating/uncrating breakdown must be included to ensure only crating in excess of \$1,000 is being billed/invoiced. Extra labor for gun safes must also include a breakdown to ensure only handling in excess of \$1,000 is being billed/invoiced. For excess weight shipments, two sets of proper weight tickets must be submitted with the bill/invoice. When billing/invoicing for international shipments, POV shipments (both international and domestic) and UAB shipments (both international and domestic), the TSP must include with the bill/invoice a copy of the Transportation Management Services Solution 2.0 (TMSS 2.0) query screen specific to the shipment(s) being billed/invoiced (query screen copy must identify shipment specific origin, destination, weight, miles, UAB weight (if applicable) and Vehicle Class (if applicable)).

3-7.12. Reporting.

Required reports must be sent via email on a monthly basis to PCSTravel@fiscal.treasury.gov.

3-7.13. Volume.

The ARC is estimating that the volume of shipments under this RFO for ARCWV is 1,000 domestic shipments and 1,100 international shipments.

3-8. Drug Enforcement Administration (DEA) – Domestic (DEADD).

3-8.1. General.

TSPs submitting rate offers in accordance with Section 3-8 may file rate offers applicable between the points specified in Section 5-2 and identified as Agency Specific Codes in Section 5-1.

3-8.2. Released Valuation.

In lieu of the TSP liability at \$6.00 as provided for in the Section 2-7.5.2, for Surface and UAB shipments the TSP must offer replacement or repair value for damaged or lost items or in case of total loss, shipments being released at a base value of **\$10.00** times the net weight of the shipment in pounds. There will be no additional cost to the DEA for this level of service during transit or SIT. The storage liability charge does not apply for the basic released value.

3-8.3. Excess Released Value.

3-8.3.1. Transportation.

In the event the employee declares a value greater than the base valuation of **\$10.00** times the net weight of the shipment in pounds, a Full Value Protection Service Shipment Charge of \$0.85 per \$100 will apply on that portion of the valuation declared in excess of shipments released value of **\$10.00** times the weight.

3-8.3.2. Storage-in-Transit.

In the event that the employee declares a value greater than **\$10.00** times the net weight of the shipment in pounds, a storage liability charge of \$0.18 per \$100 will apply on that portion of the valuation in excess of **\$10.00** per pound released.

3-8.4. Weight Variance.

In lieu of the weight variance of 115% as provided for in HTOS Section 5.4.3., all domestic shipments shall be subject to a 110% weight variance. A copy of the pre-move survey must be submitted via email to the booking counselor and to the employee within two (2) days from the date of the pre-move survey. The subject line of the email must contain the Government Bill of Lading (GBL) number, shipment type, last name of the employee and "Pre-move Survey."

3-8.5. Non-Application of Origin Service Charges (OSC) and Destination Service Charges (DSC) – Domestic Shipments Only.

TSPs **MAY NOT** charge an OSC or a DSC (Items 135A and 135B of the GSA500A Tariff) when billing/invoicing for a shipment moved under DEADD. All domestic rate offers submitted for DEADD must be inclusive of all accessorial identified in Paragraph 3-8.6., below, and may not be billed/invoiced as a separate charge(s).

3-8.6. Application of Rate Offers.

All domestic rate offers solicited for the DEA must incorporate the following accessorial services:

- ATC Charges
- All long carry charges at origin
- All long carry charges at destination
- All stair carries
- Elevator charges, also referred to as an Inside Lift. An elevator or inside lift is defined as part of the permanent structure of a building
- One-time elevator fees associated with the labor the company provides utilizing the elevator (includes any fees associated with reserving and/or preparing (padding) the elevator)
- All charges associated with heavy or bulky items, to include gun safes, pianos/organs, and kayaks/canoes
- All charges for shuttle service
- Crating up to \$500 (any amount above this must be approved by DEA)
- All uncrating
- Extra labor, long carry and all charges associated with Mini-storage.
- All Surcharges or Security fees associated with ocean portion of Alaska Moves
- Cost of prefabricated motorcycle container/crate

3-8.7. Services Not Authorized.

The Government shall not be held liable for or pay any invoices for fines including, but not limited, to parking fines incurred by the TSP or their agents.

3-8.8. Domestic Volume.

The DEA is estimating that the volume of shipments under this RFO is 500 shipments.

3-8.9. Storage-In-Transit (SIT).

TSPs are required by the DEA to bill all SIT charges based on the destination listed on the GBL, not the actual SIT location. DEA is instructing the TSP that any shipment placed in SIT outside the 50-mile radius will be considered SIT at TSP's convenience (HTOS Section 5.5.2). Under the HTOS, TSPs are required to place shipments within a 50-mile radius of the destination unless the issuing office authorized in writing SIT over 50-miles from the destination shown on the GBL.

3-8.10. Excess weight.

DEA will issue a bill of lading and any other shipping document with all charges billed directly to the agency. The government will pay the total charges and the employee will reimburse the Government for the cost of transportation and other charges applicable to the excess weight. (Ref: 41 CFR 302-7.200)

All excess weight collection actions are handled by DEA. **The TSP is not to take any excess weight collection action and is not authorized to waive an overweight payment.** Weights should be reported 100% accurately and not falsified to fit the employee's entitlement.

TSP personnel at an employee's residence should not initiate discussions with the employee regarding the weight of the employee's household goods. If the employee initiates discussions with TSP personnel at an employee's residence

regarding the weight of the employee's household goods, the only acceptable response is "the only way to determine the actual weight of your household goods is to have the moving van weighed once it is loaded with your household goods" and invite the employee to attend a weigh-in at either origin or destination. For billing purposes, two (2) sets of proper weight tickets are to be provided with excess weight shipments. The TSP is to notify the booking counselor via e-mail within two (2) days once the results of the first set of weight tickets have been obtained.

3-8.11. Shipment of Boats/Kayaks/Canoes.

The shipment of boats requires advance approval. These items are defined as an open craft of a size that can accommodate an individual(s) to sit in it. These items are to be identified during the pre-move survey and a written request for shipment approval are to be submitted to the booking counselor within two (2) business days after the pre-move survey.

3-8.12. Packed By Owner.

TSPs must ensure that packing lists do not include any items listed as "packed by owner (PBO)" or "contents unknown." Such descriptions are an immediate flag for close attention by Highway Patrol/Law Enforcement Personnel who could place shipments on hold pending search, which will severely delay delivery. Once on-site TSP personnel encounter cartons marked "PBO" they must: open the box, inspect the contents, assume liability, provide a detail description on the inventory and mark it packed by carrier.

3-8.13. Non-Acceptance of Locked Gun Cabinets and Other Similar Items.

TSPs shall ensure that packing lists do not include any items listed as "locked gun safe" or any other locked container. TSPs shall clearly annotate the inventory and must describe the make, model, and serial number(s) of any firearm(s).

3-8.14. Shipment Tracking.

All TSPs offering rate offers for DEA shipments must have a secure Internet website where travelers can track the status of their personal effects. Access must be password controlled and available only to traveler and/or its agency.

3-8.15. Claims Report.

At the end of each rate offer cycle the TSP is required to submit a Claims Report showing all claims paid during that tender period on all DEA shipments. Contact the Transportation Management Unit Chief (**FNMM**) to receive an electronic template/copy of this report.

3-8.16. Staffing Requirement.

All TSPs must use trained personnel qualified in their assigned duties in packing and or handling of personal property. TSPs personnel must be fluent in English at origin and at destination. TSP's personnel must have company issued Identification and in presentable company issued uniforms when performing work. TSP persons prohibited from handling DEA personnel's personal property are convicted felons; persons under indictment for felonies; adjudicated "mental defectives" or those who have been involuntarily committed to mental institutions; illegal drug users; illegal aliens and most non-immigrant aliens; dishonorably discharged veterans; those who have renounced their U. S. citizenship; fugitives from justice; persons convicted of misdemeanor crimes of domestic violence; and persons subject to certain domestic violence restraining orders.

3-8.17. POV Shipment, Vehicle Condition, and Inspection Report.

POV shipment(s) within CONUS require prior approval by the Traffic Management Specialist who registered the move, the Transportation Management Unit Chief, or other authority within the **Transportation Management Section** ten (10) calendar days in advance of vehicle(s) pick up. Each Vehicle Condition report (see Exhibit 10) shall include the name of the customer, date the report is prepared, shipment number, vehicle make, year, model, color, VIN, license plate number, and odometer reading. Digital photos shall be taken of all sides of the vehicle and close-ups of any noted damage during pick up and/or delivery to support the condition report at time of receipt and release. Upon completion of Vehicle Condition report, the packing company representative who conducted the inspection will provide the employee a signed and dated copy of the report. The signed copy must include the printed name and signature of the customer and packing company representative. The Vehicle Condition Report and photos shall be emailed to the Traffic Management Specialist who registered the move. The Transportation Management Unit Chief, Traffic Management Specialist, or other authority will advise the employee or his/his designated representative to remove license tags from the vehicle prior to pick up by the carrier. The TSP shall ensure that license tags are removed prior to accepting vehicle.

3-8-18. Provider.

Only rate offers for General Transportation Services (G rates) will be accepted for DEADD. Rate offers for the provision of MMS (M rates) will not be accepted.

3-9. US Postal Service, Washington, DC – Domestic and International (USPDC)

TSPs submitting rate offers in accordance with Section 3-9, may file rate offers applicable between the points specified in Section 5-2 and 5-3 and identified as Agency Specific Codes in Section 5-1.

3-9.1. Provider – Domestic and International.

The US Postal Service utilizes the services of a Move Management Services (MMS) Provider outside of CHAMP; however, the US Postal Service is requesting that the provisions of CHAMP apply for the relocation of their employees' personal effects. As a result, only rate offers for General Transportation Services (G rates) will be accepted for the USPDC. Rate offers for the provision of MMS (M rates) will not be accepted.

3-9.2. Weight Allowance.

1. USPDC is taking exception to the 2,000 pound allowance to cover packing materials as identified in §302-7.2 of the Federal Travel Regulations.
2. Most shipments for USPDC will be bound by the normal 18,000 pound maximum weight entitlement; however, for some employees, the USPDC will authorize up to 25,000 pounds. TSPs will be notified of those employees who have been authorized by USPDC to ship up to 25,000 pounds.

3-9.3. Weight Variance.

In lieu of the weight variance of 115% as provided for in HTOS Section 5.4.3., all domestic and international USPDC shipments shall be subject to a 110% weight variance.

3-9.4. Released Valuation.

In lieu of the TSP liability at \$6.00 as provided for in Section 2-7.5.2. and 2-7.5.3., all domestic and international Surface and UAB USPDC shipments shall be released at \$10.00 times the net weight of the shipment in pounds with a maximum TSP liability of \$180,000.00 applicable to both shipments in transit and SIT. For shipments authorized by the USPDC at a weight exceeding 18,000 pounds, the maximum TSP liability will be \$10.00 times the net authorized weight of the shipment in pounds, not to exceed \$250,000.00. There will be no additional cost to the USPDC for this level of service during transit or SIT. The storage liability charge does not apply for the basic released value.

3-9.5. Excess Released Value.

3-9.5.1. Transportation.

In the event the employee declares a value greater than the base valuation of \$10.00 times the net weight of the shipment in pounds, a Full Value Protection Service Shipment Charge of \$0.85 per \$100 will apply on that portion of the valuation declared in excess of shipments released value of \$10.00 times the net weight of the shipment or \$180,000.00, whichever is less.

3-9.5.2. Storage-in-Transit.

In the event that the employee declares a value greater than \$10.00 times the net weight of the shipment in pounds, a storage liability charge of \$0.18 per \$100 will apply on that portion of the valuation declared in excess of a shipment's released value of \$10.00 times the net weight of the shipment in pounds or \$180,000.00, whichever is less.

3-3.9.6. Non-Application of Origin Service Charges (OSC) and Destination Service Charges (DSC) – Domestic Shipments Only.

TSPs **MAY NOT** charge an OSC or a DSC (Items 135A and 135B of the GSA500A Tariff) when billing for a domestic shipment moved under USPDC. All domestic rate offers submitted for USPDC must be inclusive of all accessorial identified in Paragraph 3-9.7, below, and may not be billed as a separate charge(s).

3-9-7. Application of Rate Offers – DOMESTIC SHIPMENTS ONLY.

All DOMESTIC rate offers solicited for USPDC must incorporate the following accessorial services:

- ATC charges
- All long carry charges at origin and at destination
- All stair carries
- One-time elevator charges
- All charges associated with heavy or bulky items, to include pianos/organs
- All charges for shuttle service
- Crating up to \$250.00 (While the \$250 must be incorporated into the rate offers, TSPs may provide crating up to \$2,000 without prior approval. Crating above \$2,000 must have prior approval from USPDC)
- All uncrating
- Extra labor, long carry and all charges associated with mini-storage
- All surcharges or security fees associated with the ocean portion of Alaska moves
- Cost of special motorcycle containers (Clip-Lok)
- All fees for reserving parking on streets or apartment buildings

3-9.8. Volume.

The USPDC is estimating that the volume of shipments under this RFO is 500 shipments.

3-10. General Services Administration (GSA) – Domestic and International (GSADI).

TSPs submitting rate offers in accordance with Section 3-10, may file rate offers applicable between the points specified in Section 5-2 and 5-3 and identified as Agency Specific Codes in Section 5-1.

3-10.1. Application.

While there is no guarantee of any shipments or any future action, GSA's Employee Relocation Resource Center (ERRC) maintains a Memorandum of Agreement (MOA) with one or more MMS Providers submitting rate offers for GSADI. Shipments handled under any MOA would be for GSA's own internal employee relocations for which GSA issues the Government Bill of Lading (GBL) or Commercial Bill of Lading. In addition, one or more Federal civilian agencies with lower shipment volumes may enter into a Memorandum of Understanding (MOU) with the ERRC to participate in any existing and/or resulting MOA between the ERRC and a MMS Provider under this GSADI. These lower volume agencies would typically have less than 50 shipments per year and/or be agencies who request to use the ERRC's MOA to "bridge over" until they can enter into their own MOA with a CHAMP MMS Provider. Any MMS Providers with which the ERRC might enter in to an MOA with would be notified of any additional agencies allowed to use the services agreed to in a resulting MOA.

3-10.2. Provider – Move Management Services (MMS).

GSA is requesting rate offers for the provision of MMS (M rates) only for GSADI. Rate offers for General Transportation Services (G rates) will not be accepted.

3-10.3. Provider – Domestic and International.

TSPs submitting rate offers for GSADI must be approved for both GSA's Domestic and International programs. TSPs must also have one or more M rate offers submitted under both the Domestic and International programs. If a TSP has approval for both the Domestic and International programs under two separate Standard Carrier Alpha Codes (SCACs), they may submit rate offers under this GSADI as long as all other requirements of GSADI are met.

3-10.4. Prepayment Audit Requirements.

TSPs submitting rate offers for GSADI must have all Prepayment Audit requirements as identified in 41 CFR 102-118 and the U.S. Government Freight Transportation Handbook conducted by an independent, non-affiliated auditor that is either approved under GSA's Multiple Award Schedule SIN 541211 or has been certified by GSA's Audit Division (QMCA) to perform Prepayment Audit services. All costs associated with arranging for and the performance of Prepayment Audits by an independent, non-affiliated auditor as described above must be included in the submitting TSP's rate offers.

3-10.5. Postpayment Audit Requirements.

TSPs submitting rate offers for GSADI must prepare and submit to QMCA 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). All costs associated with

the preparation and submission of the required Postpayment Audit documentation must be included in the submitting TSP's rate offers.

3-10.6. Participation in GSA's Extended Storage Tender of Service (XTOS).

While not a requirement to submit a rate offer for GSADI, it is preferable that TSPs have one or more rate offers accepted under GSA's current XTOS RFO.

3-10.7. Volume.

The GSADI is estimating that the volume of shipments under this RFO is 125 shipments.

3-11. Drug Enforcement Administration (DEA) – International (DEAVA).

3-11.1. General.

TSPs submitting rate offers in accordance with Section 3-11 may file rate offers applicable between the points specified in Section 5-2 and identified as Agency Specific Codes in Section 5-1.

3-11.2. Released Valuation.

In lieu of the TSP liability at \$6.00 as provided for in the Section 2-7.5.2, for Surface and UAB shipments the TSP must offer replacement or repair value for damaged or lost items or in case of total loss, shipments being released at a base value of \$10.00 times the net weight of the shipment in pounds. There will be no additional cost to the DEA for this level of service during transit or SIT. The storage liability charge does not apply for the basic released value.

3-11.3. Excess Released Value.

3-11.3.1. Transportation.

In the event the employee declares a value greater than the base valuation of \$10.00 times the net weight of the shipment in pounds, a Full Value Protection Service Shipment Charge of \$0.85 per \$100 will apply on that portion of the valuation declared in excess of shipments released value of \$10.00 times the weight.

3-11.3.2. Storage-in-Transit.

In the event that the employee declares a value greater than \$10.00 times the net weight of the shipment in pounds, a storage liability charge of \$0.18 per \$100 will apply on that portion of the valuation in excess of \$10.00 per pound released.

3.11.4. Application of Rate Offers.

All international rate offers solicited for the DEAVA must incorporate the following accessorial services:

- All long carry charges at origin
- All long carry charges at destination
- All stair carries
- Elevator charges, also referred to as an Inside Lift. An elevator or inside lift is defined as part of the permanent structure of a building
- One-time elevator fees associated with the labor the company provides utilizing the elevator (includes any fees associated with reserving and/or preparing (padding) the elevator)
- All charges associated with heavy or bulky items, to include gun safes, pianos/organs, and kayaks/canoes
- All charges for shuttle service
- Crating up to \$500 (any amount above this must be approved by DEA)
- All uncrating
- Extra labor, long carry and all charges associated with Mini-storage.
- Cost of prefabricated motorcycle container/crate

3-11.5. Provider.

Only rate offers for General Transportation Services (G rates) will be accepted for DEAVA. Rate offers for the provision of MMS (M rates) will not be accepted.

3-11.6. International Volume.

The DEA is estimating that the volume of shipments under this RFO is 300 household goods shipments, 300 UAB shipments, and 200 POV shipments.

3-12. Department of State (DOS) – International (DOSDC).

3-12.1. General.

TSPs submitting rate offers in accordance with Section 3-12 may file rate offers applicable between the points specified in Section 5-2 and 5-3 and identified as Agency Specific Codes in Section 5-1. DOS is a working capital fund shared service center which provides household goods shipping services to other agencies. DOSDC applies to all international shipments for which DOS issues the Government Bill of Lading and/or the Commercial Bill of Lading. DOS will only accept corporate level TSPs. All bookings and matters related to this RFO will be handled at the corporate level. The selection of the origin agent (s) will be at the sole discretion of the corporate level management.

3-12.1.1. Shipment Reporting.

1. **General:** The DOS reserves the right to discontinue tendering any services if the TSP does not provide the reports as outlined under the provisions in this Section. Reports must be submitted directly to the respective Originating Agency, Despatch Agency or office. The DOS will periodically provide each TSP a list of e-mail addresses for all embassies and consulates.
2. **Computer Software Requirement:** Microsoft Office 2010 software.
3. **Electronic Data Interface (EDI) Shipment Data Reporting:** A copy of EDI (Implementation Guide for TSPs Managing DOS Personal Effects Shipments) reporting requirements has been published and is available under Section 10 of this RFO. As the DOS continues to improve our transportation software additional fields may be added or changes made to existing fields. TSPs will have the 30 days to adjust and pilot changes to EDI requirements. A supplemental reporting form for new TSPs and to be used in case of EDI failure can be found in Exhibit 3. This form shall only be used by new TSPs pending EDI implementation or upon request by the booking office. For DC Office shipments, report shall be emailed to Daily_Tender_Reports@state.gov. For shipments not originating from DC Office, report shall be emailed to **the reporting locations identified in Exhibit 4**.
4. **EDI Document Reporting:** The TSP shall provide the completed pre-move survey / inventory / vehicle condition report to the customer at time of service. Additionally, the TSP shall provide a copies to the transportation office via email to ALMOPSRLCATTM@STATE.GOV, utilizing the EDI instructions outlined in Exhibit 9. TSP shall retain the original record.

Note: DOS is continuing to develop and improve its processes. Part of this improvement includes modifications and enhancements to the requirements of digital / electronic documentation. These improvements may require procedural modifications with software and applications in the way reports and paperwork cited are prepared and transmitted. As a result, not all the changes are reflected and may be added at a future time. None of the changes made will impact the scope of the HTOS.

5. **Local Agents:** For all shipments, the TSP must provide their selected Agent to the booking counselor within 24 hours from the time the initial booking was received.
6. **Permission to Ship:** For US to Post shipments, the TSP shall **follow the instructions in Section 10, EDI Implementation Guide for TSPs Managing DOS Personal Effects Shipments to request permission to ship** (Field 17) no later than one day after pack end date or a follow up date of the destination GSO office no later than one day after pack end date. Permission to ship shall be reported in the EDI file the day after destination GSO office grants it (Field 18). The email granting permission to ship or the follow-up date should be sent as an attachment to ALMOPSRLCATTM@state.gov and to ALMArchive@State.gov utilizing the EDI instructions outlined in **Section 10, EDI Implementation Guide for TSPs Managing DOS Personal Effects Shipments**. Failure of post to respond to a request to ship shall be reported after the third request to TTMContracts@state.gov and ALMArchive@State.gov.

3-12.1.2. Use of Agents .

1. **Use of Domestic Agents:** If origin services are being performed within the Washington, DC Metro area (defined as the 50 miles radius of the Washington Monument), the forwarder shall utilize one of the local Non-temp storage (NTS) pack and crate companies (see Section 9 ITGBL Local Agent Listing for authorized Agents). TSP may select an agent of their choosing for delivery services in the DC area.
2. **Use of International Agents:** TSPs may only use those designated agents abroad as defined under Section 9 ITGBL Local Agent Listing for authorized agents. The list of worldwide agents is updated monthly and changes will be shared with the active TSP currently participating in the ITGBL program.

3. **SCAC Code:** All TSPs used as agents in the United States must be registered with the Directory of Standard Multi-Modal Transportation Service Provider (NMFTA) and have an active Standard Carrier Alpha Code (SCAC). In addition, TSPs must be registered and in good standing with the Better Business Bureau. Your packing company SCAC code must be unique to your organization and different from any of your affiliates.

3-12.1.3. Weight Variance.

In lieu of the weight variance of 115%, as provided for in HTOS Section 5.4.3., all international HHE surface shipments shall be subject to a 110% weight variance. LAY, CNS, UAB and HHE Air shipments are not subject to the weight variance. Additionally, when a shipment is surveyed at above 1,000 lbs and the actual net weight is under 900 Lbs, the RTO must authorize the TSP in writing for the shipment to proceed to leave the warehouse or the TSP may only bill the actual weight of the shipment not the contract minimum of 1,000 Lbs.

3-12.1.4. Storage in Transit (SIT) Charges.

Where storage and warehouse handling charges apply, based on location of the warehouse where SIT service is provided, SIT rates utilized are those of the destination point shown again on the Government Bill of Lading (GBL) rather than the actual point of storage. **All SIT authorizations/requests must be submitted to the BLIO (counselor) or respective Despatch Agency via email for approval consideration.**

3-12.1.5. Pre-Move Survey.

A pre-move survey must be conducted for each shipment performed under DOSDC:

- On-site pre-move survey for items estimated at 3,000 pounds or more to determine approximate net (gross for Layette/UAB) weight
- Telephone pre-move survey authorized for less than 3,000 pounds.
- Virtual pre-move survey in lieu of an on-site can be performed with customer's written consent by email or virtual software.

A copy of the pre-move survey must be attached to the shipment record utilizing the EDI attachment instructions outlined in Exhibit 9. If the pre-move survey indicates additional days are necessary to complete service at jobsite, the TSP must report service date changes as required to BLIO.

3-12.1.6. Inventory.

The purpose of the inventory form is to protect the customer and packing company in the event of loss and/or damage of the customer's personal effects.

For origin services performed within the Washington, DC Metro area (defined as the 50 miles radius of the Washington Monument), inventory forms must be in electronic form, no handwritten paper copies.

The packing company must utilize automated inventory software that effectively captures the following data requirements:

- Name and address of packing company, customers name, shipment and/or lot number, container number, date, and signature of the customer. Additionally, detailed listing of each article, explanation of condition codes and exceptions, and comments. Software must meet or exceed inventory data requirements as stated above.
- Customer must be able to review all inventory data as stated above prior to, and post signing.
- Customers electronic signature must be on each individual page
- Inventory must not allow edits once signed by both parties and provided to customer

For origin services performed outside the Washington, DC Metro area and when the TSP does not have the ability to utilize automated inventory software that effectively captures the data requirements identified above, then the TSP shall prepare, in duplicate, a legible inventory list.

DOS's preferred method is for TSPs to utilize automated inventory software.

Lithium ion or metal batteries included in a shipment must be listed on the inventory detailing the type of lithium battery, the size, and the energy level. For example: Roomba Vacuum / lithium-ion / 26W

A copy of the inventory must be attached to the shipment record utilizing the EDI attachment instructions outlined in Exhibit 9.

3-12.1.7. Bingo Card.

Bingo cards shall be used when two (2) or more containers are utilized per shipment. The bingo cards must include the name of the customer, shipment number, vault/lift-van number, date prepared, and accompany the inventory forms with each shipment. Bingo cards do not indicate proof of delivery. Lost, missing, or damaged items will be reported on the appropriate loss/damage forms. Bingo cards shall be sent utilizing the EDI attachment instructions outlined in Exhibit 9.

3-12.1.8. Vehicle Condition and Inspection Report.

The Vehicle Condition report (see Exhibit 10) shall include the name of the customer, date the report is prepared, shipment number, vehicle make, year, model, color, VIN, license plate number, and odometer reading. Digital photos shall be taken of all sides of the vehicle and close-ups of any noted damage during pick up and/or delivery to support the condition report at time of receipt and release. Upon completion of Vehicle Condition report, the packing company representative who conducted the inspection will provide the employee a signed and dated copy of the report. The signed copy must include the printed name and signature of the customer and packing company representative. The Vehicle Condition Report and photos shall be emailed using the EDI Attachment process (see Exhibit 9). The Despatch Agency Staff and Transportation Operations Branch or other authority will advise the employee or his/his designated representative to remove license tags from the vehicle prior to pick up by the carrier. The TSP shall ensure that license tags are removed prior to accepting vehicle.

3-12.2. Household Goods (HHG).

The percentage (%) cited in the submitting TSP's rate offer for the surface HHG represents a single-factor rate, based on the Base-Line Rates specified in Section 2-7.2.2.6, per 100 pounds net weight including full replacement value TSP liability as defined in Section 3-12.7 and HTOS Section 9. The application of rates from/to the international point for the surface HHG shipment shall be based on the net weight of the shipment in pounds. The minimum weight is 1,000 pounds. **The TSP must establish contact with the BLIO (counselor) or respective Despatch Agency to obtain permission to ship HHGs surveyed at less than the 1,000 pound minimum prior to shipment.**

Household effects (HHE) and Layette shipments that the RTO orders be sent by air should be billed at the filed rate for UAB. UAB guidelines concerning RDDs, minimum billable weight, air fuel surcharge and option to bill for dimensional weight apply.

3-12.2.1. Services Included in Rate Offer.

1. Packing, including use of packing containers and materials from origin to destination, and unpacking. Residence Delivery for HHE, CNS and UAB including unpacking and removal of debris on the day of delivery. Shipping containers and packing materials furnished by the TSP will remain the property of the TSP. All lift vans must be of new wood and in compliance with the ISPM#15 Standard.
2. Servicing of appliances, to include front load washing machines.
3. Export and import documentation services involving customs clearances. Rate offers must include all costs (Customs Clearance Process, Demurrage/Airport Storage/Port Storage and Bonded Warehouse) related to the first eleven (11) days for HHE; first eight (8) days for UAB; first eleven (11) days for POV.
4. Removal and placement of each article in the residence/warehouse or other building.
5. Hoisting or lowering of an article.
6. Elevator, stair and excessive or long distance (origin/destination) carry, piano/organ carry and/or heavy or bulky item (to include piano/organ) charge. Elevator carry also referred to as inside lift. An elevator or lift is defined as part of the permanent structure of the building. The TSP shall explain to customer the responsibility in preparing for delivery, such as making the necessary arrangements for reserving the elevator if the goods shall be delivered to a high rise. One-time elevator charge. The one-time elevator fee is associated with the labor the company provides utilizing the elevator. Any fees associated with reserving and/or preparing (padding) the elevator is the responsibility of the employee.
7. Ferry, tunnel and bridge charges/tolls.
8. All fees for reserving parking on streets or apartment buildings.
9. The first 30 Days of SIT and all associated SIT charges are inclusive of the filed rate offers and these 30 free days are to be subtracted from origin or destination SIT days. This includes all charges associated with pickup/delivery and warehouse related charges. SIT at origin for POVs is ONLY permitted when Post reports Diplomatic Accreditation will be delayed at destination pending custom clearance. SIT for

POVs will not be authorized for employee convenience. The filed rates are also inclusive for first 30 Days of POV SIT and all associated POV SIT charges at origin when shipments are held pending post permission to ship. TSP must obtain written authorization from the GBLIO or Post prior to placing shipment into SIT. POV SIT shall be billed as a pass-through charge.

10. All rate offers solicited for the DOSDC must incorporate the following accessorial services:
 - a. ATC Charges.
 - b. All charges for shuttle service.
 - c. Crating up to \$250 (any amount above this must be approved by the DOS). Regardless of the actual cubic feet of the crate provided, compensation for internal crates will not exceed 3 inches beyond any single dimension (length, width or height) of the item being crated. All crating shall be done at the origin residence as identified on the Bill of Lading; all uncrating shall be done at destination residence as identified on the Bill of Lading. (See Section 12 for 14 FAM Exhibit 611.6 Limitations)
 - d. Only the standard charge (HTOS Section 12.13) for an additional pickup is allowed for a mini-storage, all other charges associated with the pickup from mini-storage facilities must be included.
 - e. Cost of prefabricated motorcycle container/crate.
 - f. Bunker, War and Security Surcharges including 10-2 Rule Fees.
 - g. All POV Fuel Surcharge regardless whether transported via a separate household goods trailer or car carrier.
 - h. All sea and air fuel surcharges.
 - i. All cost and labor associated with television carton or box (LCD, LED, Curved, and Plasma Televisions) up to 63". Special crating for over 63" may be pre-approved by DOS. TSPs may utilize the owner's previously used shipping container, if available and serviceable.
 - j. Demurrage resulting from the packer's discretionary consolidation of HHE and POV shipments.
 - k. All taxes including Value Added Tax (VAT), labor/security charges, equipment fees and other administration fees associated with Storage (Port Storage/Demurrage/Bonded Warehouse).
 - l. The customer or their designated representative will be allowed a one-time access at the origin warehouse to their effects at no additional charge.
11. All land, water, and air transportation, EXCEPT 3-12.2.2.below:
12. All trucking/transportation costs for UAB/CNS shipments (inbound/outbound) for Baghdad routed through Erbil. This is inclusive of all Customs Clearances, labor and administrative fees.

3-12.2.2. Services Excluded from Rate Offer that Require Pre-Approval for Payment.

1. International Accessorial Service Rules for Labor Charges. Shipments originated from the United States to destinations abroad may not exceed 120% of the charges as identified in HTOS Section 12.7. Waivers may be considered only under extraordinary circumstances and if submitted at least 3 work days prior to the pickup date.
2. Port Storage; demurrage; bonded warehouse; waiting time and/or handling charges caused by failure of the origin GBLIO/RTO to furnish acceptable customs documents or by refusal of customs officials to clear shipment will be billed at charges provided in HTOS Section 12.17, when performed by TSP. When such services are performed by a third party, billing will be at the actual cost charged to the TSP, supported by paid third party invoices when reference applicable rate schedules and/or tariffs when charges are assessed in accordance with such publications.
3. Any Government or public authority ordered charges for inspection, disinfestations, decontamination, fumigation or demurrage or other charges occasioned by such orders not the fault of the TSP.
4. Servicing of articles requiring services of third parties.
5. Port congestion surcharges.
6. Additional land transportation charges for shipments picked up or delivered from or to storage-in-transit.

3-12.2.3. Criteria for Shipping Lithium Batteries.

The only lithium batteries allowed in an employee's personal effects shipment (household effects (HHE), unaccompanied air baggage (UAB), and layette (LAY)) are batteries of limited size, quantity, and energy level designed for and installed in the equipment and needed to power/operate the device. These batteries are defined as "contained in" the equipment.

1. **Allowed Lithium Battery Size, Quantity and Energy Level:** Only lithium batteries meeting the following very limited size, quantity, and energy levels are allowed in an employee's personal effects shipment between duty stations when the battery is installed in the equipment:
 - a. Lithium-ion batteries rated at 100 watt-hours (Wh) or less (20 Wh or less for single cell). Each personal effects shipment, regardless of type (HHE, UAB, or LAY) or transport mode (air or surface), is limited to two pieces of equipment with an installed Li-ion battery that meets the above size/rating limitation.
 - b. Lithium metal batteries containing two (2) grams or less of lithium content (one (1) gram or less for single cell). There is no "per shipment" limit on the number of lithium metal batteries installed in equipment that can be shipped in personal effects shipments providing they meet the above size/content limitation.
2. **Determining Lithium Battery Size and Energy Level:** Battery size and energy level, such as the Wh rating, is typically printed on the battery. Additionally, battery information is often easily found on the Internet by searching the make and model of the device containing the battery. The Wh rating is computed by multiplying the battery volts (V) by the battery ampere-hour's (Ah) to determine watt-hours. If the battery has a milliampere annotation, often written as mAh, divide the mAh by 1000 to convert to Ah. For example, a lithium-ion battery with 3500 mAh would be equal to 3.5 Ah. For lithium metal batteries, the lithium gram content is easily computed by taking the Ah rating and multiplying by .3 to get the lithium content.
3. **Prohibited Lithium Batteries:** The following batteries are not allowed in any employee personal effects shipment:
 - a. Stand-alone/loose batteries/spare batteries (any size) not installed or contained in the equipment. This includes portable lithium powered power banks used to charge cell phones and other small lithium powered devices.
 - b. Batteries over the 100-watt-hour size and energy level. NOTE: Large lithium batteries found in e-bikes, scooters, hoverboards, and large lawn equipment (e.g., riding lawnmowers) far exceed the 100 Wh limitation.
4. **Prohibition of Lithium Batteries in Storage Shipments:** Lithium batteries of all types, sizes, and energy levels are prohibited in personal effects shipments destined to long-term/permanent storage. If any shipment is rerouted to or converted to long-term/permanent storage after pack-out, the employee will be required to identify the device(s) on the inventory that contain lithium batteries and provide disposition instructions for the removed lithium batteries. In cases where the lithium battery is not removable, the employee will be required to provide disposition instructions for the entire device(s).

3-12.2.4. Alkaline Batteries.

Alkaline batteries must be removed from electronic equipment prior to packing. Inventory must indicate that batteries have been confirmed and/or removed when packing items that contain / require batteries. Alkaline batteries can be shipped as long as they are not in the equipment.

3-12.2.5. Services Not Authorized.

The Government shall not be held liable for or pay any invoices for fines including but not limited to parking fines incurred by the TSP or their agents.

3-12.3. Fly America.

The Fly America Act of 1974 (49 U.S.C. 40118) mandates the use of U.S air carriers for passenger and cargo air transportation funded by the government. However, exceptions are sometimes given for non-U.S. airlines transporting government-funded cargo, if it is consistent with the goals for international aviation policy stated in section 40101(e) and is provided under a bilateral or multilateral air transportation agreement.

3-12.3.1. Air Transport Agreements.

Air transport agreements establish the basis for airlines of the countries involved to provide international air services for passengers, cargo, and mail. Open-Skies Agreements are a subset of air transport agreements that minimize government involvement in airline decision making about routes, capacity and pricing, and create a procompetitive operating environment for transportation services between U.S. and foreign countries. Most air transport agreements do not address the Fly America Act. As of August 2014, seven Open-Skies agreements include provisions that allow non-U.S. carriers to compete for U.S. government-funded transportation (referred to as preference) for contracted cargo traffic.

3-12.3.2. Cargo Preferences in Air Transport Agreements.

The provisions for cargo preferences are unique to each agreement, as are the air transport rights for carriers covered by those agreements. The list below specifies current readings for all-cargo operations for each country with cargo preferences. This will give you a clear answer as to which countries' carriers are granted the right to carry cargo and/or passengers from the United States to their own country, and which countries' carriers have been granted the right to carry cargo and/or passengers to a third country. These rights apply to government-funded transport on both scheduled commercial and charter operations.

The DOS website <https://www.state.gov/air-transport-agreements/> provides relevant information regarding Air Transportation Agreements and is subject to updates; therefore, it is the responsibility of the TSP to comply with any changes to the Air Transportation Agreements.

1. Air Transport Agreement between the Government of the United States and the Government of the **Kingdom of Saudi Arabia**, signed May 2013: Annex I "Passenger and Cargo Preference"
 - o Saudi Arabian carriers have the right to compete for transport (passengers and cargo) on flights only between the United States and Saudi Arabia.
2. Air Transport Agreement between the United States and **Australia**, signed March 2008: Article 14 "U.S. Government Procured Travel"
 - o *Cargo:* Australian carriers have the right to compete for transport of cargo between points in the United States and points in Australia, and between Australia and any points outside the United States.
3. Air Transport Agreement Between the United States and the **Swiss Confederation** signed June 2010: Annex II "U.S. Government Procured Transportation"
 - o *Cargo:* Swiss carriers have the right to compete for transport of cargo between points in the United States and points in Switzerland, and between Switzerland and any other point.
4. United States **Japan** Memorandum of Understanding signed October 2010: Part XI
 - o *Cargo:* Japanese carriers have the right to compete for transport of cargo between points in the United States and points in Japan, and between Japan and any other point.
5. Air Transport Agreement between the Government of the United States and **the European Community Member States** signed April 2007: Annex 3 "Concerning U.S. Government Procured Transportation." **Iceland** and **Norway** became parties to this agreement pursuant to Protocol applied in June 2011.

Any air carrier that has received its Air Operator's Certificate (AOC) from an EU Member State, Iceland, or Norway is covered by this agreement.

- o *Cargo:* Carriers of the EU, Iceland, and Norway have the right to compete for cargo operations between the United States and any other point, whether in the EU or elsewhere.

3-12.3.3. Other Situations.

U.S. carriers often reach code-share or blocked-space arrangements with non-U.S. carriers. It is our understanding that in such situations, U.S. government-procured cargo may be transported by that non-U.S. flag carrier, provided that the contracting is conducted with the U.S. partner.

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 Determination of Non-Availability (DNA) signed off by the Department of State. Use of any other non-U.S. flag carrier that does not fall under a bilateral or multilateral air transport agreement will still require a DNA. PRIOR authorization for use of a non-U.S. flag aircraft must be provided by the booking office making the shipment by means of a DNA for permission to use a non-U.S. flag carrier. Requests for permission to use a non-U.S. flag carrier shall be made to the BLIO using the DOS DNA process submission form through EDI. The completed DNA request will be processed with two (2) business days. Failure to file a DNA using the DOS DNA process submission form through EDI may result in the immediate placement of a TSP in a temporary non-use status. The GBLIO will provide TSPs with the DNA EDI submission form at time of awarded services.

Use of a non-U.S. flag carrier not covered by a U.S. Government bilateral or multilateral air transport agreement may be granted for one or more of the following circumstances:

1. no U.S. flag air carrier can provide the specific air transportation needed;
2. no U.S. flag air carrier can accomplish the agency's mission;
3. no U.S. flag air carrier can meet the time requirements in cases of emergency;
4. there is a lack of or inadequate U.S. flag air carrier aircraft; or
5. to avoid an unreasonable risk to safety when using a U.S. flag air carrier.

A U.S.-Flag vessel carrier is mandatory if they meet minimum service requirements and operate in good faith. DOS transportation shipping offices (TSOs) must issue a DNA to a TSP when:

1. U.S.-Flag vessels are not available; or
2. U.S.-Flag vessels do not meet agency mission needs; or
3. U.S.-Flag vessels do not meet pre-established program transit times, i.e. required delivery date; or
4. In avoidance of unreasonable delays; (for ITGBL shipments, this is defined if the shipment will be made available for delivery within 5 days of the established RDD)
5. Shipping Priority Services are Priority 1 (P1), Priority 2 (P2), and Priority 3 (P3):
6. P1 occurs when U.S.-Flag vessel(s) are utilized to transport civilian government agency cargo from origin port to destination port.
7. P2 occurs when U.S.-Flag vessel(s) and non-U.S.-Flag vessel(s) are utilized to transport civilian government agency cargo from origin port to destination port. P2 utilized only when P1 is not available, or does not meet minimum service requirements listed above.
8. P3 occurs when only non-U.S.-Flag vessel(s) are utilized to transport civilian government agency cargo from origin port to destination port. P3 utilized only when P1 and P2 are not available, or do not meet minimum service requirements listed above.

TSPs must request a DNA within three (3) calendar days for UAB and seven (7) calendar days for HHE, CNS and POV from the permission date granted from post or the pack-out end date (whichever is greater). Excessive requests for a DNA not deemed necessary for any service lanes may result in the TSP's removal from that lane for the duration of the RFO for DOSDC. Failure to file a DNA when a non-U.S. flag carrier is required and is used may result in immediate

removal of the TSP from that lane and or denial of payment for the freight portion of the shipment. TSPs must submit supporting documentation when requesting a DNA.

DOS administrative actions may be initiated against a TSP for shipment(s) moved on a non-U.S. flag carrier without an approved DNA:

1. Logging Incident in performance log;
2. Immediate removal of the TSP from the ITGBL program for the cycle in which the violation occurred; and
3. Non-payment for freight portion in which the violation occurred and a thirty (30) day suspension. If the violation reoccurs within 12 months, removal from the program.

Under 48 CFR 47.403-3 Disallowance of expenditures. (a) "Agencies shall disallow expenditures for U.S. Government-financed commercial international air transportation on foreign-flag air carriers unless there is attached to the appropriate voucher a memorandum adequately explaining why service by U.S. flag air carriers was not available, or why it was necessary to use foreign-flag air carriers."

3-12.4. Transit Times on International Shipments for HHE, CNS and Privately Owned Vehicles (POV).

In alignment with the transit times identified in HTOS Section 10, the following criteria shall be used for determining international Required Delivery Dates (RDD) on the DOS shipments to and from the United States and foreign countries:

3-12.4.1. Transit Times on International Shipments for UAB and HHE by Air.

RDD for UAB and HHE by air shipments is 18 Days. **In Iraq only, the RDD by air is 25 days.**

3-12.4.2. Late Delivery Reduction – INTERNATIONAL ONLY (in lieu of HTOS Section 8.4.1)

A late delivery reduction of \$100.00 per day will be payable to the Federal 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 HTOS 10.4 International Transit Times, subject to the following items:

1. When the Government and the participant mutually agree to a transit time longer than the transit time as shown in this HTOS, the penalty will begin on the day after the agreed date.
2. When the Government and the participant mutually agree to a transit time chart other than the chart in this HTOS, the penalty will begin on the day after the agreed date;
3. When a shipment consigned to 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.
4. This item will apply only for shipments which: (a) weigh or are rated at 1000 pounds or more that are picked up during the period from October 1 through May 14 of each subsequent year; OR. (b) weigh or are rated at 1500 pounds or more that are picked up during the period from May 15 through September 30 of each year.
5. This item will not apply if delay is caused by reasons beyond the participant's control, described as "Impractical Operation" in the participant's governing Government Rate Tender.
6. This item 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.
7. This item 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).
8. This item will apply when re-consignment 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.
9. The total reimbursement shall not exceed an amount equal to total charges for the shipment, excluding SIT.
10. This payment satisfies the 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 Government on account of late delivery by the participant.

3-12.4.3. Calculating Transit Times.

Transit times for HHE/POV shipments will be calculated from the last day of pick up until the shipment is available for

delivery. Transit times for UAB shipments will be calculated from the last day of pick up until the shipment arrives at final destination airport. See HTOS Section 10 for transit times. Transit time will not include the time between the request for permission from post to forward shipment and the response to send shipment. The request to forward shipment to post must be made within three business days after pack out is completed. The TSP shall copy ALMArchive@state.gov on the request to ship.

For shipments that are going to miss the RDD, the TSP must send a Missed RDD notification to the GBL Issuing Office email address of ALMArchive@State.gov and MISSEDRDD@State.gov. Subject line of the email must include: "Missed RDD;" shipment number; employee name; and shipment type. The email should also include the follow up/delivery status. Contact the DOS Tender Administrator for a copy of the Missed RDD Form. TSPs shall be notified via email by the GBL issuing office of missed RDDs and they will have 14 days from transmission of the notice to apply for exceptions to the RDD. A report will be provided to all ITGBL providers listing total shipments completed within the calendar year and RDD statistics. Forwarders will have ten (10) days from receipt of this report to rebut any shipments that were completed within the month prior to receiving the report. Failure to respond in a timely fashion may alone be grounds to apply the missed RDD reduction (HTOS Section 8.4.1). In cases where HTOS Section 8.4.1 applies, payment shall be made within thirty (30) days of notice. Failure to meet the RDD resulting from the TSPs discretionary consolidation of HHE and POV will not be considered an acceptable exception to the RDD.

3-12.5. Application of International Rate Offers for Specific Cities within Countries.

TSPs submitting rate offers should file in accordance with Section 5-3.1.1. International Country Codes. To be considered for the DOS shipments, TSPs must file desired destinations in countries split by destination. Rate offers filed for destinations will be considered only for those destinations and "All Other Points" will apply to "All Other Points" in a country and not to split destinations. For instance, if the TSP files only "South Africa – All Other Points," the rate offers will be for South Africa – All Other Points. The TSP must file rate offers for Cape Town, Durban, Johannesburg, and Pretoria to be considered for those destinations. The following is a list of all countries that require rate offers to be broken down in to cities:

| | |
|--------------------------|--|
| Afghanistan | Kabul |
| Australia | Brisbane, Canberra, Melbourne, Perth and Sydney |
| Brazil | Brasilia, Recife, Rio De Janeiro and Sao Paulo |
| China | Beijing, Chengdu, Guangzhou, Shanghai and Shenyang |
| India | Chennai, Hyderabad, Kolkata, Mumbai and New Delhi |
| Iraq | Baghdad and Erbil |
| Mexico | Ciudad Juarez, Guadalajara, Hermosillo, Matamoros, Merida, Mexico City, Monterrey, Nogales, Nuevo Laredo and Tijuana |
| Northern Mariana Islands | Saipan |
| Russia | Moscow, St. Petersburg and Vladivostock |
| South Africa | Capetown, Durban, Johannesburg and Pretoria |
| Thailand | Bangkok and Chian Mai |
| United Kingdom | London, Edinburgh and Northern Ireland |

3-12.6. Application of International Posts Applicable to Rate Offers under DOS Surface Air Pilot (DOSSA).

The posts identified below are applicable to DOSSA only (see Section 13-15.) and any rate offer filed under DOSDC will not apply to the posts identified. For example, a rate filed under DOSDC for Zambia (Destination Code 9900) will not apply to the post of Lusaka.

| Post | Destination Code | Post | Destination Code |
|----------------------------|------------------|----------|------------------|
| Abuja | 6700 | Lilongwe | 5770 |
| Almaty/Nur-Sultan (Astana) | 5250 | Luanda | 1410 |
| Antanarivo | 5750 | Lusaka | 9900 |
| Asmara | 108E | Nairobi | 5050 |
| Baku | 112A | Niamey | 130N |

| Post | Destination Code | Post | Destination Code |
|---------------------|------------------|-------------|------------------|
| Bamako | 5850 | Ouagadougou | 9270 |
| Bandar Seri Begawan | 2320 | Tanzania | 8650 |
| Bishkek | 121K | Tashkent | 117U |
| Bujumbura | 2520 | Tibilisi | 109G |
| Dushanbe | 136T | Windhoek | 8210 |
| Khartoum | 8350 | Yerevan | 101A |

3-12.7. Released Valuation –International.

3-12.7.1. Transportation.

In lieu of the TSP liability at \$6.00 as provided for in Sections 2-7.5.3, for Surface and UAB shipments the TSP must offer replacement or repair value for damaged or lost items or in case of total loss, at a base value of \$8.50 times the net weight of the shipment in pounds. There will be no additional cost to the DOS for this level of service during transit or SIT. The storage liability charge does not apply for the basic released value.

3-12.8. Excess Released Value.

3-12.8.1. Transportation.

In the event the employee declares a value greater than the base valuation of \$8.50 times the net weight of the shipment in pounds, a Full Value Protection Service Shipment Charge of \$0.85 per \$100 will apply on that portion of the valuation declared in excess of shipments released value of \$8.50 times the weight. To seek a greater value the employee is to contact the TSP and seek a quote and make full payment to the TSP. A copy of the added policy and certification that payment was collected must be provided by the TSP to the DOS counselor prior to having the GBL issued. The counselor will issue the GBL with the additional valuation.

3-12.8.2. Storage-in-Transit.

In the event that the employee declares a value greater than \$8.50 times the net weight of the shipment in pounds, a storage liability charge of \$0.18 per \$100 will apply on that portion of the valuation in excess of \$8.50 per pound released.

3-12.9. International Volume.

The DOS is estimating that the volume of shipments under this RFO is 17,000 shipments.

3-12.10. Sub-Forwarding.

TSPs accepted under DOSDC shall not sub-forward for any other TSPs accepted under DOSDC. Neither shall they tender for sub-forwarding to any other TSP doing business with the DOS. TSPs filing rate offers under DOSDC may choose to work with other business partners so long as they are not doing business with DOS under DOSDC. In all cases, the TSP to whom we issue the move and the work order will be responsible for all aspects of the move. The TSP shall be the primary POC for DOS customers and for DOS counselors.

3-12.11. Instructions for Lift Vans to be used for shipment of Household Effects.

Containers/Lift Vans to be used for a surface shipment of household effects must be new, soundly constructed of 3/8 inch plywood, lined with a waterproof barrier, and reinforced with an inside framework with a base for easy access for forklift or any other lifting equipment. Wooden containers must be heat treated or fumigated in compliance with ISPM 15 standard, and/or the requirements of the destination country. Full consideration should be given to eliminating damage to the effects from exposure to inclement weather, salt water, salt atmosphere, possible violent external forces incident to ocean and/or inland transportation, and rough handling, to insure safe and undamaged arrival of the effects at the destination. Caulking compound must be used when wooden container panels are assembled to insure watertight joints. The DOS will not accept containers constructed of Oriented Strand Board (OSB). The dimensions of a standard container/lift van are 87 x 47 x 87 inches. The TSP shall email A/LM/OPS/TTM/TM Contracts TTMContracts@state.gov or GBLIO utilizing the appropriate accessorial form to request authorization prior to use of unusual size lift vans.

Sealing Lift Vans at residence

In accordance with the sealing requirements in HTOS Sections **5.3.8** and **5.3.13**, the external shipping containers (liftvans) 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

customer or designated representative will initial on the last page of the inventory attesting to the correct seal numbers listed on the inventory.

Lining and Banding of All Shipping Containers

The interior of all liftvans must be lined with polyethylene sheeting with a minimum thickness of 4 mils on all sides, bottom and top. Lining must be applied in such a manner that it is free from holes or tears and laps occur only where the ceiling liner meets the side and end liners. Containers be reinforced with steel banding to prevent pilferage. Banding should be steel strapping a minimum of ¾ of an inch in width. Containers 1.36 cubic meters (48 cubic feet) or less shall be banded by a minimum of two steel bands perpendicular to the base positioned about one-fourth (1/4) the distance from each end of the container. Containers over 1.36 cubic meters (48 cubic feet) shall have two bands of steel tension strapping secured perpendicular to the base, positioned so they pass through the openings in the base left for the entry of handling equipment. Two additional tension bands shall be applied girth wise, parallel to the base, around the four sides of the container, one band positioned approximately one-fourth (1/4) the distance from the top. Wood cleats, tie blocks, or braces are to be used under tension banding when necessary to ensure stability or to bridge unsupported spans.

3-12.12. Preparation of Unaccompanied Air Baggage (UAB) for Shipment.

UAB is defined as the part of a customer's weight allowance of household goods that: a) is not carried free on a ticket used for personal travel, b) is ordinarily transported separately from the major bulk of personal effects, c) is usually transported by an expedited mode because it is needed immediately or soon after arrival at destination for interim housekeeping pending arrival of the major portion of personal effects.

TSP must use fiberboard Tri-Wall boxes for UAB shipments, Tri-Wall is defined as a fiberboard, corrugated, triple wall and made of a weather resistant class of fiberboard. Tri-Wall Boxes to be provided by TSP are 5, 10 or 15 cube (inside measurement) with a minimum 900-pound burst strength. The box is made of FOUR LINERS / THREE FLUTES as: liner1 / flute / liner 2 / flute / liner 3 / flute / liner 4. The thickness of the box is ½ inch. Containers must not exceed fifteen (15) cubic feet (inside dimensions) in volume and two hundred (200) pounds. Exceptions granted for layette shipments. "D" containers are not authorized.

UAB shipments are not meant to include large household items such as furniture, room-sized rugs, TV sets, major appliances, or any item that exceed the standard measurements and weights of 15 cubic feet (0.424 cubic meters), 200 pounds (90.90 kilograms), and dimensions of 37 inches by 23 inches by 30 inches (0.9398 meters by 0.5842 meters by 0.762 meters). Fragile items that may be damaged by rough loading and unloading should not be sent as UAB. Liquids, including alcoholic beverages, are prohibited in UAB shipments. Tri-walls may not exceed outer dimensions (O.D.) of 17 cube. Charges related to moving any volume over O.D. 17 cube for any item will be charged back to the TSP.

Preparation of Articles

When clothing, fabrics, or similar items subject to damage by creasing or wrinkling are packed by the TSP, a flat wardrobe will be utilized and placed inside the tri-wall shipping container.

Articles shall be packed into a shipping container of suitable capacity so all useable space is occupied which will insure a shipment of the least tare weight and smallest cubic measurement compatible with safe transportation to destination without damage to container or contents.

A portable scale shall be taken to the jobsite. This scale shall be used to determine the estimated gross weight of the shipment.

Packed baggage must be completely wrapped in a reinforced kraft-asphalt-kraft waterproof material prior to banding.

Banding of baggage shall be a minimum of four (4) heavy duty break resistant plastic tension straps around each piece, two (2) lengthwise or top to bottom, and two (2) around the girth or left to right.

After wrapping and banding, each piece of baggage must be stenciled, or markings should be permanently affixed/adhered to the water resistant kraft paper on the outside of each piece of baggage. Clear, legible, water resistant, permanently affixed labels must be placed on three (3) surfaces of each box according to the instructions received from the BLIO. The gross weight in metric system units, the English equivalents in parentheses, and the serialized number (i.e. 1 of 1; 1 of 4; 2 of 4; 3 of 4; etc.) must be included. UAB tri-walls may not be placed on skids/pallets. Multiple pieces cannot be shrink-wrapped or palletized. No wood shall be used with UAB shipments because of the additional weight involved.

3-12.13. Privately Owned Vehicles (POVs).

Department of State 14 FAM 615.2 policy states POVs must not have more than one-fourth (1/4) tank full and TSP's are not authorized to run the vehicles to a stall or draining of the fuel tank below one-fourth (1/4) tank.

As stated in the Cover Letter of this Request for Offers (RFO), the terms and conditions of the "Advisory in Response to Hazardous Material Associated Fees Related to the Shipment of Privately Owned Vehicles (POVs)" issued by the General Services Administration (GSA) on February 28, 2023, apply and TSPs may identify applicable hazardous material associated fees on their invoice as a pass-through charge(s). For consideration, the TSP must identify to the Federal agency the actual cost of the pass-through charge(s), provide documentation to substantiate the need for and reasonableness of a pass through charge(s), and obtain pre-approval, in writing, from the Federal agency. If actual costs cannot be predetermined, then the TSP may provide an estimate of the pass-through charge(s) with a notation that it is an estimate.

The accessorial request form "POV Hazardous Material "pass-through" with supporting Hazardous fees documentation is required for each shipment prior to its departure. In the event total charges cannot be obtained, TSP's may submit a request with estimated charges followed by a subsequent request with actual fees to DOS once the final charges are available.

POV Hazardous Material pass-through charges must be entered as a separate line item in SYNCADA along with the Department of State accessorial approval letter attached to the SYNCADA Invoice. Estimated approvals will not be approved for payment.

3-12.14. Billing through Department of State.

US Bank/Syncada Participation:

TSPs submitting a rate offer(s) in accordance with this RFO for DOS traffic are required to register with US Bank/Syncada as a DOS trading partner. US Bank Freight Payment's fee for this service as of March 1, 2020 as part of their 2 year contract (4 year options 2021-2024) will be 1.63% (Fixed) which is paid out of the contractor's invoice.

TSPs NOT currently doing business with the DOS in US Bank/Syncada MUST contact the Transportation Analysis Section at TTM_Analysis@state.gov and the A/LM ARCHIVE at ALMARCHIVE@STATE.GOV within one week of receipt of this RFO. The Transportation Analysis Section will provide interested TSPs with the information necessary to get set up with US Bank/Syncada. The subject line of the email MUST be "US Bank/Syncada Registration" and include the tender number(s) you will be submitting your rate offer under.

Once all required information has been submitted to US Bank/Syncada, the TSP will receive a Carrier Agreement to sign and return to US Bank/Syncada (no more than two weeks after receipt of the Carrier Agreement). Once US Bank/Syncada receives the Carrier Agreement, they will establish a "trading partner" relationship between the TSP and the DOS. The TSP will then receive an introductory package from US Bank/Syncada and will be provided additional information regarding the system and training.

Those TSPs currently doing business with the DOS in US Bank/Syncada do not have to register again, *unless* they are submitting rate offers under a SCAC that they have not used with DOS previously. If a TSP is submitting rate offers under

a new SCAC, the TSP must follow the registration instructions to get that SCAC registered as one of DOS's trading partners.

In order to most efficiently streamline the auditing process and help expedite the payment of TSP vouchers, the supporting documents must be attached to each TSP invoice in US Bank/Syncada. Invoice numbers must not contain a comma, colon, semi-colon, apostrophe, parenthesis, nor any coded data. Each invoice in US Bank/Syncada shall contain at a minimum the following information, but not limited to:

Invoice Number: (provided by the vender)
Order Number: (Department issued order number)
Billed Amount:
Terms:
Mode: (Air / Surface)
Direction: (Inbound/Outbound)
Supplier: (name of Supplier)
Supplier ID (SCAC):
Ship From: (location)
Ship To: (location)

When billing charges for transportation and services, TSP shall not bill for services until such services are completed. TSP must maintain copies of the following documents and attach them to US Bank/Syncada as supporting documentation:

- Certified weight ticket if requesting payment for more weight than listed in the Department System ILMS.
- When accessorial services are used, Justification certificate issued by the Department of State, Transportation Management Division
- When payment to include fuel surcharge is allowed by contract, the fuel surcharge must be individually listed as a line item on the Air bill.

NOTE: The DOS's system will only accept 1 (one) Invoice per Work Order Number. Once an invoice has moved to the "Approval Final," "Payment Initiated" or "Payment Settled" status in US Bank/Syncada, the TSP must contact the issuing office to request a SUPPLEMENTAL Work Order (i.e. NEW Work Order Number) for any additional charges due on the shipment.

The DOS does not use the E-bill function in US Bank/Syncada for additional payments to the vendor as DOS's system sees them as another "invoice." E-bills can be used by DOS for, but not limited to, refunds and contract violations (when the DOS or the TSP discovers that there was an overpayment). TSPs must approve E-Bill authorization in US Bank/Syncada within fifteen (15) days upon notification from DOS. If a TSP identifies an over-payment, the TSP must contact TTM Analysis (TTM_Analysis@state.gov) with the WO Number that was over-paid, the amount to be refunded, and a brief explanation of the cause. The TTM Analysis auditors will create the E-bill in US Bank/Syncada and notify the TSP when it is ready for approval (DOS wants to create the E-bills so that the DOS can ensure that its fiscal information is captured and its finance office in Charleston, SC will know where to return the money when it appears on their monthly statement).

TSPs must enter the ACTUAL PICK-UP DATE in the Notice Status field in US Bank/Syncada. Payment will be limited to actual services authorized and performed. Contractor(s) must initiate invoicing within three (3) years from the date of service per Public Law 85-762 enacted Aug. 26, 1958 amended Section 322, right to deduct – three (3) years subsequent to the payment of the original bill. Claims against the Government limited to three (3) years **from the date of service**.

Unaccompanied Air Baggage (UAB): This term applies to necessary personal items that are taken to a relocating employee's new duty station before their shipment of HHG arrives. The determination of items considered as UAB is at the discretion of each Agency. UAB shipments will be post audited based on the following formula: the dimension of the container divided by 166 (converts to volume kilogram) x 0.4536 x baseline rate x TSP percentage. The volume weight is

defined as the length times the width times the height (in inches), divided by 166 and multiplied by 0.4536. Where gross weight exceeds volume weight, the TSP must charge for gross weight. The TSP bills by volume weight, using the formula presented above. The dimensions listed on the Master airwaybill will be used in this calculation.

TSPs must maintain copies of the following documents and attach them to US Bank Freight Payment system (SYNCADA) as supporting documentation for UAB:

- Rated copy of the master and house airwaybills, showing gross weight, dimensions, volume weight. Master airwaybill must indicate the actual carrier for each leg of the transit (each leg must have IATA code and/or airline name in full). As well as the airport code for each airport transited.
- DNA issued by the Department of State, Transportation Management Division when a non-U.S. flag aircraft is used (U.S. Fly America / Open Skies Agreement). Written authorization for DNA, when applicable.

3-12.15. Excess Weight Charges.

The DOS will issue a bill of lading and any other shipping document with all charges billed directly to the agency. The government will pay the total charges and the employee will reimburse the Government for the cost of transportation and other charges applicable to the excess weight. (Ref: 41 CFR 302-7.200)

Overweight shipments: If a shipment is overweight the TSP shall put the shipment on hold and notify the booking counselor of the shipment being overweight. The TSP shall not quote a dollar amount for the overweight to the employee or the counselor. The DOS office will pull the rate offer from TMSS 2.0 and collect from the employee. If it was an OTO bid, the overweight cost shall be quoted to the booking office. All collections shall be handled by the DOS and not the ITGBL forwarder. **Under NO circumstances is the TSP authorized to waive an overweight payment.** The TSP shall report weights accurately and not modified to fit the employee's entitlement. Once payment has been received, the DOS will notify the TSP that the shipment can be forwarded to destination. This hold time does not count against the transit time.

3-12.16. Shipment of Boats, Kayaks or Canoes.

DOS will not authorize the shipment of boats/kayaks/canoes with the exception of shipments for Department of Defense (DOD) members. These items are defined as an open craft of a size that can accommodate an individual(s) to sit. In accordance with DoD and United States Coast Guard (USCG) policy, pre-approval no later than three business days prior to the pack out must be authorized by A/LM/OPS/TM for the receipt/handling/shipment of a boat, kayak, canoe, motorcycle, moped, hand glider, golf cart, snowmobile (including associated trailer), Ultra-light vehicle (defined in 14 CFR §103 as being single occupant, for recreation or sport purposes, weighing less than 155 pounds if un-powered or less than 254 pounds if powered, having a fuel capacity NTE five gallons, airspeed NTE 55 knots, and power-off stall speed NTE 24 knots), or a utility trailer (with or without a tilt bed, with a single axle, and an overall length of no more than 12 feet from rear to trailer hitch, and no wider than 8 feet from outside tire to outside tire, side rails/body no higher than 28 inches (unless detachable) and ramp/gate for the utility trailer no higher than four feet (unless detachable). Without pre-approval from DOS the TSP should refuse the shipment or storage of boats/kayaks/canoes. Acceptance of boats/kayaks/canoes renders the TSP solely responsible for all handling costs associated with returning the item back to its original pickup location.

3-12.17. Professional Books, Paper and Equipment (PBP&E) and ProGear.

This Section 3-12.17. applies to uniformed DOD members ONLY.

1. Up to 2000lbs (net) professional books, papers, and equipment (PBP&E) are allowed to be identified by the customer and packed separately from other personal property for shipment to the duty station. These items must be clearly identified as pro gear on the inventory listing at the time of packout, packaged and weighed separately from other personal property cartons within the shipment. The total weight of PBP&E packed within a shipment must be made available for reference on the origin documentation. The total weight of PBP&E when included in surface shipments are not to exceed 2000lbs (net) unless otherwise notated on the work order issued for services.
2. Packing Instructions: A separate weight for all items identified as PBP&E are to be determined at the time of packout. Professional Gear items should be staged in a separate area from household good items in preparation for packaging. The packing agent should be instructed to pack and weigh these items separately from other

household goods. Professional Gear can be packaged in either surface or air shipments or both; however, the weight counts against the overall pro-gear allowance and not the overall HHG allowance. When pro-gear is included in UB shipments, the weight of the UAB items and pro-gear items are not to exceed 1000lbs net. The weight of the pro-gear items in the UAB portion of the shipment is in addition to the weight of the pro-gear items packaged in the surface portion of the shipment. Combined, the weight of the pro-gear items in the air and surface shipments are not to exceed 2000lbs (net). Items such as personal computers, accompanying equipment, awards/trophies, including standard duty uniforms are no longer considered PBP&E.

3. Inventorying: Items must be packed, weighed, and inventoried separately. The weight of these items DO NOT count against the DOD member's HHE weight allowance.
 - a. Annotated separately on inventory sheets:
 - i. Member Professional (MP)
 - ii. Spouse Professional (SP)
 - b. The following items are considered PBP&E/PRO-Gear:
 - i. Reference material not ordinarily available at the follow-on post/Permanent Duty Station (PDS)
 - ii. Instruments, tools, and equipment specific to technicians, mechanics, and members of the professions
 - iii. Specialized clothing such as diving suites, astronaut suits, flying suits and helmets, band uniforms, chaplain's vestments and other specialized apparel not normal or usual uniform or clothing
 - iv. Communications equipment used by a member in association with the Military Affiliated Radio System
 - v. Individually owned or specially issued field clothing and equipment
 - vi. Government or uniformed service-owned accountable organizational clothing and individual clothing property issued by the service/DOD component for official use
 - c. The following items are NOT considered PBP&E/PRO-Gear:
 - i. Commercial products for sale/resale used in conducting business
 - ii. Sports equipment
 - iii. Office furniture
 - iv. Household furniture
 - v. Shop/Office fixtures
 - vi. Furniture of any kind even though used in connection with (ICW) the PBP&E (e.g., bookcases, study/computer desks, file cabinets, and racks)
 - vii. Personal computer equipment and peripheral devices
 - viii. Memorabilia, including awards, plaques, or other objects presented for past performance (includes any type of going-away gifts, office decorations, pictures, etc.)
 - ix. Table service, including flatware (including serving pieces), dishes (including serving pieces, salvers, and their heating units), other utensils, and glassware
 - x. Other items of a professional nature that are not necessary at the next/subsequent PDS, such as textbooks from previous schools unrelated to future duties; personal books, even if used as part of a past professional reading program or course of instruction; and reference material that ordinarily would be available at the next/subsequent PDS either in hard copy or available on the Internet.
 - d. Member's Dependent Spouse's PBP&E/PRO-Gear: The Service concerned may authorize an additional weight NTE 500 pounds for PBP&E/PRO-Gear that belongs to the member's spouse when on a PCS. PBP&E/PRO-Gear for a member's spouse must meet the definition of spouse PBP&E/PRO-Gear in the JTR, Appendix A, and is necessary for employment or community support activities at the next duty station or a later destination. The declaration and shipment of PBP&E/PRO-Gear for a member's spouse is in the same manner and under the same conditions as the member's PBP&E/PRO-Gear.
 - i. The following items are considered the Member's Dependent Spouse's PBP&E/PRO-Gear:
 - (1) Reference material
 - (2) Instruments, tools, and equipment peculiar to technicians, mechanics, and members of the professions
 - (3) Specialized clothing such as diving suit, flying suits and helmets, band uniforms,

nurse uniforms, chaplains' vestments, and other specialized apparel not normal or usual uniform or clothing.

3-12.18. Packed By Owner.

TSPs must ensure that packing lists do not include any items listed as "packed by owner (PBO)" or "contents unknown." Such descriptions are an immediate flag for close attention by Customs and Transportation Security Agency Officials, who could place shipments on hold pending search, which will severely delay delivery. If company encounters a PBO, they must open the box, inspect the contents, assume liability, provide a detail description on the inventory and mark it packed by carrier.

3-12.19. Non-Acceptance of Locked Gun Cabinets and Other Similar Items.

TSPs shall ensure that packing lists do not include any items listed as "locked gun safe" or any other locked container. TSPs shall clearly annotate the inventory and must describe the make, model, and serial number(s) of any firearm(s).

TSP shall ensure each firearm packed and or destined for storage at Hagerstown is listed separately on the inventory in accordance with HTOS requirements and provide location of firearm(s) on the Bingo Card or identify the crate the firearm is located in. Additionally, packing ammunition as a part of the employee's personal effect shipment is prohibited. At time of pack out, it must be demonstrated that firearm is clear of any ammunition in the chamber and magazine. Gun cases should not be locked and/or keys must be provided to unlock to confirm firearm information (make, model, serial number, and caliber) for the particular firearm inside the case. Gun safes must be unlocked, and the combination and/or key must be provided for placement into storage.

Note: TSP persons prohibited from handling firearms are convicted felons; persons under indictment for felonies; adjudicated "mental defectives" or those who have been involuntarily committed to mental institutions; illegal drug users; illegal aliens and most non-immigrant aliens; dishonorably discharged veterans; those who have renounced their U. S. citizenship; fugitives from justice; persons convicted of misdemeanor crimes of domestic violence; and persons subject to certain domestic violence restraining orders.

3-12.20. Shipment Tracking.

All TSPs offering rate offers for international DOS shipments must have a secure Internet website where the GBLIO can track the status of personal effects once the shipment is in transit mode to final destination. TSP will be required to provide secure Internet website address/link to email address ITGBLDC@state.gov no later than fifteen (15) days prior to start of cycle services. Subject line in email sent shall include TSP SCAC and Title "Shipment Tracking Internet website."

3-12.21. Claims Report.

The TSP is required to submit a Claims report showing all claims paid during that rate offer period on all DOS shipments no later than seven (7) business days at the end of each rate offer cycle. Please complete the DOS Claims Report provided for in Section 13 DOS Claims Report (Do Not Alter Format) and forward to email address ITGBLDC@state.gov. Include title "ITGBL Claims Report and TSP SCAC" in the subject line.

3-12.22. Staffing Requirement - Domestic and International.

All TSPs must use trained personnel qualified in their assigned duties in packing and/or handling of personal property. TSP personnel must include at least one employee that is fluent in English at origin and/or destination services. TSP personnel who perform services at the owner's residence shall be neat and in proper company issued uniform identifying them as employees of the company. TSP personnel must have company (contractor) issued photo identification which reflects company name and/or logo with employee's name. TSP personnel must also be fluent in language of foreign country. The TSP shall not employ a Tiered Helpdesk designed to improve Enterprise Efficiency for service calls related to DOSDC.

3-12.23. Pickup and Delivery Hours.

All pick-up and delivery services will be performed on normal workdays (Monday through Friday) between the hours of 8:00 a.m. and 6:00 p.m. Weekend and holiday services are not authorized. If a required delivery date falls on a holiday or weekend the service shall be performed on the next business workday. Only the RTO can authorize services after 6pm or on weekends/holidays. The Forwarder (s) shall provide a three hour window during which the owner of the goods can expect the TSP to arrive to commence packing, delivery, or POV pickup or delivery. If, for any reason, this schedule cannot be met, the Contractor(s) and owner shall mutually agree on a date and time to finish the packing and notify the appropriate Transportation Office of the change and the reasons therefore. The TSP shall make a date available within two days of the originally scheduled pack out. Packout dates will be set when the shipment is assigned. TSPs shall not

arrange a date change with the employee. Date changes must be initiated by the booking office. If an employee requests a date change, refer them to their DOS counselor.

Following is the schedule for effects to be packed and days allowed for each respective weight break:

0 – 5,000 LBS: 1 Day
5,001 – 10,000 LBS: 2 Days
10,001 – 15,000 LBS: 3 Days
15,001 - 18,000 LBS: 4 Days

These parameters are set to accommodate ILMS in allocating shipments. If the pre-pack survey indicates that additional days are necessary, the TSP may contact Transportation Operations Branch Counselor who originated the allocation for approval.

3-12.24. Multiple Tender Numbers.

A TSP shall not submit multiple tender numbers when submitting rate offers for the same type/mode of international or domestic moves. Only one tender number shall be submitted for Domestic Code D shipments, one tender number for Domestic Code C shipments and one tender number for International shipments. Submission of multiple tender numbers could result in the DOS selecting only one or not selecting any at all.

3-12.25. Shipment Consolidations.

Before consolidating multiple UAB shipments or HHE and POV shipments check with the Embassy to determine if doing so will cause customs delays. Consolidation is not an acceptable reason for missed RDDs and does not relieve the TSP of Released Valuation as defined elsewhere in RFO and Special Instructions. Excess demurrage caused by consolidation of HHE and POV shipments is not an acceptable accessorial expense.

3-12.26. Electronic Filing of Customs Clearance Documents.

When available and effective, TSPs must electronically file Customs Clearance documents. Waivers for Customs delays will not be granted where TSPs have failed to make use of the most effective clearance vehicle possible. In accordance with Section 3-12.2.1.3., rate offers must include all costs (Customs Clearance Process, Demurrage/Airport Storage/Port Storage) related to the first eleven (11) days for HHE; first eight (8) days for UAB; first eleven (11) days for POV shipments.

3-12.27. Additional TSP Responsibilities.

Vehicles/tractor trailers used to support all DOS services set forth herein under this RFO shall be fully enclosed; open tractor trailers/vehicles and flatbeds are prohibited. The use of pallet side and curtain side trailers is not prohibited. Additionally, the packing company must display their company name/logo on both sides of the vehicle cab and trailer. The cargo hold interiors shall be structurally safe, clean, dry, and free from vermin, acid, paint, grease, and all other substances injurious to the articles packed. Vehicles/tractor trailers dispatched shall contain a sufficient amount of materials and equipment to successfully complete the job, to include but not limited to: clean pads, covers, other protective equipment, new packing materials, moth flakes, portable scales, chains, dollies, hand trucks, and straps to ensure safe transit and delivery of personal property. All containers and articles must fit inside the enclosed cargo hold without protrusion to ensure all doors close securely.

3-12.28. GSA Form 3080 Household Goods Carrier Evaluation Report:

TSPs will initiate the GSA 3080 via the electronic 3080 module in GSA's Transportation Management Services Solution 2.0 (TMSS 2.0) system. TSPs can access the GSA 3080 module by going to [TMSS 2.0](#), clicking on "Electronic GSA 3080" in the upper right-hand corner of the log on page and then selecting "Initiate." When completing the GSA 3080 information for shipments booked by the DC office, enter DC3080@state.gov for the Agency Move Coordinator (AMC) email, 0190000246 for the FAIC and 774 for the Location ID. For shipments booked by DA ELSO, enter Despatch_Agency_ELSO_ITGBL@State.gov for the AMC email, 0190000247 for the FAIC and 774 for the Location ID. For shipments booked by DA Brownsville, enter DespatchAgencyUSLCBrownsville@state.gov for the AMC email, 0190000248 for the FAIC and 774 for the Location ID. For shipments booked by DA Seattle, enter Despatch_Agency_Seattle@state.gov for the AMC email, 0190000250 for the FAIC and 774 for the Location ID. For shipments booked by DA Miami, enter Despatch_Agency_Miami@state.gov for the AMC email, 0190000245 for the FAIC and 774 for the location ID. It is imperative that this information be entered correctly when submitting 3080s for delivered DOS shipments. **Under no circumstances shall the TSP send the customer a 3080 form soliciting the Traveler's Social Security Number.**

3-12.29. Forms Required for the Exportation of POV.

Exhibit 1 List of Forms **Required from the Traveler**

Exhibit 2 Power of Attorney

The Government Bill of Lading (GBL/BOL)

3-12.30. Forms Required for the Importation of Personal Effects including POVs.

THE FOLLOWING DOCUMENTS MUST BE PROVIDED TO THE TSP BY THE TRAVELER PRIOR TO PICKUP OF THE HHG or POV FOR US IMPORTATION. **Do not request the SSN in association with any form.** If an SSN is requested the passport number shall be used in its place.

Exhibit 5 CBP Form 3299 for Free Entry of Unaccompanied Articles (All)

Exhibit 6 DOT HS-7 Declaration for Motor Vehicles Importation (POV Only)

Exhibit 7 EPA 3520-1 Air Pollution Compliance (POV Only)

TSP must ensure that only licensed custom brokers are utilized when submitting customs documents for imported shipments and that the licensed custom broker's identification (ID) number is used on any required form(s) in lieu of the employee's Social Security Number. TSPs are prohibited from requesting and or obtaining an employee's Social Security Number. (Reference 19 U.S.C. § 1641(b)(6) Prohibited Acts: Any person who intentionally transacts customs business, other than solely on the behalf of that person, without holding a valid customs broker's license granted to that person under this subsection shall be liable to the United States for a monetary penalty not to exceed \$10,000 for each such transaction as well as for each violation of any other provision of this section. This penalty shall be assessed in the same manner and under the same procedures as the monetary penalties provided for in subsection (d)(2)(A)).

U. S. Customs and Border Protection (CBP) quoted "Where a business entity other than a licensed Custom broker forwards Customs business document to CBP in order to obtain the release of imported merchandise, the submitted documents will be returned to the party without any consideration and penalty action for conducting Customs business without a license may be pursued. See 19 U.S.C. § 1641(b)(6).

Note: DOS is continuing to develop and improve its processes. Part of this improvement includes modifications and enhancements to the requirements of digital / electronic documentation. These improvements may require procedural modifications with software and applications in the way reports and paperwork cited are prepared and transmitted. As a result, not all the changes are reflected and may be added at a future time. None of the changes made will impact the scope of the HTOS.

3-12.31. Mold Mitigation.

TSPs are expected to mitigate mold from occurring in all personal property shipments. Should mold occur, the TSP is responsible for all costs associated with the clean-up and/or removal of the mold. In accordance with HTOS Section 9.1.3.2.1, the maximum TSP liability for a lost, destroyed or damaged POV is the current value of the vehicle based on the National Automobile Dealers Association (in the month of landing converted to local currency) 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 employee use. However, the liability for the cost of rental shall not exceed the current value of the vehicle. The quality of repair, cleaning or replacement must equal or exceed the standards applied in the CONUS. The maximum TSP liability to replace or repair lost, destroyed, or damaged personal property, other than a POV, is \$8.50 times the net weight of shipment in pounds in accordance to Section 3-12.7.

3-12.32. TSP Company (SCAC) Affiliation.

All TSPs submitting a rate offer(s) for the DOS must be independent companies without any financial interests in any other TSP submitting a rate offer(s) for the DOS under this RFO. Should it become known that multiple TSPs are tied either financially or through shared staff, all TSPs involved will be considered ineligible until at least the next open window filing period identified under this RFO or a future RFO and will be predicated on the Tender Administrator's approval.

3-12.33. Baltimore, MD and Norfolk, VA as Authorized Ports for the DC Area.

Baltimore, MD and Norfolk, VA are authorized ports in the DC area. If TSPs cannot utilize Baltimore or Norfolk for a shipment, TSPs are required to seek approval to use a different port through the tender administrator.

3-12.34. Additional Provisions.

Refer to Sections 9, 10, 12 and 13 for additional information and requirements for DOSDC.

3-13. Department of State (DOS) – Domestic (DOSDD).

3-13.1. General.

TSPs submitting rate offers in accordance with Section 3-13, may file rate offers applicable between the points specified in Section 5-2 and identified as Agency Specific Codes in Section 5-1. It is expected that 95% of all domestic shipments under DOSDD will be delivered to the DOS storage facility in Hagerstown, MD for NTS.

3-13.2. Released Valuation.

In lieu of the TSP liability at \$6.00 as provided for in the Section 2-7.5.2, for Surface and UAB shipments the TSP must offer replacement or repair value for damaged or lost items or in case of total loss, shipments being released at a base value of \$6.50 times the net weight of the shipment in pounds. There will be no additional cost to the DOS for this level of service during transit or SIT. The storage liability charge does not apply for the basic released value.

3-13.3. Excess Released Value.

3-13.3.1. Transportation .

In the event the employee declares a value greater than the base valuation of \$6.50 times the net weight of the shipment in pounds, a Full Value Protection Service Shipment Charge of \$0.85 per \$100 will apply on that portion of the valuation declared in excess of shipments released value of \$6.50 times the weight.

3-13.3.2. Storage-in-Transit.

In the event that the employee declares a value greater than \$6.50 times the net weight of the shipment in pounds, a storage liability charge of \$0.18 per \$100 will apply on that portion of the valuation in excess of \$6.50 per pound released.

3-13.4. Non-Application of Origin Service Charges (OSC) and Destination Service Charges (DSC) – Domestic Shipments Only.

TSPs **MAY NOT** charge an OSC or a DSC (Items 135A and 135B of the GSA500A Tariff) when billing/invoicing for a domestic shipment moved under DOSDD. All domestic rate offers submitted for DOSDD must be inclusive of all accessorial charges identified in Paragraph 3-13.5, below, and may not be billed/invoiced as a separate charge(s).

3-13.5. Application of Rate Offers.

3-13.5.1. All domestic rate offers solicited for the DOSDD must incorporate the following accessorial services:

- a. ATC Charges.
- b. All long carry charges at origin.
- c. All long carry charges at destination .
- d. All stair carries.
- e. Elevator charges also referred to as Inside Lift. An elevator or lift is defined as part of the permanent structure of the building. One-time elevator charge. The one-time elevator fee is associated with the labor the company provides utilizing the elevator. Any fees associated with reserving and/or preparing (padding) the elevator is the responsibility of the employee.
- f. All charges associated with heavy or bulky items, to include piano/organ.
- g. All charges for shuttle service.
- h. All fees for reserving parking on streets or apartment buildings.
- i. Crating up to \$250 (any amount above this must be approved by the DOS). Regardless of the actual cubic feet of the crate provided, compensation for internal crates will not exceed 3 inches beyond any single dimension (length, width or height) of the item being crated. All crating shall be done at the origin residence as identified on the Bill of Lading; all uncrating shall be done at destination residence as identified on the Bill of Lading. (See Section 12 for 14 FAM Exhibit 611.6 Limitations).
- j. All uncrating .
- k. Only the standard charge (HTOS Section 12.13) for an additional pickup is allowed for a mini-storage, all other charges associated with the pickup from Mini Storage facilities must be included.
- l. Cost of pre-fabricated motorcycle container/crate.

- m. All Surcharges or Security fees associated with ocean portion of Alaska Moves.
- n. All POV Fuel Surcharge regardless whether transported via a separate household goods trailer or car carrier.
- o. **All Domestic Van Lines shipments scheduled for delivery to the U.S. Logistics Center (USLC) – Hagerstown for permanent storage must be accompanied by the TSPs labor/staffing to unload the shipment at time of delivery. This applies to all shipments - whether they arrive loose in a Van Line truck or crated via a trucking company. The TSP must provide the labor/staffing at the time of delivery to USLC-Hagerstown. TSPs shall ensure that all Domestic Van Line shipments are properly packed and inventoried in accordance with HTOS requirements. TSPs are required to use NEW lift vans/crates for DOS 1 crate and freight and if TSP elects to utilize lift vans/crates for Van Line shipments (Used/Like New Acceptable), if employing a trucking option. The TSP shall remove all crating utilized to deliver Domestic Van Line Shipments to USLC-Hagerstown. The DOS will assess a monetary penalty violation through E-Billing in SYNCADA for the man hours exhausted by USLC-Hagerstown staff to rectify any issues encountered with shipments delivered. Non-compliance to the advisory herein may subject the TSP to temporary suspension and or non-use.**

All inclusive final billing (excluding fuel) must not exceed the TMSS 2.0 filed rate offer.

3-13.5.2. CRITERIA FOR SHIPPING LITHIUM BATTERIES:

The only lithium batteries allowed in an employee's personal effects shipment (household effects (HHE), unaccompanied air baggage (UAB), and layette (LAY)) are batteries of limited size, quantity, and energy level designed for and installed in the equipment and needed to power/operate the device. These batteries are defined as "contained in" the equipment.

1. **Allowed Lithium Battery Size, Quantity and Energy Level:** Only lithium batteries meeting the following very limited size, quantity, and energy levels are allowed in an employee's personal effects shipment between duty stations when the battery is installed in the equipment:
 - a. Lithium-ion batteries rated at 100 watt-hours (Wh) or less (20 Wh or less for single cell). Each personal effects shipment, regardless of type (HHE, UAB, or LAY) or transport mode (air or surface), is limited to two pieces of equipment with an installed Li-ion battery that meets the above size/rating limitation.
 - b. Lithium metal batteries containing two (2) grams or less of lithium content (one (1) gram or less for single cell). There is no "per shipment" limit on the number of lithium metal batteries installed in equipment that can be shipped in personal effects shipments providing they meet the above size/content limitation.
2. **Determining Lithium Battery Size and Energy Level:** Battery size and energy level, such as the Wh rating, is typically printed on the battery. Additionally, battery information is often easily found on the Internet by searching the make and model of the device containing the battery. The Wh rating is computed by multiplying the battery volts (V) by the battery ampere-hour's (Ah) to determine watt-hours. If the battery has a milliamperere annotation, often written as mAh, divide the mAh by 1000 to convert to Ah. For example, a lithium-ion battery with 3500 mAh would be equal to 3.5 Ah. For lithium metal batteries, the lithium gram content is easily computed by taking the Ah rating and multiplying by .3 to get the lithium content.
3. **Prohibited Lithium Batteries:** The following batteries are not allowed in any employee personal effects shipment:
 - a. Stand-alone/loose batteries/spare batteries (any size) not installed or contained in the equipment. This includes portable lithium powered power banks used to charge cell phones and other small lithium powered devices.
 - b. Batteries over the 100-watt-hour size and energy level. NOTE: Large lithium batteries found in e-bikes, scooters, hoverboards, and large lawn equipment (e.g., riding lawnmowers) far exceed the 100 Wh limitation.
4. **Prohibition of Lithium Batteries in Storage Shipments:** Lithium batteries of all types, sizes, and energy levels are prohibited in personal effects shipments destined to long-term/permanent storage. If

any shipment is rerouted to or converted to long-term/permanent storage after pack-out, the employee will be required to identify the device(s) on the inventory that contain lithium batteries and provide disposition instructions for the removed lithium batteries. In cases where the lithium battery is not removable, the employee will be required to provide disposition instructions for the entire device(s).

3-13.5.3. Alkaline Batteries.

Alkaline batteries must be removed from electronic equipment prior to packing. Inventory must indicate that batteries have been confirmed and/or removed when packing items that contain / require batteries. Alkaline batteries can be shipped as long as they are not in the equipment.

3-13.6. Services Not Authorized

The Government shall not be held liable for or pay any invoices for fines including, but not limited, to parking fines incurred by the TSP or their agents.

3-13.7. Domestic Accessorial Service Rules for Labor Charges.

Unless specifically approved in writing by the DOS at least 3 work days prior to the pickup date, charges for extra labor by the CHAMP approved TSP or by a third party service provider, cannot exceed the discounted pricing identified in Item 120 of the GSA500A. Waivers may be considered only under extraordinary circumstances.

3-13.8. Domestic Volume.

The DOS is estimating that the volume of shipments under this RFO is 2,300 shipments.

3-13.9. Domestic Affiliated Van Lines.

International Transfers may have a domestic component. Where there is a domestic component of an international move forwarders shall have the ability to work with a single Van Line per cycle. The van line selected by TSP for the contract cycle must have DOS non-alternating rate offers on file in TMSS 2.0. Associated van lines with rates that are not cost effective may be grounds for non-use. The TSP and their affiliated Van Line for the current contract cycle shall have non-alternating rates available in TMSS 2.0 for all 48 contiguous states as origin and/or destinations in order to participate in the domestic or international TOS. For example, if a TSP has filed rate offers to Spain they shall have rate offers on file to and from Spain for all locations in the 48 contiguous states as origins and destinations. The majority of the domestic van line shipments affiliated with international moves originating outside of the DC area will go to our DOS Hagerstown storage facility.

3-13.10. Sub-Forwarding.

TSPs accepted under DOSDD shall not sub-forward for any other TSPs accepted under DOSDD. Neither shall they tender for sub-forwarding to any other TSP doing business with the DOS. TSPs filing rate offers under DOSDD may choose to work with other business partners so long as they are not doing business with the DOS under this DOSDD. In all cases, the TSP to whom DOS issues the move and the work order will be responsible for all aspects of the move. The TSP shall be the primary POC for DOS customers and for DOS counselors.

3-13.11. Storage In Transit (SIT).

TSPs are required by the DOS to bill all SIT charges based on the destination listed on the Bill of Lading, not the actual SIT location. Any shipment placed in SIT outside the 50-mile radius shall be considered SIT at TSP's convenience unless the issuing office authorized in writing SIT over 50-miles from the destination listed on the Bill of Lading.

SIT requests/authorizations are to be sent to the Transportation Inbound Section TransportationInboundSection@state.gov. Failure to send the VAN Line SIT email request to the proper email address will delay the request.

3-13.12. Billing through Department of State.

US Bank/Syncada Participation:

TSPs submitting a rate offer(s) in accordance with this RFO for DOS traffic are required to register with US Bank/Syncada as a DOS trading partner. US Bank Freight Payment's fee for this service as of March 1, 2020 as part of their 2 year contract (4 year options 2021-2024) will be 1.63% (Fixed) which is paid out of the contractor's invoice.

TSPs NOT currently doing business with the DOS in US Bank/**Syncada** MUST contact the Transportation Analysis Section at TTM_Analysis@state.gov and the A/LM ARCHIVE at ALMARCHIVE@STATE.GOV within one week of receipt of this RFO. The Transportation Analysis Section will provide interested TSPs with the information necessary to get set

up with US Bank/Syncada. The subject line of the email MUST be “US Bank/Syncada Registration” and include the tender number(s) you will be submitting your rate offer under.

Once all required information has been submitted to US Bank/Syncada, the TSP will receive a Carrier Agreement to sign and return to US Bank/Syncada (no more than two weeks after receipt of the Carrier Agreement). Once US Bank/Syncada receives the Carrier Agreement, they will establish a “trading partner” relationship between the TSP and the DOS. The TSP will then receive an introductory package from US Bank/Syncada and will be provided additional information regarding the system and training.

Those TSPs currently doing business with the DOS in US Bank/Syncada do not have to register again, unless they are submitting rate offers under a SCAC that they have not used with DOS previously. If a TSP is submitting rate offers under a new SCAC, the TSP must follow the registration instructions to get that SCAC registered as one of DOS’s trading partners.

In order to most efficiently streamline the auditing process and help expedite the payment of TSP vouchers, the supporting documents must be attached to each TSP invoice in US Bank/Syncada. Invoice numbers must not contain a comma, colon, semi-colon, apostrophe, parenthesis, nor any coded data. Each invoice in US Bank/Syncada shall contain at a minimum the following information, but not limited to:

Invoice Number: (provided by the vender)
Order Number: (Department issued order number)
Billed Amount:
Terms:
Mode: (Air / Surface)
Direction: (Inbound/Outbound)
Supplier: (name of Supplier)
Supplier ID (SCAC):
Ship From: (location)
Ship To: (location)

When billing charges for transportation and service, TSP shall not bill for services until such services are completed. TSP must maintain copies of the following documents and attach them to US Bank/Syncada as supporting documentation:

- Certified weight ticket if requesting payment for more weight than listed in the Department System ILMS.
- When accessorial services are used, Justification certificate issued by the Department of State, Transportation Management Division
- When payment to include fuel surcharge is allowed by contract, the fuel surcharge must be individually listed as a line item on the Air bill.

NOTE: The DOS’s system will only accept one 1(one) Invoice per Work Order Number. Once an invoice has moved to the “Approval Final”, “Payment Initiated” or “Payment Settled” status in US Bank/Syncada, the TSP must contact the issuing office to request a SUPPLEMENTAL Work Order (i.e. NEW Work Order Number) for any additional charges due on the shipment.

The DOS does not use the E-bill function in US Bank/Syncada for additional payments to the vendor as DOS’s system sees them as another “invoice.” E-bills can be used by DOS for, but not limited to, refunds and contract violations (when the DOS or the TSP discovers that there was an overpayment). A TSP must approve E-Bill authorization in US Bank/Syncada within fifteen (15) days upon notification from DOS. If a TSP identifies an over-payment, the TSP must contact TTM Analysis (TTM_Analysis@state.gov) with the WO Number that was over-paid, the amount to be refunded, and a brief explanation of the cause. The TTM Analysis auditors will create the E-bill in US Bank/Syncada and notify the TSP when it is ready for approval (DOS wants to create the E-bills so that the DOS can ensure that its fiscal information is

captured and its finance office in Charleston, SC will know where to return the money when it appears on their monthly statement).

TSPs must enter the ACTUAL PICK-UP DATE in the Notice Status field in US Bank/Syncada. Payment will be limited to actual services authorized and performed. Contractor(s) must initiate invoicing within three (3) years from the date of service per Public Law 85-762 enacted Aug. 26, 1958 amended Section 322, right to deduct – three (3) years subsequent to the payment of the original bill. Claims against the Government limited to three (3) years **from the date of service**.

Unaccompanied Air Baggage (UAB): This term applies to necessary personal items that are taken to a relocating employee's new duty station before their shipment of HHG arrives. The determination of items considered as UAB is at the discretion of each Agency. UAB shipments will be post audited based on the following formula: the dimension of the container divided by 166 (converts to volume kilogram) x 0.4536 x baseline rate x TSP percentage. The volume weight is defined as the length times the width times the height (in inches), divided by 166 and multiplied by 0.4536. Where gross weight exceeds volume weight, the TSP must charge for gross weight. The TSP bills by volume weight, using the formula presented above. The dimensions listed on the Master airwaybill will be used in this calculation.

TSPs must maintain copies of the following documents and attach them to US Bank Freight Payment system (SYNCADA) as supporting documentation for UAB:

- Rated copy of the master and house airwaybills, showing gross weight, dimensions, volume weight. Master airwaybill must indicate the actual carrier for each leg of the transit (each leg must have IATA code and/or airline name in full). As well as the airport code for each airport transited.
- DNA issued by the Department of State, Travel and Transportation Management Division when a non-U.S. flag aircraft is used (U.S. Fly America / Open Skies Agreement). Written authorization for DNA, when applicable.

3-13.13. Excess Weight Charges.

The DOS will issue a bill of lading and any other shipping document with all charges billed directly to the agency. The government will pay the total charges and the employee will reimburse the Government for the cost of transportation and other charges applicable to the excess weight. (Ref: 41 CFR 302-7.200)

If it was an one-time-only (OTO) bid, the overweight cost shall be quoted to the booking office. All collections shall be handled by the DOS and not the ITGBL forwarder. **Under NO circumstances is the TSP authorized to waive an overweight payment.** The TSP shall report weights accurately and not modified to fit the employee's entitlement. Once payment has been received, the DOS will notify the TSP that the shipment can be forwarded to destination. This hold time does not count against the transit time.

3-13.14. Shipment of Boats, Kayaks or Canoes.

DOS will not authorize the shipment of boats/kayaks/canoes with the exception of shipments for Department of Defense (DOD) members. These items are defined as an open craft of a size that can accommodate an individual(s) to sit. In accordance with DoD and United States Coast Guard (USCG) policy, pre-approval no later than three business days prior to the pack out must be authorized by A/LM/OPS/TM for the receipt/handling/shipment of a boat, kayak, canoe, motorcycle, moped, hand glider, golf cart, snowmobile (including associated trailer), Ultra-light vehicle (defined in 14 CFR §103 as being single occupant, for recreation or sport purposes, weighing less than 155 pounds if un-powered or less than 254 pounds if powered, having a fuel capacity NTE five gallons, airspeed NTE 55 knots, and power-off stall speed NTE 24 knots), or a utility trailer (with or without a tilt bed, with a single axle, and an overall length of no more than 12 feet from rear to trailer hitch, and no wider than 8 feet from outside tire to outside tire, side rails/body no higher than 28 inches (unless detachable) and ramp/gate for the utility trailer no higher than four feet (unless detachable). Without pre-approval from DOS the TSP must refuse the shipment or storage of boats/kayaks/canoes. Acceptance of boats/kayaks/canoes renders the TSP solely responsible for all handling costs associated with returning the item back to its original pickup location.

3-13.15. Packed By Owner.

TSPs must ensure that packing lists do not include any items listed as "packed by owner (PBO)" or "contents unknown." Such descriptions are an immediate flag for close attention by Customs and Transportation Security Agency Officials, who could place shipments on hold pending search, which will severely delay delivery. If company encounters a PBO they

must open the box, inspect the contents, assume liability, provide a detail description on the inventory and mark it packed by carrier.

3-13.16. Non-Acceptance of Locked Gun Cabinets and Other Similar Items.

TSPs shall ensure that packing lists do not include any items listed as “locked gun safe” or any other locked container. TSPs shall clearly annotate the inventory and must describe the make, model, and serial number(s) of any firearm(s).

TSP shall ensure each firearm packed and or destined for storage at Hagerstown is listed separately on the inventory in accordance with HTOS requirements and provide location of firearm(s) on the Bingo Card or identify the crate the firearm is located in. Additionally, packing ammunition as a part of the employee’s personal effect shipment is prohibited. At time of pack out, it must be demonstrated that firearm is clear of any ammunition in the chamber and magazine. Gun cases should not be locked and/or keys must be provided to unlock to confirm firearm information (make, model, serial number, and caliber) for the particular firearm inside the case. Gun safes must be unlocked, and the combination and/or key must be provided for placement into storage.

Note: TSP persons prohibited from handling firearms are convicted felons; persons under indictment for felonies; adjudicated “mental defectives” or those who have been involuntarily committed to mental institutions; illegal drug users; illegal aliens and most non-immigrant aliens; dishonorably discharged veterans; those who have renounced their U. S. citizenship; fugitives from justice; persons convicted of misdemeanor crimes of domestic violence; and persons subject to certain domestic violence restraining orders.

3-13.17. Shipment Tracking.

All TSPs offering rate offers for international DOS shipments must have a secure Internet website where the GBLIO can track the status of personal effects once the shipment is in transit mode to final destination. TSP will be required to provide secure Internet website address/Link to email address ITGBLDC@state.gov no later than fifteen (15) days prior to start of cycle services. Subject line in email sent shall include TSP SCAC and Title “Shipment Tracking Internet website.”

3-13.18. Claims Report.

The TSP is required to submit a Claims report showing all claims paid during that rate offer period on all DOS shipments no later than seven (7) business days at the end of each rate offer cycle. Please complete the DOS Claims Report provided for in Section 13 DOS Claims Report (Do Not Alter Format) and forward to email address ITGBLDC@state.gov. Include title “ITGBL Claims Report and TSP SCAC” in the subject line.

3-13.19. Staffing Requirement.

All TSPs must use trained personnel qualified in their assigned duties in packing and or handling of personal property. TSPs personnel must include at least one employee that is fluent in English at origin and or destination services. TSP personnel who perform services at the owner’s residence shall be neat and in proper company issued uniform identifying them as employees of the company. TSP personnel must have company (contractor) issued photo identification which reflects company name and/or logo with employee’s name. TSP personnel must also be fluent in language of foreign country. The TSP shall not employ a Tiered Helpdesk designed to improve Enterprise Efficiency for service calls related to DOSDD.

3-13.20. Pickup and Delivery Hours.

All pick-up and delivery services will be performed on normal workdays (Monday through Friday) between the hours of 8:00 a.m. and 6:00 p.m. Weekend and holiday services are not authorized. If a required delivery date falls on a holiday or weekend the service shall be performed on the next business workday. Only the RTO can authorize services after 6pm or on weekends/holidays. The Forwarder (s) shall provide a three hour window during which the owner of the goods can expect the TSP to arrive to commence packing, delivery or POV pickup or delivery. If for any reason this schedule cannot be met, the Contractor(s) and owner shall mutually agree on a date and time to finish the packing and notify the appropriate Transportation Office of the change and the reasons therefore. The TSP shall make a date available within two days of the originally scheduled pack out.

Following is the schedule for effects to be packed and days allowed for each respective weight break:

- 0 – 5,000 LBS: 1 Day
- 5,001 – 10,000 LBS: 2 Days
- 10,001 – 15,000 LBS: 3 Days
- 15,001 - 18,000 LBS: 4 Days

These parameters are set to accommodate ILMS in allocating shipments. If the pre-pack survey indicates that additional days are necessary, the TSP may contact Transportation Operations Branch Counselor who originated the allocation for approval.

3-13.21. Multiple Tender Numbers.

A TSP shall not submit multiple tender numbers when submitting rate offers for the same type/mode of domestic or international moves. Only one tender number shall be submitted for Domestic Code D shipments, one tender number for Domestic Code C shipments and one tender number for International shipments. Submission of multiple tender numbers could result in the DOS selecting only one or not selecting any at all.

3-13.22. Additional TSP Responsibilities.

Vehicles/tractor trailers used to support all DOS services set forth herein under this RFO shall be fully enclosed; open tractor trailers/vehicles and flatbeds are prohibited. The use of pallet side and curtain side trailers is not prohibited. Additionally, the packing company must display their company name/logo on both sides of the vehicle cab and trailer. The cargo hold interiors shall be structurally safe, clean, dry, and free from vermin, acid, paint, grease, and all other substances injurious to the articles packed. Vehicles/tractor trailers dispatched shall contain a sufficient amount of materials and equipment to successfully complete the job, to include but not limited to: clean pads, covers, other protective equipment, new packing materials, moth flakes, portable scales, chains, dollies, hand trucks, and straps to ensure safe transit and delivery of personal property. All containers and articles must fit inside the enclosed cargo hold without protrusion to ensure all doors close securely.

3-13.23. Pre-Move Survey.

A pre-move survey must be conducted for each shipment performed under DOSDD:

- On-site pre-move survey for items estimated at 3,000 pounds or more to determine approximate net (gross for Layette/UAB) weight
- Telephone pre-move survey authorized for less than 3,000 pounds.
- Virtual pre-move survey in lieu of an on-site can be performed with customer's written consent by email or virtual software.

3-13.24. Inventories.

The TSP (Booking Agent) shall submit an electronic copy of the inventory via EDI Attachment (see Exhibit 9) no later than three (3) calendar days after the packout, regardless of the location of the pack-out.

The purpose of the inventory form is to protect the customer and packing company in the event of loss and/or damage of the customer's personal effects. Origin services performed within the Washington, DC Metro area (defined as the 50 miles radius of the Washington Monument inventory forms must be in electronic form, no handwritten paper copies. The packing company must utilize automated inventory software that effectively captures the following data requirements:

- Name and address of packing company, customers name, shipment and/or lot number, container number, date, and signature of the customer. Additionally, detailed listing of each article, explanation of condition codes and exceptions, and comments. Software must meet or exceed inventory data requirements as stated above.
- Customer must be able to review all inventory data as stated above prior to, and post signing.
- Customers electronic signature must be on each individual page
- Inventory must not allow edits once signed by both parties and provided to customer

For origin services performed outside the Washington, DC Metro area and when the TSP does not have the ability to utilize automated inventory software that effectively captures the data requirements identified above, then the TSP shall prepare, in duplicate, a legible inventory list.

DOS's preferred method is for TSPs to utilize an automated inventory software.

The inventory shall not list the articles of furniture as words such as "Household Goods" or other general non descriptive terms. Special care shall be exercised to ensure that the inventory reflects the true condition of the property. General terms such as "marred," "scratched," "soiled," "worn," "gouged," shall be avoided unless they are supplemented with a detailed statement describing the degree and location of the exception. Inventory description of weapons must include

make, model and serial number. If the shipment contains alcohol the TSP shall provide a detailed list containing the type of alcohol, the volume in liters, and the amount of bottles.

All cartons and wrapped items must be marked with item numbers, description of contents and must be indicated on the inventory. Each piece must be identified with an inventory number, shipment number, and full name of employee including middle initial if known. A record (i.e., packing list/bingo form) must be made (at time of loading) for each shipping container listing the contents of each container by inventory number. All items numbers must be on the outside of wrapped items. The employee must be able to review all inventory data prior to and post signing and the employee's electronic signature must be on each individual page. The inventory shall specify the packing company's name and address, employee's name, shipment and lot number, container number, date, and signature of the employee. Additionally, a detailed listing of each article, explanation of condition codes and exceptions, and comments. The same inventory prepared at origin will be used to verify condition and count upon delivery of the shipment.

Lithium ion or metal batteries included in a shipment must be listed on the inventory detailing the type of lithium battery, the size, and the energy level. For example: Roomba Vacuum / lithium-ion / 26W

3-13.25. Reporting.

When Domestic Affiliated Van Line services are completed, the certified weight ticket and all related shipment details is to be reported by the Booking Agent via EDI Attachment (See Exhibit 9) and Daily_Tender_Report@state.gov within five (5) working days during the months of October through April, and within seven (7) working days during the months of May through September.

All TSPs accepting shipments under DOSDD shall submit weekly updates of shipments in progress. Reports shall be submitted to TTMContracts@State.gov no later than 9:00 am Eastern Time each Monday covering undelivered shipments to date. Reports shall be in Excel format and comprised of the following fields: Customer Name, Broker, Origin City, Origin State, Destination City, Destination State, Load Date, Delivery Date, Estimated Weight, Miles.

3-13.26. GSA Form 3080 Household Goods Carrier Evaluation Report:

TSPs will initiate the GSA 3080 via the electronic 3080 module in GSA's Transportation Management Services Solution 2.0 (TMSS 2.0) system. TSPs can access the GSA 3080 module by going to [TMSS 2.0](#), clicking on "Electronic GSA 3080" in the upper right-hand corner of the log on page and then selecting "Initiate." When completing the GSA 3080 information for shipments booked by the DC office, enter DC3080@state.gov for the Agency Move Coordinator (AMC) email, 0190000246 for the FAIC and 774 for the Location ID. For shipments booked by DA ELSO, enter Despatch_Agency_ELSO_ITGBL@State.gov for the AMC email, 0190000247 for the FAIC and 774 for the Location ID. For shipments booked by DA Brownsville, enter DespatchAgencyUSLCBrownsville@state.gov for the AMC email, 0190000248 for the FAIC and 774 for the Location ID. For shipments booked by DA Seattle, enter Despatch_Agency_Seattle@state.gov for the AMC email, 0190000250 for the FAIC and 774 for the Location ID. For shipments booked by DA Miami, enter Despatch_Agency_Miami@state.gov for the AMC email, 0190000245 for the FAIC and 774 for the location ID. It is imperative that this information be entered correctly when submitting 3080s for delivered DOS shipments. **Under no circumstances shall the TSP send the customer a 3080 form soliciting the Traveler's Social Security Number.**

3-13.27. Forms Required for the Exportation of POV.

Exhibit 1 List of Forms **Required from the Traveler**

Exhibit 2 Power of Attorney

The Government Bill of Lading (GBL/BOL)

3-13.28. Forms Required for the Importation of Personal Effects including POVs.

THE FOLLOWING DOCUMENTS MUST BE PROVIDED TO THE TSP BY THE TRAVELER PRIOR TO PICKUP OF THE HHG or POV FOR US IMPORTATION. **Do not request the SSN in association with any form.** If an SSN is requested the passport number shall be used in its place.

Exhibit 5 CBP Form 3299 for Free Entry of Unaccompanied Articles (All)

Exhibit 6 DOT HS-7 Declaration for Motor Vehicles Importation (POV Only)

Exhibit 7 EPA 3520-1 Air Pollution Compliance (POV Only)

TSP must ensure that only licensed custom brokers are utilized when submitting customs documents for imported shipments and that the licensed custom broker's identification (ID) number is used on any required form(s) in lieu of the employee's Social Security Number. TSPs are prohibited from requesting and or obtaining an employee's Social Security Number. (Reference 19 U.S.C. § 1641(b)(6) Prohibited Acts: Any person who intentionally transacts customs business, other than solely on the behalf of that person, without holding a valid customs broker's license granted to that person under this subsection shall be liable to the United States for a monetary penalty not to exceed \$10,000 for each such transaction as well as for each violation of any other provision of this section. This penalty shall be assessed in the same manner and under the same procedures as the monetary penalties provided for in subsection (d)(2)(A)).

U.S. Customs and Border Protection (CBP) quoted "Where a business entity other than a licensed Custom broker forwards Customs business document to CBP in order to obtain the release of imported merchandise, the submitted documents will be returned to the party without any consideration and penalty action for conducting Customs business without a license may be pursued. See 19 U.S.C. § 1641(b)(6).

Note: DOS is continuing to develop and improve its processes. Part of this improvement includes modifications and enhancements to the requirements of digital / electronic documentation. These improvements may require procedural modifications with software and applications in the way reports and paperwork cited are prepared and transmitted. As a result, not all the changes are reflected and may be added at a future time. None of the changes made will impact the scope of the HTOS.

3-13.29. Computer Software Requirement:

Microsoft Office 2010 software.

3-13.30. Rugs/Carpets Destined to Permanent Storage:

All rugs and carpets destined to permanent storage shall be moth flaked, rolled, and wrapped in kraft paper, without folding, at the residence. Rugs which are 2.75 meters by 3.65 meters (9 FT X 12 FT) or larger must be identified on the inventory by color and size. The TSP shall be held responsible for all costs associated with additional services resulting from incorrect servicing of all rugs and carpets. The cost shall be \$50.00 (USD) per rug/carpet not to exceed \$300.00 per shipment.

3-13.31. TSP Company (SCAC) Affiliation.

All TSPs submitting a rate offer(s) for the DOS must be independent companies without any financial interests in any other TSP submitting a rate offer(s) for the DOS under this RFO. Should it become known that multiple TSPs are tied either financially or through shared staff, all TSPs involved will be considered ineligible until at least the next open window filing period identified under this RFO or a future RFO and will be predicated on the Tender Administrator's approval.

3-13.32. Export and Import of Canadian Shipments.

For domestic shipments with a Canadian origin and/or destination, DOS will only consider containerized rate offers filed in accordance with Section 2-7.2.1.1.1. All applicable HTOS provisions will apply.

3-13.33. Additional Provisions.

Refer to Sections 12 and 13 for additional information and requirements for DOSDD.

3-14. Department of State (DOS) – Hagerstown, MD (DOSHW).

3-14.1. General.

The DOS maintains a warehouse at the U. S. Logistics Center (USLC) - Hagerstown, Maryland. In this warehouse are shipments of household goods effects that at some point in the past have been placed there in a permanent and/or extended storage status. Rate offers submitted in accordance with Section 3-14 are for the door-to-door delivery of these shipments to their final destination at an international location in accordance with the instructions provided on the government issued Bill of Lading. Shipments may be crated or loose. Services to be provided are non-personal services and include all necessary labor, materials and facilities for pickup, receipt, weighing, and delivery. These services will be at the direction of the DOS and in accordance with this RFO and the HTOS.

3-14.2. Application.

Except for the exceptions and additions noted elsewhere in this Section 3-14, all provisions of DOSDC as identified in Section 3-12 of this RFO also apply to DOSHW.

3-14.3. Volume.

Between May 1, 2022 and April 30, 2023, there were approximately 59 shipments with an average weight of 3,423 pounds. However, and as with all estimates, there is no guarantee of shipments and the DOS reserves the right to discontinue any services at its discretion without recourse from the selected TSPs.

3-14.4. Rate Offers.

Rate offers will only be accepted for shipments originating from the Hagerstown, MD warehouse (Service Area MD00) to all international locations. Rate offers will not be accepted for shipments from the international locations back to the Hagerstown, MD warehouse. Rate offers will also not be accepted for Category 1, 2, or 3 vehicles or UAB. TSPs should zero fill these positions when submitting rate offers for DOSHW.

3-14.5. Department of State, Hagerstown Warehouse Responsibilities.

Upon receipt of notification from the TSP that they accept an offered shipment, the designated Hagerstown Staff member will arrange to have the offered household goods effects staged and available within 48 hours of notification/acceptance from the selected TSP. For partial storage removals, the Hagerstown staff will be afforded ample time to communicate storage removal actions with the owner of the household goods effects. This is contingent on the owner's actions and timeliness. Upon completion, the designated Hagerstown staff member will notify the Operations staff and TSP that the household goods effects are available for pickup. Prior to the pack/pickup date, Hagerstown will notify the TSP of weights and pieces to be removed and any unusual items requiring special attention. TSPs will be provided with existing inventories on all shipments moving under DOSHW.

3-14.6. TSP Responsibilities.

Upon receipt of the Allocation worksheet, the TSP shall contact the designated Hagerstown Staff member within 24 hours of receipt to obtain shipment availability. The TSP is required to load the shipment from the USLC-Hagerstown within 3 business days (5 days during peak season) of issuance of Bill of Lading. Multiple shipments can be scheduled for loading on the same truck to maximize resources. The TSP is required to pack all liftvans on site at the Hagerstown warehouse. TSPs must then deliver the household goods effects back to its agent's warehouse for preparation and shipment to its final destination in accordance with all DOSDC and DOSHW guidelines. The TSP will be self-supporting in all aspects of their operations. The TSP shall furnish all equipment, materials and tools needed to pack and transport the shipment. The TSP can be charged for use of government resources. All debris generated by the TSP must be removed by the TSP. The TSP will ensure that brand new ISPM#15 standard crates (as defined in DOSDC) are used for all export shipments to post. The TSP shall affix four (4) seals according to the standards laid out above in DOSDC to lift vans loaded at the Hagerstown warehouse. The TSP shall band lift vans prior to containerization but banding is not required prior to departing the Hagerstown warehouse. The date that the shipment is reported by Hagerstown as available is the pack date to be used to compute the Required (RDD) Delivery Date. As previously noted, existing inventories are provided by USLC Hagerstown staff. TSPs who reinventory must cross-reference to the storage inventory provided by the USLC Hagerstown staff. All work at the Hagerstown warehouse facility must be completed during operating hours and the TSP must leave the premises prior to the warehouse closing at 4:00 PM.

3-14-7. Non-Acceptance of Locked Gun Cabinets and Other Similar Items.

TSPs shall ensure that packing lists do not include any items listed as "locked gun safe" or any other locked container. TSPs shall clearly annotate the inventory and must describe the make, model, and serial number(s) of any firearm(s).

TSP shall ensure each firearm packed and or destined for storage at Hagerstown is listed separately on the inventory in accordance with HTOS requirements and provide location of firearm(s) on the Bingo Sheet or identify the crate firearm is located in. Additionally, packing ammunition as a part of the employee's personal effect shipment is prohibited. At time of pack out, it must be demonstrated that firearm is clear of any ammunition in the chamber and magazine. Gun cases should not be locked and/or keys must be provided to unlock to confirm firearm information (make, model, serial number, and caliber) for the particular firearm inside the case. Gun safes must be unlocked, and the combination and/or key must be provided for placement into storage.

Note: TSP persons prohibited from handling firearms are convicted felons; persons under indictment for felonies; adjudicated "mental defectives" or those who have been involuntarily committed to mental institutions; illegal drug users; illegal aliens and most non-immigrant aliens; dishonorably discharged veterans; those who have renounced their U. S. citizenship; fugitives from justice; persons convicted of misdemeanor crimes of domestic violence; and persons subject to certain domestic violence restraining orders.

3-14.8. Claims.

In lieu of the TSP liability at \$6.00 as identified in 2-7.5.3, for Surface and UAB shipments the TSP must offer replacement or repair value for damaged or lost items or in case of total loss, at a base value of \$8.50 times the net weight of the shipment in pounds. There will be no additional cost to the DOS for this level of service during transit or SIT. The storage liability charge does not apply for the basic released value. Please note that the TSP retains the option for reviewing the inventory and repacking to certify any questionable items provided the TSP honors the terms of 3-14.6.; TSPs must bring the required materials needed, complete work by 4:00 PM and remove any debris generated by the repacking. Failure to certify the inventory will not be accepted as a reason to deny a claim.

3-15. Department of State (DOS) – Surface Air Pilot DOSSA

Note: DOSSA program services have been temporarily suspended; however, TSPs may file rate offers in response to DOSSA in case program services are reinstated during the rate filing period.

3-15.1. General.

The DOS ITGBL program has historically been unable to meet the maximum 75 day transit to post with conventional ITGBL shipments. DOSSA is intended to expand the scope to recognize that in some cases a portion of the shipment may have to move by air to make a 75 day transit time. Under DOSSA, in all cases the final leg to post must move by air. Rate offers submitted in accordance with Section 3-15 are for the door-to-door delivery of shipments to their final destination at an international location in accordance with the instructions provided on the Government issued Bill of Lading. Services to be provided are non-personal services and include all necessary labor, materials and facilities for pickup, receipt, weighing, and delivery. These services will be at the direction of the DOS and in accordance with this RFO and the HTOS.

3-15.2. Application.

Except for the exceptions and additions noted elsewhere in this Section 3-15, all provisions of DOSDC as identified in Section 3-12 of this RFO also apply to DOSSA.

3-15.3. Existing Posts.

Below are the posts that are managed under DOSSA on a continuing basis. There is no guarantee of any shipments and DOS reserves the right to discontinue any services at its discretion without recourse from any selected TSPs.

| Post | Destination Code | Post | Destination Code |
|----------------------------|------------------|-------------|------------------|
| Abuja | 6700 | Lilongwe | 5770 |
| Almaty/Nur-Sultan (Astana) | 5250 | Luanda | 1410 |
| Antanarivo | 5750 | Lusaka | 9900 |
| Asmara | 108E | Nairobi | 5050 |
| Baku | 112A | Niamey | 130N |
| Bamako | 5850 | Ouagadougou | 9270 |
| Bandar Seri Begawan | 2320 | Tanzania | 8650 |
| Bishkek | 121K | Tashkent | 117U |
| Bujumbura | 2520 | Tibilisi | 109G |
| Dushanbe | 136T | Windhoek | 8210 |
| Khartoum | 8350 | Yerevan | 101A |

3-15.4. Rate Offers.

When submitting the Single-Factor Rate Offer for transportation, the Single-Factor Rate Offer must include the charges related to all modes of transportation used to get the shipment to its final destination. Rate offers will only be accepted for shipments originating from Washington, DC, Maryland and Virginia (rate filing codes DC00, MD00 and VA00). When

submitting rate offers, the applicable Destination Code(s) identified in **Section 3-15.3**, must be used; however, rate offers accepted under DOSSA will apply only to the Post(s) identified above and not the entire country(ies) represented by the applicable Destination Code(s). DOS may request OTO rate offers from other areas of the United States for the period of the pilot.

3-15.5. Performance of Services.

The TSP shall make routing decisions to ensure a door-to-door transit of no more than 75 days. The TSP may route the first leg of the shipment by either air or surface as required to support the RDD. The final leg to the Post(s) identified above must be by air.

Exhibit 1

THE FOLLOWING DOCUMENTS MUST BE PROVIDED TO THE TSP BY THE TRAVELER PRIOR TO PICKUP OF THE POV:

1. The front and back copy of the title OR a certificate of origin (Forwarder will have a copy of the 19 CFR 192.2 should U.S. Customs ask for the original title. Electronic copies of the title are not acceptable. For Electronic titled states, employee must obtain transcript of vehicle record from a state government office (must obtain letterhead) and vehicle registration in lieu of title. Post of assignment must confirm these documents are acceptable for import purposes).
2. The original lien release (if the title shows a financial institution)
3. If the name on the title or lien is different than the name on the GBL, attach a copy of the marriage certificate.
4. **A copy of the Bio Photo Page of Diplomatic Passport (Clear Scan/Copy) (NO PHOTOS).**
5. A copy of the applicable travel authorization or travel order
6. Two copies of a power of attorney; (use the generic power of attorney form **in Exhibit 2**)
7. A completed Form JF 49 (State Department form revised 2022) prepared by the employee. This form contains the required information on POV and pickup location)

Note to Transportation Counselor and Employee: All documents must be in the possession of the freight forwarder at least ten (10) calendar days prior to the pickup date

Note to Forwarder: If ALL documents are not received from the employee at least 10 calendar days prior to the pickup date, immediately notify the counselor and Operations Management at Transportationquery@state.gov that the POV pickup must be cancelled.

The employee will provide all of the POV documents to the forwarder except for the JF 49. The employee will provide the JF 49 to the Transportation Counselor

Note to Forwarder: Forwarder is required to brief the employee before pickup that at time of pickup the POV may not have more than ¼ tank of gas, no personal items, no after-market additions (i.e. ski / bike racks); you or anyone acting on your behalf will sign off on a condition report and accept a set of keys.

Exhibit 2

DEPARTMENT OF HOMELAND SECURITY
U.S. Customs and Border Protection

POWER OF ATTORNEY

19 CFR 141.32

Check appropriate box: Individual Partnership Corporation Sole Proprietorship

KNOW ALL MEN BY THESE PRESENTS:

That

_____ (Full Name of person, partnership, or corporation, or sole proprietorship; identify)

a corporation doing business under the laws of the State of _____ or a _____
doing business as _____ residing at _____

_____, hereby constitutes and appoints each of the following persons

(Give full name of each agent designated)

as a true and lawful agent and attorney of the grantor named above for and in the name, place, and stead of said clearance, lading, unlading or navigation of any vessel or other means of voluntarily given and accepted under

grantor from the date and in CBP Port _____ and in no applicable laws and regulations, consignee's and owner's

other name, top make endorse, sign declare, or swear to any entry, withdrawal, declaration, certificate, bill of lading, or other document required by law or regulation in connection with the importation, transportation, or exportation of any merchandise shipped or consigned by or to said grantor; to perform any act or condition which may be required by law or regulation in connection with such merchandise; to receive any merchandise deliverable to said grantor;

declarations provided for in section 485, Tariff Act of 1930, as amended, or affidavits in connection with the entry of merchandise.

To sign and swear to any document and to perform any act that may be necessary or required by law or regulation in connection with the entering, clearing, lading, unlading, or operation of any vessel or other means of conveyance owned or operated by said grantor;

To make endorsements on bills of lading conferring authority to make entry and collect drawback, and to make, sign, declare, or swear to any statement, supplemental statement, schedule, supplemental schedule, certificate of delivery, certificate of manufacture, certificate of manufacture and delivery, abstract of manufacturing records, declaration of proprietor on drawback entry, declaration of exporter on drawback entry, or any other affidavit or document which may be required by law or regulation for drawback purposes, regardless of whether such bill of lading, sworn statements, schedule, certificate, abstract declaration, or other affidavit or document is intended for filing in said port or in any other CBP port;

And generally to transact at the CBP houses in said port any and all CBP business, including making, signing, and filing of protests under section 514 of the Tariff Act of 1930, in which said grantor is or may be concerned or interested and which may properly be transacted or performed by an agent or attorney, giving to said agent and attorney full power and authority to do anything whatever requisite and necessary to be done in the premises as fully as said grantor could do if present and acting, hereby ratifying and confirming all that the said agent and attorney shall lawfully do virtue of these presents; the foregoing power of attorney to remain in full force and effect until the _____ day of _____, 20____, or until notice of revocation in writing is duly given to and received by the Port Director of CBP of the port aforesaid. If the donor of this power of attorney is a partnership, the said power shall in no case have any force or effect after the expiration of 2 years from the date of its receipt in the office of the Port Director of CBP of the said port.

To sign, seal, and deliver for and as the act of said grantor any bond required by law or regulation in connection with the entry or withdrawal of imported merchandise or merchandise exported with or without benefit of drawback, or in connection with the entry,

IN WITNESS WHEREOF, the said

Has caused these presents to be sealed and signed: (Signature)

(Capacity) _____ (Date)

WITNESS:

Exhibit 3

This form is only to be used by new carriers pending adoption of EDI or as requested by the booking office.

Daily ITGBL Shipment Status Report- _____ **HHE, UAB, CNS or POV**

CARRIER'S NAME: _____

Packing Information Weight and pieces must be reported within five calendar days for UAB and seven calendar days for HHE, CNS and POV from the day after the shipment is picked up. Report should reach the DOS Office via e-mail to:
Daily_Tender_Reports@state.gov

Employee's Name _____
DA Shipment Number (Box 18 of GBL) _____
Pack Begin/Pack End/Pick-up Date _____/_____/_____
Origin/Destination (city, state and country) _____
GBL Number _____
Survey Weight _____
Survey Date _____
Actual Shipment Measurement: _____
Pieces _____
Gross Weight _____
Net Weight _____
Cube _____
Destination Agent _____
Date Requested Post's Permission to Ship _____
Date Permission Granted _____ (If post fails to respond within 3 days notify the booking office).
*Date Info Emailed to State Department (update with current date when information changes)_____

Shipping Information Shipping details must be reported within three calendar days for UAB and seven calendar days for HHE, CNS and POV from the permission date granted from post.

Mode _____
Booking Number _____
House BOL Number _____
Subcontractor (Airline/Shipping Line) _____
BOL Issue Date _____
Airway/Master BOL Number _____
Vessel Name _____
Vessel Cutoff Date _____
Voyage/Flight Number _____
Flag (FFC/USA) _____
Departure Date _____
Origin Port (no abbreviations) _____
Origin Terminal _____

Exhibit 3 Continued

Arrival Date _____
Destination Port _____
Destination Terminal/Pier _____
Place of Delivery _____
*Date Info Emailed to State Department (update with current date when information changes) _____

Packing Information: Weight and pieces must be reported within three (3) calendar days for UAB and (7) seven calendar days for HHE, CNS, and POV from the day after the shipment is picked up. The report should reach the DOS Office via e-mail to: Daily_Tender_Reports@state.gov.

Shipping Information: Shipping details must be reported within (3) three calendar days for UAB and (7) seven calendar days for HHE, CNS, and POV from the date permission to ship was granted by post.

Delivery Information: Delivery information must be reported within two (2) days of the final delivery at post/residence.

RDD _____
Date available for delivery (or put in SIT) _____
Date Delivered to Residence (actual not scheduled date) _____
Remarks if any (such as delay in Notification, Change Booking Details etc.) _____
*Date Info Emailed to State Department (update with current date when information changes) _____

Exhibit 4

Notification Procedures for all DA's for the- Daily ITGBL Shipment Status Report.

Please copy ALMarchive@STATE.GOV for ALL shipments.

Shipment number starting with **DC** Send report to Daily_Tender_Reports@state.gov

Shipment number starting with **MI** Send report to USDA Miami Despatch_Agency_Miami@state.gov

Shipment number starting with **SE** Send report to USDA Seattle Despatch_Agency_Seattle@state.gov

Shipment number starting with **EL** Send report to USDA ELSO Despatch_Agency_ELSO@state.gov

Shipment number starting with **BR** Send report to USDA Brownsville DespatchAgencyUSLCBrownsville@state.gov

Exhibit 5

[Instructions for completing CBP Form 3299](#)

See next page for sample of CBP Form 3299

GSA 2023-2024 Request for Offers
Centralized Household Goods Traffic Management Program (CHAMP)



DEPARTMENT OF HOMELAND SECURITY
U.S. Customs and Border Protection

OMB APPROVAL NO. 1651-0014
EXPIRES: 11-30-2022
ESTIMATED BURDEN: 45 MIN.

DECLARATION FOR FREE ENTRY OF UNACCOMPANIED ARTICLES
19 CFR 148.6, 148.52, 148.53, 148.77

Paperwork Reduction Act Statement: An agency may not conduct or sponsor an information collection and a person is not required to respond to this information unless it displays a current valid OMB control number and an expiration date. The control number for this collection is 1651-0014. The estimated average time to complete this application is 45 minutes. The obligation to respond to this information collection is mandatory to obtain benefits. If you have any comments regarding the burden estimate you can write to CBP PRA Officer, U.S. Customs and Border Protection, Office of Regulations and Rulings, 10th floor, 90K Street NE., Washington DC 20229-1177.

PART I -- TO BE COMPLETED BY ALL PERSONS SEEKING FREE ENTRY OF ARTICLES (Please consult with the CBP official for additional information or assistance. REMEMBER--All of your statements are subject to verification. False declarations or failure to declare articles could result in penalties.)

| | | |
|--|-------------------------------|-------------------------------|
| 1. IMPORTER'S NAME (Last, first and middle initial) | 2. IMPORTER'S DATE OF BIRTH | 3. IMPORTER'S DATE OF ARRIVAL |
| 4. IMPORTER'S U.S. ADDRESS | 5. IMPORTER'S PORT OF ARRIVAL | |
| 6. NAME OF ARRIVING VESSEL CARRIER AND FLIGHT/TRAIN | | |
| 7. NAME(S) OF ACCOMPANYING HOUSEHOLD MEMBERS (wife, husband, minor children, etc.) | | |

| 8. THE ARTICLES FOR WHICH FREE ENTRY IS CLAIMED BELONG TO ME AND/OR MY FAMILY AND WERE IMPORTED | A. DATE | B. NAME OF VESSEL/CARRIER | C. FROM (Country) | D. B/L OR AWB OR I.T. NO. |
|---|----------------------|---------------------------|-------------------|---------------------------|
| E. NUMBER AND KINDS OF CONTAINERS | F. MARKS AND NUMBERS | | | |

PART II -- TO BE COMPLETED BY ALL PERSONS EXCEPT U.S. PERSONNEL AND EVACUEES

9. RESIDENCY ("X" appropriate box)
I declare that my place of residence abroad is was

| | |
|--------------------|------------------------------|
| A. NAME OF COUNTRY | B. LENGTH OF TIME Yr. Mo. |
|--------------------|------------------------------|

C. RESIDENCY STATUS UPON MY/OUR ARRIVAL ("X" One)
 (1) Returning resident of the U.S. (2) Nonresident: a. Emigrating to the U.S. b. Visiting the U.S.

10. STATEMENT(S) OF ELIGIBILITY FOR FREE ENTRY OF ARTICLES. I the undersigned further declare that ("X" all applicable items and submit packing list) :

| | |
|---|--|
| <p>A. Applicable to RESIDENT and NONRESIDENT</p> <p><input type="checkbox"/> (1) All household effects acquired abroad for which free entry is sought were used abroad for at least one year by me or my family in a household of which I or my family was a resident member during such period of use, and are not intended for any other person or for sale. (9804.00.05, HTSUSA)</p> <p><input type="checkbox"/> (2) All instruments, implements, or tools of trade, occupation or employment, and all professional books for which free entry is sought were taken abroad by me or for my account or I am an emigrant who owned and used them abroad. (9804.00.10,9804.00.15, HTSUSA)</p> <p>B. Applicable to RESIDENT ONLY</p> <p><input type="checkbox"/> All personal effects for which free entry is sought were taken abroad by me or for my account. (9804.00.45, HTSUSA)</p> | <p>C. Applicable to NONRESIDENT ONLY</p> <p><input type="checkbox"/> (1) All household effects acquired abroad for which free entry is sought were used abroad for at least one year by me or my family in a household of which I or my family was a resident member during such period of use, and are not intended for any other person or for sale. (9804.00.05, HTSUSA)</p> <p><input type="checkbox"/> (2) Any vehicles, trailers, bicycles or other means of conveyance being imported are for the transport of me and my family and such incidental carriage of articles as are appropriate to my personal use of the conveyance. (9804.00.35, HTSUSA)</p> |
|---|--|

PART III -- TO BE COMPLETED BY U.S. PERSONNEL AND EVACUEES ONLY

I, the undersigned, the owner, importer, or agent of the importer of the personal and household effects for which free entry is claimed, hereby certify that they were in direct personal possession of the importer, or of a member of the importer's family residing with the importer, while abroad, and that they were imported into the United States because of the termination of assignment to extended duty (as defined in section 148.74(d) of the Customs Regulations) at a post or station outside the United States and the CBP Territory of the United States, or because of Government orders or instructions evacuating the importer to the United States; and that they are not imported for sale or for the account of any other person and that they do not include any alcoholic beverages or cigars. Free entry for these effects is claimed under Subheading No. 9805.00.50, Harmonized Tariff Schedule of the United States.

1. DATE OF IMPORTER'S LAST DEPARTURE FROM THE U.S. | 2. A COPY OF THE IMPORTER'S TRAVEL ORDERS IS ATTACHED AND THE ORDERS WERE ISSUED ON:

PART IV -- TO BE COMPLETED BY ALL PERSONS SEEKING FREE ENTRY OF ARTICLES (Certain articles may be subject to duty and/or other requirements and must be specifically declared herein. Please check all applicable items and list them separately in item D on the reverse.)

| | |
|--|--|
| <p>A. For U.S. Personnel, Evacuees, Residents and Non-Residents</p> <p><input type="checkbox"/> (1) Articles for the account of other person. <input type="checkbox"/> (2) Articles for sale or commercial use.</p> <p><input type="checkbox"/> (3) Firearms and/or ammunition. <input type="checkbox"/> (4) Alcoholic articles of all types or tobacco products.</p> <p><input type="checkbox"/> (5) Fruits, plants, seeds, meats, or birds. <input type="checkbox"/> (6) Fish, wildlife, animal products thereof.</p> | <p>B. For Residents and Non-Residents ONLY</p> <p><input type="checkbox"/> (7) Foreign household effects acquired abroad and used less than one year. <input type="checkbox"/> (8) Foreign household effects acquired abroad and used more than one year.</p> <p>C. For Resident ONLY</p> <p><input type="checkbox"/> (9) Personal effects acquired abroad.</p> <p><input type="checkbox"/> (10) Foreign made articles acquired in the United States and taken abroad on this trip or acquired abroad on another trip that was previously declared to CBP</p> <p><input type="checkbox"/> (11) Articles taken abroad for which alterations or repairs were performed abroad.</p> |
|--|--|

GSA 2023-2024 Request for Offers
Centralized Household Goods Traffic Management Program (CHAMP)

| D. LIST OF ARTICLES | | | |
|--|--------------------------------|------------------------------------|---|
| (1) ITEM NUMBER CHECKED IN PART IV, A., B., C. | (2) DESCRIPTION OF MERCHANDISE | (3) VALUE OF COST OF REPAIRS | (4) FOREIGN MERCHANDISE TAKEN ABROAD THIS TRIP: <i>State where in the U.S. the foreign merchandise was acquired or when and where it was previously declared to CBP.</i> |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

PART V -- CARRIER'S CERTIFICATE AND RELEASE ORDER

The undersigned carrier, to whom of upon whose order the articles described in PART I, 8., must be released, hereby certifies that the person named in Part I, 1., is the owner or consignee of such articles within the purview of section 484(h), Tariff Act of 1930.

In accordance with provisions of section 484(h), Tariff Act of 1930, authority is hereby given to release the articles to such consignee.

| | |
|--------------------|---|
| 1. NAME OF CARRIER | 2. SIGNATURE OF AGENT (Print and sign) Print _____ Date _____ Sign _____ |
|--------------------|---|

PART VI -- CERTIFICATION TO BE COMPLETED BY ALL PERSONS SEEKING FREE ENTRY

I, the undersigned, certify that this declaration is correct and complete.

1. "X" One
 A. Authorized Agent* (From facts obtained from the importer) B. Importer

| | |
|----------------------------|---------|
| 2. SIGNATURE (Sign in ink) | 3. DATE |
|----------------------------|---------|

*An Authorized Agent is defined as a person who has actual knowledge of the facts and who is specifically empowered under a power of attorney to execute this declaration (see 19 CFR 141.19, 141.32, 141.33).

| | | |
|---|--|---------|
| PART VII -- CBP USE ONLY (Inspected and Released) | 1. SIGNATURE OF CBP OFFICIAL (Sign in ink) | 2. DATE |
|---|--|---------|

Instructions for completing DOT HS-7 Declaration for Motor Vehicles Importation Dated 02-2020 (see Exhibit 6)

A cleaner copy of this form may be obtained from www.nhtsa.gov. As of September 2020 the form is at <http://www.nhtsa.gov/cars/rules/import/hs799short.pdf>

To be completed by The Carrier

- Port of Entry
- Customs Port Code
- Customs Entry No.
- Entry Date.

To be completed by The Employee

- Make of Vehicle
- Model, Year
- Vehicle Identification Number (VIN)
- The Employee shall select the appropriate eligibility number on the form (Box 3). Re-imported US manufactured vehicles are eligible under 2A.
- Name of Importer
- Importer's Address
- Name of Declarant
- Declarant's Capacity (Owner)
- Sign and Date.

**GSA 2023-2024 Request for Offers
Centralized Household Goods Traffic Management Program (CHAMP)**

Exhibit 6

| | | | |
|--|-------------------|---|--|
| <p align="center">— DECLARATION — Importation of Motor Vehicles and Motor Vehicle Equipment Subject to Federal Motor Vehicle Safety, Bumper and Theft Prevention Standards</p> | | OMB No. 2127-0002 Exp. 09-30-2022 Public Law 100-562 49 U.S.C. Chap. 301 | |
| PORT OF ENTRY | CUSTOMS PORT CODE | CUSTOMS ENTRY NO | ENTRY DATE |
| MAKE OF VEHICLE | MODEL | YEAR | VEHICLE IDENTIFICATION NUMBER (VIN) |
| REGISTERED IMPORTER NAME AND NHTSA REGISTRATION NUMBER <i>(Required when Box 3 is checked)</i> | | | VEHICLE ELIGIBILITY NO. <i>(Box 3)</i> |
| DESCRIPTION OF MERCHANDISE IF MOTOR VEHICLE EQUIPMENT | | | |

Any person knowingly making a false declaration is subject to a fine of not more than \$10,000 or imprisonment for not more than 5 years or both (18 U.S.C. 1001).

- 1. The vehicle is 25 or more years old or the equipment item was manufactured on a date when no applicable Federal Motor Vehicle Safety Standard or Theft Prevention Standard was in effect.
Date of manufacture: _____ [591.5(i)]
- 2A. The vehicle or equipment item conforms to all applicable Federal Motor Vehicle Safety Standards (or the vehicle does not conform solely because readily attachable equipment items that will be attached to it before it is offered for sale to the first purchaser for purposes other than resale are not attached), and Bumper and Theft Prevention Standards, and bears a certification label or tag to that effect permanently affixed by the original manufacturer to the vehicle or affixed by the manufacturer to the equipment item or to its delivery container in accordance with applicable National Highway Traffic Safety Administration (NHTSA) regulations. [591.5(b)]
- 2B. The vehicle was certified by its original manufacturer as conforming to all applicable Canadian motor vehicle safety standards and its original manufacturer confirms that the vehicle conforms to all applicable U.S. Federal Motor Vehicle Safety, Bumper, and Theft Prevention Standards (or that it conforms to all such standards except for the labeling requirements of Standards Nos. 101 and 110 or 120, and/or the specifications of Standard No. 108 relating to daytime running lamps), and the vehicle is not a salvage motor vehicle, a repaired salvage motor vehicle, or a reconstructed motor vehicle, and I am importing it for personal use. [591.5(g)]
Attachment: Copy of manufacturer's confirmation letter.
- 3. The vehicle does not conform to all applicable Federal Motor Vehicle Safety and Bumper Standards but does conform to applicable Federal Theft Prevention Standards, but I am eligible to import it because NHTSA has determined that the model and model year of the vehicle to be imported is eligible for importation into the United States, and the vehicle is not a salvage motor vehicle or a reconstructed motor vehicle, and I have furnished a bond, which is attached to this declaration, in an amount equal to 150 percent of the entered value of the vehicle as determined by the Secretary of the Treasury. If the Administrator of NHTSA determines that the vehicle has not been brought into conformity with all such standards within 120 days after importation, then I state that I will deliver such vehicle to the Secretary of Homeland Security for export, or abandon it to the United States [591.8], and that:
 - a. I have registered with NHTSA pursuant to 49 CFR Part 592 and such registration is not suspended and has not been revoked; or
 - b. I have executed a contract or other agreement, which is attached to this declaration, with an importer who has registered with NHTSA and whose registration is not suspended and has not been revoked. [591.5(f)]**Attachments:** Copy of DOT Bond; and Copy of Contract with a Registered Importer, if applicable.
- 4. The vehicle or equipment does not conform to all applicable Federal Motor Vehicle Safety, Bumper and Theft Prevention Standards, but is intended solely for export and is labeled for export on the vehicle or equipment item, and the outside of any container of the vehicle or equipment item bears a label or tag to that effect. [591.5(c)]
- 5. The vehicle or equipment does not conform to all applicable Federal Motor Vehicle Safety, Bumper and Theft Prevention Standards, but I am eligible to import it because all of the following conditions exist:
 - a. I am a nonresident of the United States and the vehicle is registered in a country other than the United States;
 - b. I am temporarily importing the vehicle for personal use for a period not to exceed 1 year, and will not sell it during that time; and
 - c. I will export it not later than the end of 1 year after entry, and the declaration contains my passport number and country of issue. [591.5(d)]
 - d. Passport No. _____ Country of Issue _____
- 6. The vehicle does not conform to all applicable Federal Motor Vehicle Safety, Bumper, and Theft Prevention Standards, but I am eligible to import it because all of the following conditions exist:
 - a. I am a member of a foreign government on assignment in the United States, or a member of the Secretariat of a public international organization so designated under the International Organizations Immunities Act, and within the class of persons for whom free entry of motor vehicles has been authorized by the Department of State;
 - b. I am importing the vehicle on a temporary basis for my personal use, and will register it through the Office of Foreign Missions of the Department of State;
 - c. I will not sell the vehicle to any person in the United States, other than a person eligible to import a vehicle under this paragraph;
 - d. I will obtain from the Office of Foreign Missions of the State Department, before departing the United States at the conclusion of a tour of duty, an ownership title to the vehicle good for export only; and
 - e. I have attached a copy of my official orders. [591.5(h)(1)]
 Name of Embassy: _____
Attachment: Copy of Official Orders.
- 7. The vehicle or equipment does not conform to all applicable Federal Motor Vehicle Safety and Bumper Standards, but is being imported solely for the purpose of research, investigations, demonstrations or training, or competitive racing events, and I state that I will comply with the applicable restrictions on importers of such merchandise as specified in 49 CFR 591.7 and I will provide the Administrator with documentary proof of export or destruction not later than 30 days following the end of the period for which the vehicle has been admitted into the United States. [591.5(j)]
Attachment: a. Copy of NHTSA permission letter if the importer is not an original manufacturer of motor vehicles (or a wholly-owned subsidiary thereof) that are certified to conform to all applicable Federal Motor Vehicle Safety Standards (FMVSS). Use on the public roads must be authorized specifically. [591.5(k) or (2)]; or b. Importer's statement describing the use to be made of the vehicle or equipment item if the importer is an original manufacturer of motor vehicles (or a wholly-owned subsidiary thereof) that are certified to conform to all applicable FMVSS. If use on the public roads is an integral part of the purpose for which the vehicle or equipment item is imported, the statement shall describe the purpose that makes such use necessary, state the estimated period of time during which use of the vehicle or equipment item on the public roads is necessary, and state the intended means of final disposition (and disposition date) of the vehicle or equipment item after completion of the purpose for which it is imported. [591.6(f)(3)]
- 8. The vehicle was not manufactured primarily for use on the public roads and thus is not a motor vehicle subject to the Federal Motor Vehicle Safety, Bumper, and Theft Prevention Standards or the equipment item is not a system, part, or component of a motor vehicle and thus is not an item of motor vehicle equipment subject to the Federal Motor Vehicle Safety Standards. [591.5(i)]
Attachment: Importer's statement substantiating that the vehicle was not manufactured for use on the public roads, other than the addition of readily attachable equipment items such as mirrors, wipers, or the equipment item is not a system, part, or component of a motor vehicle and thus is not an item of motor vehicle equipment. [591.6(a)]
- 9. The vehicle or equipment item requires further manufacturing operations to perform its intended function, other than the addition of readily attachable equipment items such as mirrors, wipers, or the end rim assemblies, or minor finishing operations such as painting, and any part of such vehicle that is required to be marked by the Theft Prevention Standard is marked in accordance with that standard. [591.5(e)]
Attachment: For a vehicle, a copy of the Incomplete Vehicle Document, issued by the incomplete vehicle manufacturer, providing guidance on completing the vehicle so that it conforms to all applicable Federal Motor Vehicle Safety Standards (FMVSS). For an equipment item, a statement issued by the item's manufacturer identifying the applicable FMVSS to which the item does not conform and describing the further manufacturing required for the item to perform its intended function. [591.6(b)]
- 10. The vehicle does not conform to all applicable Federal Motor Vehicle Safety and Bumper Standards but is being imported solely for the purpose of show and display, and I state that I will comply with all applicable restrictions on importers of such vehicles as specified in 49 CFR 591.7. [591.5(g)]
Attachment: Copy of NHTSA Permission Letter.
- 11. The equipment item is subject to the Theft Prevention Standard and is marked in accordance with the requirements of 49 CFR Part 541. [591.5(k)]
- 12. The vehicle does not conform to all applicable Federal Motor Vehicle Safety, Bumper, and Theft Prevention Standards, but I am eligible to import it because all of the following conditions exist:
 - a. I am a member of the armed forces of a foreign country on assignment in the United States;
 - b. I am importing the vehicle on a temporary basis, and for my personal use;
 - c. I will not sell the vehicle to any person in the United States, other than a person eligible to import a vehicle under this paragraph;
 - d. I will export the vehicle upon departing the United States at the conclusion of my tour of duty; and
 - e. I have attached a copy of my official orders. [591.5(h)(2)]**Attachment:** Copy of Official Orders.
- 13. The vehicle does not conform to all applicable Federal Motor Vehicle Safety and Bumper Standards, but does conform to applicable Federal Theft Prevention Standards, and I am eligible to import it because I am registered with NHTSA pursuant to 49 CFR Part 592 and such registration is not suspended and has not been revoked, I have informed NHTSA that I intend to petition, or I have petitioned, that agency to decide that the vehicle to be imported is eligible for importation, and NHTSA has granted me permission in writing to import the vehicle for that purpose. If the Administrator of NHTSA dismisses my petition, or decides that the vehicle is not eligible for importation, or if I withdraw my petition or I fail to submit a petition covering the vehicle within 180 days from the date of entry, then I state that I will deliver such vehicle, unless it is destroyed, to the Secretary of Homeland Security for export, or abandon it to the United States, within 30 days from the date of the dismissal, denial, or withdrawal of my petition, as appropriate, or within 210 days from the date of entry if I fail to submit a petition covering the vehicle. If the Administrator of NHTSA grants my petition, then I state that within 15 days from the date that I am notified of that decision, I will furnish a bond, in an amount equal to 150 percent of the entered value of the vehicle as determined by the Secretary of the Treasury, unless the vehicle is destroyed, to ensure that I will bring the vehicle into conformity with all applicable Federal Motor Vehicle Safety and Bumper standards within 120 days from the date the petition is granted, or will deliver the vehicle to the Secretary of Homeland Security for export, or abandon it to the United States. If the vehicle is destroyed, then I state that I will furnish NHTSA with documentary proof of that destruction within 15 days from the date that it occurs.
Attachment: Copy of NHTSA permission letter.

EPA Requirements: Importers of motor vehicles/engines and nonroad vehicles/engines/equipment must also submit EPA form 3520-1 or 3520-21 to U.S. Customs and Border Protection to identify the basis for importation into the United States and U.S. territories under the laws administered by the United States Environmental Protection Agency. For more information, please see www.epa.gov/otaq/imports/index.htm

| | |
|--|--|
| NAME OF IMPORTER <i>(Please type)</i> | IMPORTER'S ADDRESS <i>(Street, City, State, Zip Code)</i> |
| NAME OF DECLARANT <i>(Please type)</i> | DECLARANT'S ADDRESS |
| DECLARANT'S CAPACITY | DECLARANT'S SIGNATURE DATE SIGNED |

PAPERWORK REDUCTION ACT STATEMENT: A federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with, a collection of information subject to the requirements of the Paperwork Reduction Act unless that collection of information displays a current valid OMB Control Number. The OMB Control Number for this information collection is 2127-0002. The information collected on this form is necessary to import a motor vehicle or motor vehicle equipment into the United States. We estimate that it will take approximately 5 minutes to complete the form. The information collected is mandatory under 49 CFR 591.5. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to: Information Collection Clearance Officer, National Highway Traffic Safety Administration, 1200 New Jersey Ave, S.E., Room W46-205, Washington, DC, 20590.


PRIVACY ACT OF 1974 COMPLIANCE INFORMATION: The following information is provided in accordance with 5 U.S.C. 522a(e)(3) and applies to this form. The information required on this form is required by 49 U.S.C. Chapters 301, 302 and 331. This information is used by the U.S. Department of Transportation, National Highway Traffic Safety Administration (NHTSA) to monitor the importation of motor vehicles and motor vehicle equipment to ensure compliance with Federal Motor Vehicle Safety Standards, Bumper Standards and Theft Prevention Standards. The records may be routinely used by the cited agencies, the Environmental Protection Agency, and State Divisions of Motor Vehicles. In instances of alleged fraud, records may be used by law enforcement agencies. Failure to provide the required information will result in the refusal of entry of the vehicle(s) or equipment into the United States.

EPA 3520-1 Air Pollution Compliance (POV Only) Rev. 07-2020 (see Exhibit 7)

EPA Form 3520-1-2020-07 Instructions

| | |
|--|---|
| Box number | Completed by |
| 1 through 3 | TSP/Carrier |
| 4 VIN | Employee |
| 5 Manufacture Date | Employee |
| 6 Manufacturer/Make | Employee |
| 7 Model | Employee |
| 8 Applies only to codes A,C,J and Z | Commercial Imports/Leave Blank |
| 9 Importer | TSP/Carrier |
| 10 Owner | Employee |
| 11 Storage Location | TSP/Carrier |
| 12 Signature | Employee |
| 13 Date | Employee |
| 14 Name, Company/Agency, Phone | Employee |
| U.S. Conforming and "identical" vehicles Section | Appropriate box to be selected by employee. Notify TransportationQuery@state.gov if vehicle is non-conforming do not move without authorization from DOS Transportation Operations. |

Exhibit 7
See Next Page

| | | | |
|---|-----------------------------|---|---|
|  | | United States Environmental Protection Agency | |
| Declaration Form | | Importation of Motor Vehicles and Motor Vehicle Engines Subject to Federal Air Pollution Regulations | |
| U.S. E.P.A., Compliance Division, 2000 Traverwood Drive, Ann Arbor, MI 48105 www.epa.gov/otaq/imports Phone (734) 214-4100 Fax (734) 214-4676 | | | |
| <p>This form must be submitted to the U.S. Customs and Border Protection (Customs) (42 USC 7522, 7601; 19 CFR 12.73) for each motor vehicle (including motorcycles, disassembled vehicles, kit cars, light-duty vehicle/motorcycle engines) imported into the U.S., except that this form is not required for motor vehicles that are imported by their original manufacturer and are new and are covered by an EPA certificate of conformity and bear an EPA emission control label. One form per shipment may be used, with attachments including all information required to fully describe each vehicle or engine as below. Check the box below indicating the provisions under which you are importing this vehicle or engine. Offroad vehicles/engines and heavy-duty engines must use form 3520-21. Note: Although only imports using codes G, I, K, L, M-3, and O require specific written authorization from EPA, Customs may request EPA review of importer documentation and eligibility for any import using this form. A nonconforming vehicle that is ineligible for the exemptions or exclusions listed below, must be imported through an independent commercial importer (ICI) under codes A, C, J, or Z. For codes A, C, J, and Z, EPA does not authorize the release to the vehicle owner.</p> <p>Penalties: Any person who knowingly makes any false or fraudulent statement, or omits or conceals a material fact can be fined up to \$320,000 or imprisoned for up to 5 years, or both (18 USC 1001). Any person who improperly imports a motor vehicle (including a motorcycle) or engine may be fined up to \$44,539 per vehicle or engine (42 USC 7524), and may be subject to forfeiture of the entire importation bond, if applicable (40 CFR 85.1513), and the U.S. Customs Service may seize the vehicle or engine (19 CFR 162.21).</p> | | | |
| Description and Declaration of Motor Vehicle or Motor Vehicle Engine (Note: Heavy-duty Engines must use form 3520-21) | | | |
| 1. Port code: | 2. Entry date: (mm/dd/yyyy) | 3. Customs entry number: | 4. Vehicle Identification Number (VIN), engine serial number, or Engine Family/Test Group Name: |
| 5. Manufacture date (mm/yyyy): | 6. Manufacture (make): | 7. Model: | |
| 8. ICI imports only, codes A, C, J, Z: | | 9. EPA Exemption Number, required for codes L, G, I, K, O: | |
| Names, Addresses, and Telephone Numbers of Relevant Parties | | | |
| <p>Certification: I certify that I have read and understand the purpose of this form, the penalties for falsely declaring information, or for providing misleading information, or for concealing a material fact. The information I have provided is correct, and all required attachments are appended to this form. I authorize EPA Enforcement Officers to conduct inspections or testing permitted by the Clean Air Act. I am the owner, importer, or agent for the owner or importer.</p> | | | |
| 10. Importer (code B: must be certificate holder or their agent for shipments of new vehicles prior to introduction into commerce; codes A, C, J, Z: must be ICI): | 11. Owner: | 12. Storage contact: | 13. Signature: |
| | | | 14. Date: |
| | | | 15. Name, company and phone (type or print): |
| U.S. conforming and "identical" vehicles | | | |
| <p><input type="checkbox"/> code B - U.S. certified - unmodified vehicle bearing a U.S. EPA emission control label in engine compartment (or on motorcycle frame) in English.</p> <p><input type="checkbox"/> code F - U.S. certified, catalyst restoration - U.S. certified vehicle as described above, except that the catalyst, oxygen sensors or fuel filler neck restrictor were removed or damaged. The importer attests that the catalyst and oxygen sensors and fuel filler neck restrictor, as applicable, will be re-installed or replaced after importation. If leaded gasoline was used, the importer attests that after importation (1) the fuel tank will be drained and refilled with unleaded gasoline, (2) the catalyst and oxygen sensors, if they were left on the vehicle during use of the leaded gasoline, will be replaced, and (3) the fuel filler neck restrictor will be checked and replaced as necessary. No bond or EPA approval is required.</p> <p><input type="checkbox"/> code EE - identical in all material respects to a U.S. certified version - either 1) Canadian vehicle (proof required e.g. Canadian emission control label, registration or title, or letter from the U.S. or Canadian manufacturer representative on letterhead verifying manufacture for sale in Canada) or 2) vehicle from any country with letter attached to this form from the manufacturer's U.S. representative on letterhead (not a dealer or mechanic) stating that the vehicle is identical to a U.S. EPA certified version with respect to emissions. The importer attests that vehicle is being imported for purposes other than resale or lease. For import of "identical" Canadian vehicles for resale, use code FF.</p> <p><input type="checkbox"/> code FF - Canadian "identical" models imported for resale or lease - Canadian vehicle as described above appearing on EPA list of Canadian "identical" models, imported for resale or lease. The importer attests that the importer will satisfy applicable labeling, warranty and CAFÉ requirements as specified by EPA.</p> | | | |
| EPA exempted vehicles | | | |
| <p><input type="checkbox"/> code M - miscellaneous exemption, either 1) Canadian vehicle as described above (proof required) and the importer is either permanently emigrating to the U.S. or will reside in the U.S. for greater than one year under a worker or student visa, or 2) Canadian vehicle received by U.S. resident through inheritance, or 3) EPA hardship letter based on unforeseen and extraordinary circumstances is attached to this form.</p> <p><input type="checkbox"/> code E - vehicle at least 21 years old (calendar year of manufacture subtracted from year of importation) and in original unmodified configuration is either exempted or excluded from EPA emission requirements, depending on age. Vehicles at least 21 years old with replacement engines are not eligible for this exemption unless they contain equivalent or newer EPA certified engines. Customs may require proof of vehicle age.</p> | | | |



United States
Environmental Protection Agency

Excluded vehicles

- code L - racing vehicle** as determined by EPA and may not be registered or licensed for use on or operated on public roads or highways (40 CFR 85.1511(e)). **EPA letter of approval must be attached to this form.**
- code U -2005 model year (or older) motorcycle, scooter or moped** with engine displacement less than 50cc and with rated speed greater than 5000 rpm.
- code W - non-chassis-mounted engine** to be used in a light-duty vehicle or light-duty truck or motorcycle which is currently covered by an EPA certificate or will be covered by an EPA certificate prior to introduction into commerce.
- code Y - unregulated fuel** - a vehicle that: (1) for model years earlier than 1991 operates on fuel other than gasoline or diesel fuel, or (2) for 1991-1996 model years operates on fuel other than gasoline or diesel or methanol fuel, or (3) for 1997 and later model years operates on fuel other than gasoline or diesel or methanol or ethanol or compressed natural gas (CNG) or liquid petroleum gas (LPG), including propane. This exemption does not apply to 2004 and later model year vehicles.

Temporary imports

- code G** - imported for **repair or alteration** in accordance with 40 CFR 85.1511(b)(1). May not be registered or licensed for use on, or operated on public roads or highways, or sold or leased in the U.S. **Customs bond required.** EPA requests that the vehicle be bonded for at least its full value. EPA letter of approval must be attached to this form.
- code I** - imported for **testing** purposes in accordance with 40 CFR 85.1511(b)(2). May not be registered or licensed for use on or operated on public roads or highways (except operation that is integral to the purpose of the testing program) or sold or leased in the U.S. **Customs bond required.** EPA requests that the vehicle be bonded for at least its full value. EPA letter of approval must be attached to this form.
- code K** - imported for **display** (solely for public or business purposes, and not for private purposes or U.S. market sales promotions) in accordance with 40 CFR 85.1511(b)(4). May not be registered or licensed for use on or operated on public roads or highways (except operation that is integral to the purpose of the display) or sold or leased in the U.S. **Customs bond required.** EPA requests that the vehicle be bonded for at least its full value. EPA letter of approval must be attached to this form.
- code N** - imported by member of the armed forces or personnel of a foreign government on assignment to the U.S., for whom free entry has been authorized in writing by the U.S. Department of State, or a member of the armed forces of a foreign country with official orders for duty in the U.S.
- code O** - imported by nonresident for personal use by an individual for a period up to a year. EPA letter of approval must be attached to this form.

Independent commercial importer (ICI) imports

- code A** - imported by an ICI for modifications in accordance with a valid EPA certificate of conformity issued for the specific make, model, and model year in accordance with 40 CFR 85.1505.
- code C** - imported by an ICI for modification and testing in accordance with 40 CFR 85.1509. Vehicle must be at least 6 years old.
- code J** - imported by an ICI for the purpose of pre-certification testing in order to obtain an EPA certificate of conformity. No EPA approval is required. The ICI has 180 days to obtain a certificate or export (40 CFR 85.1511(b)(3)). **Customs bond required.**
- code Z** - imported by an ICI for the purpose of modifying to be identical to an original equipment manufacturer (OEM) certified version in accordance with written instructions from the OEM that are specific to the vehicle being imported.

OEM imports

- code H** - imported, owned, and controlled directly by an original equipment manufacturer (OEM) on EPA list of OEM certificate holders provided to Customs, for research, development or testing purposes in accordance with 40 CFR 85.1706. This is a temporary exemption without time limit. If the vehicle is subsequently covered by an applicable EPA certificate of conformity, it is released from the restrictions of this exemption.
- code Q** - imported, owned, and controlled directly by an original equipment manufacturer (OEM) on EPA list of OEM certificate holders provided to Customs, for storage pending receipt of the applicable EPA certificate of conformity, which is pending and imminent. Use of this code is no longer permitted once EPA has issued the applicable certificate of conformity.

U.S. Department of Transportation Requirements

Note: Importers of vehicles that are primarily manufactured for use on public roads must also file an HS-7 Declaration form to identify the basis for the vehicle's admission under the laws administered by the U.S. Department of Transportation. For more information, see www.nhtsa.dot.gov/cars/rules/import/.

Paperwork Reduction Act Notice

This information is collected to ensure that motor vehicles and engines imported into the U.S. conform with applicable emission requirements. Responses to this collection are mandatory (40 CFR 85.1501 et seq., and Clean Air Act Sections 203 and 208). Information submitted to the Agency under a claim of confidentiality will be safeguarded according to policies set forth in Title 40, Chapter 1, Part 2, Subpart B. The public reporting and recordkeeping burden for this collection of information is estimated to average 30 minutes per response. Burden means the total time, effort, or financial resources expended by persons to generate, maintain, retain, or disclose or provide information to or for a Federal agency. This includes the time needed to review instructions; develop, acquire, install, and utilize technology and systems for the purposes of collecting, validating, and verifying information, processing and maintaining information, and disclosing and providing information; adjust the existing ways to comply with any previously applicable instructions and requirements; train personnel to be able to respond to a collection of information; search data sources; complete and review the collection of information; and transmit or otherwise disclose the information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Send comments on the Agency's need for this information, the accuracy of the provided burden estimates, and any suggested methods for minimizing respondent burden, including through the use of automated collection techniques to the Director, Collection Strategies Division, U.S. Environmental Protection Agency (2822), 1200 Pennsylvania Ave., NW, Washington, D.C. 20460. Include the OMB control number in any correspondence. Do not send the completed form to this address.

**Exhibit 8
Reserved**

Exhibit 9

ATTACHING DOCUMENTS TO ILMS

1. OVERVIEW

EDI process to attach shipment documents to ILMS shipment and T-Lite record without accessing the shipment record. The document will be saved utilizing a specific naming convention then emailed to a general mailbox. The general mailbox will batch an EDI function each night and attach shipment documents to ILMS shipment and T-Lite record based on the naming convention of the attachment.

This process referred to as EDI ATTACH will replace our current process to email the A/LM ARCHIVE. Documents attached are visible by all Despatch Agencies, Post and DC TM Office as a single shipment record source of information.

2. SAVING DOCUMENT REQUIREMENTS

* Each document must be a single attachment

* Save document with the following naming convention:

Shipment number / insert carat symbol (Shift+6)/document code (table provided) / insert carat symbol (Shift+6) /
document description (inventory)

Example: DC19123456^03^inventory

* Acceptable file types:

(.bmp, .doc, .docx, .far, .gif, .jpe, .jpeg, .jpg, .msg, .pdf, .png, .ppt, .pptx, .tif, .tiff, .xls, .xlsx, .xps, .zip)

* Document Codes see #4 below

3. EMAIL REQUIREMENTS

The email can consist of multiple attachments for more than one (1) record and sent to multiple recipients. The emails that are sent each day will batch to the EDI process and attach the documents included in each email to the ILMS shipment record. The process that transfers the attachments on the emails to the ILMS record runs nightly at 10:00PM (Monday – Friday). All attachments will be visible in ILMS and T-Lite once the batch process runs.

Email Requirements

TO: ALMOPSRLCATTM@STATE.GOV

Subject: EDI ATTACH – SHIP

Include attachments as defined above in #2

Exhibit 9 Continued

4. DOCUMENT CODE

- 01 BOL
- 02 Cashier Receipt
- 03 Packing List
- 04 Other
- 05 CBP Declaration
- 06 OBL
- 07 Travel Orders
- 08 AWB
- 09 Passport
- 10 Shipping Instructions
- 11 Vehicle Title
- 12 EPA Form
- 13 Invoice
- 14 Photograph
- 15 Email
- 16 Delivery Receipt
- 17 Arrival Notice
- 18 Waiver
- 19 IMO/MSDS
- 20 Weight Certificate
- 21 Ariba Request
- 22 Quote
- 23 Work Order
- 24 ISF
- 25 Funding Docs
- 26 Condition Report
- 27 Status Update

Exhibit 10 Vehicle Condition and Inspection Report

| | |
|-------------------------|-----------------------|
| SHIPPER/ORIGIN | CONSIGNEE/DESTINATION |
| Shipment Number: | |

| | |
|--|-----------------------------|
| Year: _____ | Starting Mileage: _____ |
| Make: _____ | Ending Mileage: _____ |
| Model: _____ | Driver's License No.: _____ |
| Color: _____ | Date First Available: _____ |
| License No.: _____ | To Depart on: _____ |
| Serial/Engine No.: _____ | Registered Owner: _____ |
| Automatic Transmission: Yes _____ No _____ | |

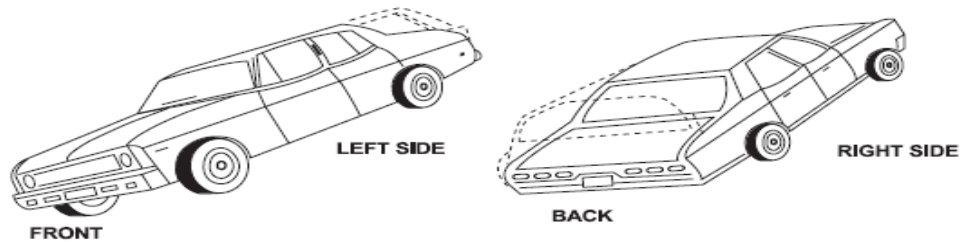
DAMAGE CODES: √ - OK B-Bent/Broken C-Chip/Scratch D-Dent S-Soiled/Dirty
 T-Torn/Cut W-Worn X-Missing Y-Yes N-No

| | | | | | | | | | |
|---------------------|--|------------------|--|------------------|--|-------------|--|---------------------------------|--|
| L.F. Door | | R. Rocker Panel | | Grilles | | Keys | | Bumper Guard | |
| L.F. Fender | | R. Rear Door | | Tail Lts. & Rims | | Misc. Keys | | Front Bumper | |
| Windshield | | R. Rear Fender | | L.R. Fender | | Front Seat | | R.F. Fender | |
| Wipers & Arms | | Glass – General | | L.R. Door | | Rear Seat | | R.F. Door | |
| Hood & Cowl | | Rear Bumper | | L. Rocker Panel | | Door Panel | | Trunk Lid | |
| Head Lts. & Rims | | Rear Bpr. Guards | | Battery & Caps | | Headlining | | Trunk Mat | |
| Vehicle Cleanliness | | Roof – Conv. Top | | Air Conditioning | | Inside Trim | | Spare Whl. & Tire Jack & Wrench | |
| Floor Mats (2) | | Antenna | | Stereo & Radio | | Tires | | Hub Caps | |
| Moulding – Gen | | Mirrors | | Cigar Lighter | | Sun Visors | | Alarm System | |

FUEL GAUGE

| | | |
|-----|--|-----|
| 3/4 | | 1/2 |
| 1/4 | | |

Please fill in accordingly



1. This Vehicle is received with minor nicks, dents, and scratches found on any used automobile.
2. Shipper certifies that this vehicle contains no personal belongings. Carrier is not responsible for personal belongings.
3. No inspection as to the roadworthiness of this vehicle (id., brakes, alignment, suspension, tuning) has been undertaken by the carrier. Carrier is not responsible for the mechanical difficulty.

Release in above condition except as noted:

Shippers and drivers signatures below constitute they have read, verified, understand and agree to all of the terms and conditions on this form.

| | |
|---------------------------|-------------|
| Employee Signature: _____ | Date: _____ |
| Drivers Signature: _____ | Date: _____ |

SENSITIVE BY UNCLASSIFIED

SECTION 4 EVALUATION AND ACCEPTANCE

4-1. Evaluation.

4-1.1. General.

Evaluation of a Transportation Service Provider's (TSP's) rate offer(s) for transportation services will be based on the combination of the TSP's service performance and its offered charges. That combination will take the form of a Value Index (VI) as explained below.

4-1.2. Performance Evaluation.

4-1.2.1. DOMESTIC. For the 2023-2024 Filing Cycle, evaluation of the TSP's service performance will be based on data collected from Traffic Managers for a twelve (12) month period and a Customer Satisfaction Index (CSI) measuring each individual TSP's performance against the average level of performance will be assigned. In those instances when there was no data furnished, the TSP will be considered "Unindexed" and its performance will not be a factor in the evaluation.

4-1.2.2. INTERNATIONAL. For the 2023-2024 Filing Cycle, evaluation of the TSP's service performance will be based on data collected from Traffic Managers for a twelve (12) month period and a Customer Satisfaction Index (CSI) measuring each individual TSP's performance against the average level of performance will be assigned. In those instances when there was no data furnished, the TSP will be considered "Unindexed" and its performance will not be a factor in the evaluation.

4-1.3. Value Index (VI).

4-1.3.1. Computation. A TSP's VI is computed at the time **each** cost comparison is run. The computation uses the following steps:

- (1) A base total charges is computed for the cost comparison by adding together
 - Total Transportation Charges (line-haul, packing, and accessorial);
 - SIT Charges for 30 days (pickup/delivery & storage);
 - The greatest vehicle price offered by all TSPs for that cost comparison, if applicable; and
 - The UAB Charge, if applicable (average of the weight breaks found in the base-line rate table in Section 2-7).

This base total is absent any discounts or percentages.

- (2) The average charge by all TSPs on that route is calculated.
- (3) The average discount is calculated by subtracting the average charge from the base total charges (#1 and #2 above)
- (4) The charge for each individual TSP is calculated based on its offered discounts/percentages/rates.
- (5) Each individual TSP's discount is calculated by using the absolute value (abs) of the amount determined by subtracting the TSP's charge from the base total charges (abs (#1 and #4 above))
- (6) The Discount Index (DI) for each TSP is computed by dividing each TSP's discount by the average discount and multiplying the result by 100 (#5/#2, above)*100).
- (7) The VI for each TSP is finally computed by summing 70% of the TSP's Customer Satisfaction Index (CSI) with 30% of the DI ((.7*CSI)+(.3*#6, above)).

Example 1. If a TSP's CSI is 105.37 and its DI is 91.55, its VI = 101.22

$$((105.37*.70) + (91.55*.30)).$$

Example 2. If a TSP has no CSI and its DI is 137.96, its VI = 41.39

$$((0*.70) + (137.96 * .30)).$$

4-2. Acceptance.

4-2.1. Domestic.

Accepted offers will be listed on the General Services Administration's (GSA's) Cost Comparisons for Federal Agency use based on the VI as computed in Section 4-1.3, and in accordance with provisions of Section 4-3.

4-2.2. Agency Specific.

Accepted offers will be listed on GSA's Cost Comparisons for Federal Agency use based on the VI as computed in Section 4-1.3, and in accordance with provisions of Section 4-3.

4-2.3. International.

Accepted offers will be listed on GSA's Cost Comparisons for Federal Agency use based on the VI as computed in Section 4-1.3, and in accordance with the provisions of Section 4-3.

4-3. Cost Comparison Listing.

4-3.1. Definitions.

4-3.1.1. New TSP. New TSP as used in this provision means a TSP approved to participate in the GSA's CHAMP after February 1, 2023.

4-3.1.2. Indexed TSP. Indexed TSP as used in this provision means any TSP, except a new TSP, for which GSA can calculate a CSI.

4-3.1.3. Unindexed TSP. Unindexed TSP as used in this provision means any TSP, except a new TSP, for which GSA cannot calculate a CSI for this Filing Cycle.

4-3.2. TSP Categories.

4-3.2.1. Category 1. All new TSPs will be listed on the cost comparison in cost ascending order.

4-3.2.2. Category 2. Category 2 TSPs are those with VI of 100.0 or greater. All TSPs with a VI equal to or greater than 100.0 as computed in accordance with Section 4-1.3 will be listed in VI descending order. TSPs with a VI less than 100.0 will be listed in no order and be identified as Category 3 TSPs.

4-3.2.2.1. Category 3. Category 3 are all TSPs with a VI of 99.99 or less and all unindexed TSPs.

SECTION 5 FILING CODES AND ABBREVIATIONS

5-1. Agency Specific Codes.

Listed below are the Federal civilian agencies/bureaus/offices for which the General Services Administration (GSA) is requesting rate offers for Agency Specific. The following codes will be used when completing electronic rate transmission record requirements that apply to a specific agency/bureau/office as specified in Section 6.

| Federal Agency Name | Location | Code | Application | Type |
|---|--|--------------|--------------------------|------------------------|
| Federal Bureau of Prisons Relocation Service | Washington, DC | FBPDC | Domestic & International | Alternating |
| Drug Enforcement Agency - (refer to Section 3-11) | Washington, DC | DEAVA | International | Non-Alternating |
| Drug Enforcement Agency - (refer to Section 3-8) | Washington, DC | DEADD | Domestic | Non-Alternating |
| Department of Veterans Affairs - (refer to Section 3-2) | Washington, DC | DVADC | Domestic & International | Non-Alternating |
| Department of the Interior, Interior Business Center Department of the Interior, Geological Survey Department of Agriculture, Forest Service Department of the Interior, National Park Service - (refer to Section 3-4) | Denver, CO Reston, VA Albuquerque, NM Omaha, NE | CONDI | Domestic & International | Non-Alternating |
| Department of the Treasury, Office of the Comptroller of The Currency - (refer to Section 3-5) | Washington, DC | OCCDC | Domestic & International | Non-Alternating |
| Social Security Administration - (refer to Section 3-6) | Baltimore, MD | SSADI | Domestic & International | Non-Alternating |
| Department of the Treasury, Administrative Resource Center - (refer to Section 3-7) | Parkersburg, WV | ARCWV | Domestic & International | Non-Alternating |
| U.S. Postal Service - (refer to Section 3-9) | Washington, DC | USPDC | Domestic & International | Non-Alternating |
| General Services Administration - (refer to Section 3-10) | Washington, DC | GSADI | Domestic & International | Non-Alternating |

| Federal Agency Name | Location | Code | Application | Type |
|--|-----------------|-------------|--------------------|-----------------|
| Department of State - (refer to Section 3-12) | Washington, DC | DOSDC | International | Non-Alternating |
| Department of State - (refer to Section 3-13) | Washington, DC | DOSDD | Domestic | Non-Alternating |
| Department of State - (refer to Section 3-14) | Washington, DC | DOSHW | International | Non-Alternating |
| Department of State - (refer to Section 3-15) | Washington, DC | DOSSA | International | Non-Alternating |

5-2. Domestic Service Areas.

The following codes will be used when completing electronic rate transmission record requirements as defined in Section 6.

5-2.1. Interstate Identification Codes.

| Service Area Pair Definitions | Origin Service Area | Destination Service Area |
|---|----------------------------|---------------------------------|
| Points in the State of California | CA | 0100 |
| Points in the States of Washington and Oregon | WA OR | 0200 |
| Points in the States of Nevada and Utah | NV UT | 0300 |
| Points in the States of Idaho, Montana, North Dakota, South Dakota, and Wyoming | ID MT ND SD WY | 0400 |
| Points in the State of Colorado | CO | 0500 |
| Points in the States of Arizona and New Mexico | AZ NM | 0600 |
| Points in the States of Oklahoma and Texas | OK TX | 0700 |
| Points in the States of Iowa, Kansas, Missouri, and Nebraska | IA KS MO NE | 0800 |
| Points in the States of Michigan, Minnesota, and Wisconsin | MI MN WI | 0900 |

GSA 2023-2024 Request for Offers
Centralized Household Goods Traffic Management Program (CHAMP)

| | | |
|--|----------------------------------|------|
| Points in the States of Illinois, Indiana, Kentucky, and Ohio | IL IN KY OH | 1000 |
| Points in the States of Arkansas, Alabama, Louisiana Mississippi, and Tennessee | AR AL LA MS TN | 1100 |
| Points in the State of Florida | FL | 1200 |
| Points in the States of Georgia, North Carolina, and South Carolina | GA NC SC | 1300 |
| Points in the States of Delaware, District of Columbia, Maryland, Virginia, and West Virginia | DE DC MD VA WV | 1400 |
| Points in the States of Connecticut, Rhode Island, Massachusetts, New Jersey, New York, and Pennsylvania | CT RI MA NJ NY PA | 1500 |
| Points in the States of Maine, New Hampshire, and Vermont. | ME NH VT | 1600 |

| | | |
|-------------------------------|----|------|
| Points in Alaska: | | |
| - Anchorage, Alaska | AN | 2200 |
| - Cordova, Alaska | CV | 2201 |
| - Fairbanks, Alaska | FB | 2202 |
| - Juneau, Alaska | JN | 2203 |
| - Ketchikan, Alaska | KN | 2204 |
| - Kodiak, Alaska | KD | 2205 |
| - Petersburg, Alaska | PB | 2206 |
| - Sitka, Alaska | SA | 2207 |
| - Wrangell, Alaska | WG | 2208 |
| Points in Canada: | | |
| - Alberta, Canada | AB | 2300 |
| - British Columbia, Canada | BC | 2301 |
| - Manitoba, Canada | MB | 2303 |
| - New Brunswick, Canada | NB | 2304 |
| - Newfoundland and Labrador | NL | 2313 |
| - Northwest Territory, Canada | NT | 2311 |
| - Nova Scotia, Canada | NS | 2306 |

| | | |
|------------------------------|----|------|
| - Ontario, Canada | ON | 2307 |
| - Prince Edward Isle, Canada | PE | 2308 |
| - Quebec, Canada | PQ | 2309 |
| - Saskatchewan, Canada | SK | 2310 |
| - Yukon, Canada | YT | 2312 |

Note: If submitting a rate offer for an intra-state Alaska shipment, please use the service area pairs (AN – WG for Origins and 2200 – 2208 for Destinations) listed above, in lieu of the intrastate identification codes in Section 5-2.2.

5-2.2. Intrastate Identification Codes.

| State | Code |
|-----------------------------|------|
| Points in Alaska: | |
| - Anchorage, Alaska | AN |
| - Cordova, Alaska | CV |
| - Fairbanks, Alaska | FB |
| - Juneau, Alaska | JN |
| - Ketchikan, Alaska | KN |
| - Kodiak, Alaska | KD |
| - Petersburg, Alaska | PB |
| - Sitka, Alaska | SA |
| - Wrangell, Alaska | WG |
| Alabama | AL |
| Arizona | AZ |
| Arkansas | AR |
| California | CA |
| Canadian Provinces: | |
| - 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 |
| 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 |
| 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 |

5-3. International Service Areas.

5-3.1. International Identification Codes.

The following codes will be used when completing electronic rate transmission record requirements as defined in Section 6.

5-3.1.1. International Country Codes.

| Country | Code |
|--------------------------------|------|
| Afghanistan – All Other 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 |
| 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 |
| Republic of the Congo | 105C |
| Costa Rica | 2950 |
| Cote D'ivoire | 106C |
| Croatia | 4400 |

| | |
|---|------|
| Cuba | 3000 |
| Cyprus | 3050 |
| Czech Republic | 3100 |
| Democratic Republic of the Congo (formerly Zaire) | 2910 |
| Denmark | 3150 |
| Djibouti | 3170 |
| Dominican Republic | 3200 |
| East Timor | 107D |
| Ecuador | 3250 |
| Egypt | 9220 |
| 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 |
| 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 |
| Kenya | 5050 |
| 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 |
| - 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 |
| Poland | 7300 |
| Portugal | 7350 |
| Puerto Rico (main island only) | 180P |
| Qatar | 7470 |
| Romania | 7550 |
| Russia – all other points | 8250 |
| - Moscow | 82MC |
| - St. Petersburg | 82SP |
| - Vladivostock | 82VS |
| Rwanda | 132R |
| Saint Lucia | 7700 |
| Sao Tome/Principe | 133S |
| Saudi Arabia | 7850 |
| Senegal | 7870 |
| Serbia | 113S |
| Sierra Leone | 7900 |
| Singapore | 7950 |
| Slovak Republic | 114S |
| Slovenia | 7890 |
| Somalia | 7899 |
| Solomon Islands | 789S |
| South Africa – all other points | 8010 |
| - Capetown | 80CT |
| - Durban | 80DB |
| - Johannesburg | 80JB |
| - Pretoria | 80PT |
| South Sudan | 8360 |
| Spain | 8300 |
| Sri Lanka | 2720 |
| Sudan | 8350 |

| | |
|--|------|
| Suriname | 8400 |
| Kingdom of eSwatini (formerly Swaziland) | 135S |
| Sweden | 8500 |
| Switzerland | 8550 |
| Syria | 8580 |
| Tahiti | 350T |
| Taiwan | 2810 |
| Tajikistan | 136T |
| Tanzania | 8650 |
| Thailand – All other points | 8750 |
| - Bangkok | 875B |
| - Chian Mai | 875C |
| Togo | 115T |
| Trinidad | 205T |
| Tunisia | 8900 |
| Turkemenistan | 116T |
| Turkey | 9050 |
| 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 |
| Venezuela | 9400 |
| Vietnam | 9450 |
| Virgin Islands of St. Thomas and St. Croix | 190V |
| Virgin Islands of St. John | 200V |
| Western Samoa | 9630 |
| Yemen | 9650 |
| Zambia | 9900 |
| Zimbabwe | 8180 |

*Shipments to Iraq will be considered door-to-door but actually delivered to a military location within the Green Zone.

SECTION 6 RATE FILING INSTRUCTIONS

6-1. Rate Filing Instructions.

Transportation Service Providers (TSPs) and Rate Filing Service Providers (RFSPs) submitting rate offers in response to this Request for Offers (RFO) MUST submit their rate offers electronically via one of the two methods identified in the Cover Letter of this RFO. For rate filing instructions, TSPs and RFSPs must refer to the “HHG Rate Filing Instructions” which can be viewed/downloaded from the bottom of the Transportation Management Services Solution 2.0 (TMSS 2.0) website under “Household Goods Resources.” A TSP or RFSP must have access to the “HHG Rate Filing” module in TMSS 2.0 before they can download rate templates and/or upload rate offers. A TSP or RFSP must contact their Group Administrator for access to the rate filing module if they do not already have access within TMSS 2.0.

TSPs electing to utilize a RFSP to create/upload rate offers must identify to the GSA Contacts identified in Section 1-6. of this RFO who that RFSP will be before rate offers can be uploaded to TMSS 2.0 for validation and acceptance. If a TSP has a RFSP currently identified to GSA and wants to change the RFSP during the rate filing period, they must do so at least ten (10) business days prior to the rate filing due dates of September 25, 2023 or March 25, 2024. Requests received within nine (9) or less business days of the rate filing due dates will be denied.

Please also refer to Sections 1 and 5 of this RFO for additional rate filing information and instructions.

Rate offer submissions received from TSPs or RFSPs not conforming to the instructions found in this RFO and the “HHG Rate Filing Instructions” will not be accepted by TMSS 2.0 and the TSP or RFSP will be notified as set out in Section 1-3.

SECTION 7

RESERVED

Section 8, Calendar Year 2022 Domestic Traffic Volume

| Shipment Point | InBound | OutBound | Intra |
|--------------------------|---------|----------|-------|
| ALABAMA | 259 | 125 | 7 |
| ALBERTA, CANADA | 17 | 22 | 0 |
| ANCHORAGE, AK | 107 | 124 | 1 |
| ARIZONA | 414 | 454 | 44 |
| ARKANSAS | 82 | 76 | 4 |
| BRITISH COLUMBIA, CANADA | 52 | 34 | 0 |
| CALIFORNIA | 1,061 | 1,278 | 113 |
| COLORADO | 449 | 447 | 9 |
| CONNECTICUT | 65 | 103 | 2 |
| DELAWARE | 30 | 42 | 0 |
| DISTRICT OF COLUMBIA | 1,274 | 1,045 | 1 |
| FAIRBANKS, AK | 15 | 40 | 0 |
| FLORIDA | 1,094 | 917 | 57 |
| GEORGIA(STATE) | 577 | 568 | 10 |
| IDAHO | 107 | 93 | 5 |
| ILLINOIS | 274 | 328 | 8 |
| INDIANA | 96 | 102 | 5 |
| IOWA | 60 | 87 | 4 |
| JUNEAU, AK | 9 | 20 | 0 |
| KANSAS | 100 | 87 | 9 |
| KENTUCKY | 109 | 113 | 5 |
| KETCHIKAN, AK | 1 | 9 | 1 |
| KODIAK, AK | 5 | 3 | 0 |
| LOUISIANA | 155 | 148 | 2 |
| MAINE | 62 | 42 | 3 |
| MANITOBA, CANADA | 3 | 5 | 0 |
| MARYLAND | 1,358 | 1,533 | 30 |
| MASSACHUSETTS | 164 | 211 | 2 |
| MICHIGAN | 158 | 203 | 6 |
| MINNESOTA | 159 | 153 | 6 |
| MISSISSIPPI | 86 | 151 | 1 |
| MISSOURI | 159 | 193 | 14 |
| MONTANA | 120 | 84 | 14 |
| NEBRASKA | 62 | 85 | 5 |
| NEVADA | 193 | 167 | 5 |
| NEW HAMPSHIRE | 72 | 69 | 0 |
| NEW JERSEY | 179 | 254 | 6 |
| NEW MEXICO | 271 | 222 | 21 |
| NEW YORK | 256 | 456 | 9 |
| NORTH CAROLINA | 305 | 350 | 6 |
| NORTH DAKOTA | 43 | 38 | 4 |
| NOVA SCOTIA, CANADA | 2 | 3 | 0 |
| OHIO | 153 | 185 | 11 |
| OKLAHOMA | 134 | 99 | 8 |

GSA 2023-2024 Request for Offers
 Centralized Household Goods Traffic Management Program (CHAMP)

| Shipment Point | InBound | OutBound | Intra |
|-----------------|---------|----------|-------|
| ONTARIO, CANADA | 120 | 164 | 0 |
| OREGON | 167 | 178 | 13 |
| PENNSYLVANIA | 276 | 308 | 7 |
| PETERSBURG, AK | 3 | 0 | 0 |
| QUEBEC, CANADA | 29 | 28 | 0 |
| RHODE ISLAND | 42 | 40 | 0 |
| SITKA, AK | 1 | 6 | 0 |
| SOUTH CAROLINA | 331 | 182 | 5 |
| SOUTH DAKOTA | 57 | 45 | 8 |
| TENNESSEE | 276 | 214 | 15 |
| TEXAS | 1,005 | 1,012 | 143 |
| UTAH | 167 | 188 | 7 |
| VERMONT | 48 | 23 | 0 |
| VIRGINIA | 3,509 | 4,643 | 52 |
| WASHINGTON | 421 | 409 | 23 |
| WEST VIRGINIA | 113 | 105 | 2 |
| WISCONSIN | 101 | 108 | 4 |
| WYOMING | 82 | 68 | 5 |

ITGBL Local Agents

Country: Afghanistan

Post: Herat

Bureau: SCA

Local Agents:

Post: Kabul

Bureau: SCA

Local Agents:

Move One Kolola
Pushta, Shamisi Plaza, District 4 Kabul-
Afghanistan, Apartment B1 Phone number: +93
700274374 & + 93 700 243 262
Contact person: Mr. Richard Tagg & Mr. Ahmad Atta
Email: richard.tagg@moveoneinc.com and
ahmad.atta@moveoneinc.com

MEBS Global Reach
Block 4, Industrial Parks,
District 9
Kabul, Afghanistan

Country: Albania

Post: Tirana

Bureau: EUR

Local Agents:

AGS Tirana
Rruga Llazar Xhajanka
1027 Tirana, Albania
Tirana, Albania
POC: Genti Jacellari
Tel: 355 69 20 86 315
Fax: 355 44 500 617
Email: manjola.hasa@ags-globalsolutions.com

AES Cargo/ Move One
Rruga: Brigada e VIII P.
Teknoprojekt Sh.2 Ap 3/2 Nr. 33/1
Tirana, Albania
POC: Glenda Pajo
Mob: 355 4 225 8103
Cel: 355 69 206 7269
Email: glenda.pajo@moveoneinc.com

ITGBL Local Agents

Country: Algeria

Post: Algiers

Bureau: NEA

Local Agents:

AIM INTERMOVERS
POC : Mrs. AMMARI Nesrine (Move Coordinator)
Cellphone : +213770561147 | +213661528998
E-mail : nesrine.ammari@aimintermovers.dz
www.aimintermovers.dz
Address: Villa n°19 Rue Berlioz, El Biar 16030,
Algiers, Algeria

Master International Moving
Address: 337 Sidi Hacem Grand Cheraga 16002
Algiers Algeria.
Office Phone number: +213 (0) 23 36 03 77.
Mobile/Cellphone : +213 661 52 78 10 / +213 541
73 07 70
E-mail : contact@masterinternationalmoving.com
POC : General manager : AZOUZI Sofiane.

One Champion Removals
POC: Mrs. Siham Kherabi (Manager)
Cellphone: +213 550 516 640
+213 550 695 026
Address: 1ere Rocade d'Alger, Staoueli, Algiers-
Algeria
E-mails address :
info@onechampionremovals.com /
Contact@championinternationalmoving.com

- TRANSIT O.M.S (Broker) Inbound shipments
POC: Mr. Allouache Ali Karim
E-mail : allouachekarim@hotmail.fr
Cellphone: +213553 68 95 00
Tel: +213771 42 34 08
Address: 10 Rue Asselah Hocine – Algiers – Algeria

Algeria Moving and Shipping
13 Lot Beau Sejour La Sapiniere
No. 7 Birmandreis
Algers, Algeria
POC: Mme. Ahlem Menar, GM
Tel/Fax: 213-21-56-48-53
Cell: 213-0770-415-261
algeria.mvg.shpg@hotmail.com

ITGBL Local Agents

Country: Angola

Post: Luanda

Bureau: AF

Local Agents:

AGS Concat:
Mathias Bouroullec | Branch Manager – AGS
FRASERS ANGOLA
Tel: +244 923 944 950 Email:
mathias.bouroullec@ags-globalsolutions.com
Skype: Mathias Bouroullec – Branch Manager
Angola

WWW.AGS-GLOBALSOLUTIONS.COM

ABS CONTACT
ERWIN KRUECK
ANGOLA MANAGING DIRECTOR
EMAIL : ERWIN.KRUECK@ALL-
BROKERAGE.COM
WEB : WWW.ALL-BROKERAGE.COM
WEB GUESTHOUSE: WWW.ABS-
GUESTHOUSE.COM
MOBILE AO: + 244 923 861 685
RUA FRANCISCO CASTELO BRANCO Nº 1,
COQUEIROS – LUANDA/ANGOLA

Cargo Center
Address: Rua Gastao de Sousa Dias. #:6 R/chao
Maianga
POC: Jandira Silva
POC tel: 933865828
POC Email: Jandira.Silva@cargocenter.org

ITGBL Local Agents

Country: Argentina

Post: Buenos Aires

Bureau: WHA

Local Agents:

Universal Cargo
Tacuarí 202 Piso 1
(C1071AAF) Buenos Aires, Argentina
POC: Lily Campbell
Tel: 54-11-5352-3400/54-11-5352-3403
Email: <http://universalcargo.com.ar>

Nazareno Villa Abrille
Sales Manager
ARGENVANS Transportes Internacionales SA
Av. Santa Fe 1780 - Piso 12º - Of 1204
++54 11 4813-2000
(C1060ABQ) - Buenos Aires - Argentina
Email: <http://www.argenvans.com.ar>

Transpack Argentina S.A POC and
title: Patricia Fluck Managing Director/ Luciana
Ventura (Traffic Manager)
Address: Av. Bernardo Ader 2250 Munro
B1605FEF · Buenos Aires – Argentina.
Email: info@transpack.com.ar ·
<http://redirect.state.sbu/?url=www.transpackcompanies.com.ar>
Tel: Tel: +54 11 3221 6900 · Fax: +54 11 3221 6901

Company name: Mercovan Argentina
Address: Juana Azurduy 1520, Buenos Aires,
Argentina
Phone number: +5411-4576-4201
Email address: mercovan@mercovan.com.ar
POC name: Jose Joaquin Pena
POC email: jose@mercovan.com.ar

Company name: LIFT VAN INTERNATIONAL CO
SAC
Address: RUTA 202, 3449, DON TORCUATO,
BUENOS AIRES.
Phone number: +54 11 4016 1100
Email address: liftvan@liftvan.com /
rates@liftvan.com
POC name: Gabriela Humeniuk
POC email: ghumeniuk@liftvan.com

Argentina International Moving SRL
Suipacha 612, 3rd Floor Office E
1008 Buenos Aires, Argentina
POC: Daniel Oviedo
Tel: 54-11-4325-0500
Email: Argenmove@argenmove.com.ar

ITGBL Local Agents

Country: Armenia

Post: Yerevan

Bureau: EUR

Local Agents:

2) Globalink
38/28 Mashtots Avenue
Yerevan, Armenia
POC: Rajiv Nagri
Tel: 374-10-539197
Email: r.nagri@globalinklogistics.com

1) Gosselin Yerevan
2/6 Gyulbekyan Street
Yerevan, Armenia
POC:Vahram Jotyan
Tel: 374-10-268678/ 374-91-402445
Email: yerevan@gosselinarmenia.com

ITGBL Local Agents

Country: Australia

Post: Canberra

Bureau: EAP

Local Agents:

Allied Pickfords:
Duncan Jarvis
Duncan.jarvis@alliedpickfords.com.au
Ph. 02 6298 8412
Mobile – 0421 806 707

Grace Removals
195 - 201 Princess Highway, Hallam
Victoria, Australia
Tel: 613 9703 4490
Fax: 613 9796 5221
Rebecca Powell
usstate@grace.com.au
03 9703 4490

Nuss Relocations
Saunders
Nigel
email:
nigelsaunders@nuss.com.au phone # 02 9425 4600

Post: Melbourne

Bureau: EAP

Local Agents:

Allied Pickfords
228 Greens Road, Dandenong
Victoria, Australia 3134
POC: Ron Gates
Tel: 613 9797 1533
Fax: 613 9797 1555
Email: Ron.Gates@alliedpickfords.com.au **
bonded facility **

Grace Removals
195 - 201 Princess Highway, Hallam
Victoria, Australia
Tel: 613 9703 4490
Fax: 613 9796 5221
Rebecca Powell
usstate@grace.com.au
03 9703 4490

Nuss Relocations
148-152 Browns Road
Noble Park North,
Melbourne,
Victoria, 3174
Australia
Tel: + 61 (03) 8793 4800
Fax: 61 (03) 8793 4888
Imports: Ike Deres
Email: ikederes@nuss.com.au
Tel: 03 8793 4800
Exports: Ray Beard
Email: raybeard@nuss.com.au
Tel: 03 8793 4801
Mob: 0413 833 039

Crown Worldwide (Aust) Pty Ltd
118 Boundary Road
Braeside, VIC 3195
Australia
Ph: 613 8586 7600
Email: Melbourne@crownrelo.com
Mike Curtis- mcurtis@crownrelo.com
Karen Taylor- ktaylor@crownrelo.com
Exports- Russell Barber- email:
rbarber@crownrelo.com
Imports- Sarcha Thorpe- email:
sthorpe@crownrelo.com

ITGBL Local Agents

Post: Sydney

Bureau: EAP

Local Agents:

Nuss Relocations
708b Mowbray Road, Lane Cove
Sydney NSW 2066
Australia
POC: Nigel Saunders
Tel: 61 0 2 9425 4621
Email: nigelsaunders@nuss.com.au
Export POC: Janet Reyes
Tel: +61 2 9425 4613
Fax: +612 9420 2914
Email: janetreyes@nuss.com.au
IMPORT POC: Cindy Ly
Tel: +612 9425 4603
Fax: +612 9420 2914
Email: cindyly@nuss.com.au

Website: www.nuss.com.au
** bonded facility**

Grace Worldwide
4 Tucks Road, Seven Hills
NSW, Australia
Tel: 613 9703 4490
Fax: 613 9796 5221
Rebecca Powell
usstate@grace.com.au
03 9703 4490
bonded facility

Allied Moving Services
47 Sawmill Circuit, HUME, ACT
Australia
EXPORT POC: Duncan Jarvis
Tel: +612 6298 8488
Email:
CanberraOperations@allied.com

ITGBL Local Agents

Country: Austria

Post: Vienna

Bureau: EUR

Local Agents:

Santa Fe Relocation Services
(Post shipping contractor)
Concorde Business Park 1/A2/14B, 2320
Schwechat
Phone: +43 (0)1 865 47 06
Fax: +43 (0)1 865 47 08
Monika.Blahova@santaferelo.com

Lang Worldwide Moving
(Post shipping contractor)
Obachgasse 4
1220 Vienna
Phone: +43 (0) 1 512 52 01 1 POC: Mr.
Manfred MEIER
m.meier@lang-moving.at

Sobolak International
Moving.Relocations
Stockerauer Strasse 161
2100 Leobendorf
Austria
POC: Reinhold Karpisek
Tel: 43 3362 691 19
Email: reinhold.karpisek@sobolak.com
** bonded facility **

E. Fall
International Movers
Hans Fronius Str. 13
A-2380 Perchtoldsdorf
Austria
POC: Andrej Tomicic
Tel: 43 1 865-9533
Email: Andrej.Tomicic@e-fall.com

International Removals
Schemmerlstrasse 72
1110 Vienna
Austria
POC Mr. Boris Ceselkovski
Tel: +43 1 769 93 63
Email: ceselkovski@zdenkodworak.at

ITGBL Local Agents

Country: Azerbaijan

Post: Baku

Bureau: EUR

Local Agents:

2) Interdean International Relocation
125 Heydar Aliyev Av.
Qafqaz Business Center,
AZ1029 Baku, Azerbaijan
Tel: +994 50 210 7384
POC: Mr. Vagif Samosud, e-mail:
e-mail: vagif.samosud@interdean.com

3) Ace Forwarding Caspian
POC: John Quinn
Address: Salyan Highway 14km, Green City
Complex 2nd Floor, AZ1023 Baku, Azerbaijan
Phone: (994 50) 221 7306
Email: john@acecaspian.com

4) Globalink Logistics DWC LLC 25-A Teymur
Aliyev Street, English Yard Business
Center, Banku, Azerbaijan Tel: +994
12 447 3111, fax +994 12 447 30 16 POC: Mir
Junaid Ahmed, Branch Manager email:
j.ahmed@globalinkllc.com

1) Gosselin Mobility Baku LLC
Dalga Plaza BC, Neftchilar ave 24, floor 4.
Tel office: +994 12 505 68 64
Mobile: +994 50 799 02 36
POCs: Sabina Jafarova, Branch Manager
e-mail: s.jafarova@gosselin-moving.com
John Braeckveldt, Gosselin Mobility Georgia LLC
Regional Manager
e-mail: j.braeckveldt@gosselin-moving.com

Country: Azores

Post: Ponta Delgada

Bureau: EUR

Local Agents:

CMJ Rieff
POC: Antonio Rieff
email: antonio.rieff@cmjrieff.pt
cellphone# +351 91 763 12 24
Office# +351 296 284291
Fax# +351 296 283 619

Agencia de Navegacao Oceanica. Lda.
Av. Alvaro Martins Homen #21
9760-412 Praia da Victoria
Terceira, Azores
POC: Fernando Lima
Tel: 295512080
Email: Fernando.lima@agoceanica.com **
bonded facility **

Oldemiro Cardoso Coelho & Herdeiros
Volta do Paul, #4
9760-512 Praia da Victoria
Terceira, Azores
POC: Mr. Hilario
Tel: 295512917
Fax: 295512943
Email: Occpv@iol.pt ** bonded
facility **

ITGBL Local Agents

Country: Bahamas

Post: Nassau

Bureau: WHA

Local Agents:

Certified Hauling, Airport Industrial Park Road,
Pineapple Business Center, Nassau, Bahamas.
POC: Wayde Wallace Jr. Tel: 1(242)465-0051 or
1(242)801-0051. Email:
certifiedhaulingsservice@gmail.com.

Moving U Places, P.O. Box CB-11575, #3 Bacardi
warehouse, Bacardi Road, Nassau, Bahamas. POC
Miquel Knowles. Tel: 1(242)361-3872 or 1(242)455-
8824. Email: movinguplaces@gmail.com

Airbourne Freight & Cargo Service, Windsor Field
Customs Airfreight Building, Windsor Road,
Nassau, Bahamas. POC: Kevin Brown. Tel:
1(242)377-0450 or 1(242)376-2664. Email:
Kevinairbourne08@gmail.com.

Country: Bahrain

Post: Manama

Bureau: NEA

Local Agents:

)Unique International Logistic CO. S.P.C
P.O. Box 15349
Al Rashid Building, Manama, Kingdom of Bahrain
AL Rashid Building, No:389, Flat No:41 Road
No:1912 Block No:319
POC : Mr. Aleem – General Manager
Tel: +973-17290273, Fax: +97317006848
Email : mail@uniquelogistic.org ,
Military@uniquelogistic.org Url: uniquelogistic.org

3) Gulf Agency Co.(Bahrain) W.L.L
PO Box 412 Manama Kingdom Of Bahrain
Phone: +973 17 339773 Building 100, Road 402,
Block 304 P.O. Box 2431
Tel: +973-17214270, Fax: +973-17214271
POC: Mr. Sony Varghese - Assistant Manager
Email : sony.varghese@gac.com /
roshan.george@gac.com /
klaus.holmager@gac.com / bindu.elias@gac.com

) Circle Freight International
P.O. Box 5069
Manama, Kingdom of Bahrain
POC: Mr. Sunil Kumar - Manager
Tel: +973-17-735-355 or +973-17-
731-904
Fax: +973-17-735-193
Email:
Sunil@circlefreight.com.bh
Group Email: operations@circlefreight.com.bh

ITGBL Local Agents

Country: Bangladesh

Post: Dhaka

Bureau: SCA

Local Agents:

Homebound Packers and Shippers
Address: SW(A) 26, Gulshan Avenue
P.O. Box No. GN 6052
Dhaka-1212, Bangladesh
Tel: 880-2-9887872, 9894645-46, 9894745-50
Fax: 880-2-8823416, 8823519
POC: Henry Jacob (Mr.)
E-mail: henry.jacob@homeboundbd.com
Web: www.homeboundbd.com

Country: Barbados

Post: Bridgetown

Bureau: WHA

Local Agents:

Co. Name: Michael Greaves Associates
Carmichael House
Carmichael
St. George, Barbados
POC: Mr. Michael Greaves, Managing Director
POC: Mr. Dale Stoute, Operations Manager
Tel: 1-246-426-2417
Fax: 1-246-435-1847
E-MAIL: info@mgassociates.net /
shipping@mgassociates.net
Ph: + (246) 426-2417
Fax: + (246) 435-1847

ITGBL Local Agents

Country: Belarus

Post: Minsk

Bureau: EUR

Local Agents:

3) Santa Fe Relocation
117418 Moscow,
3rd floor, Novochoyomushkinskaya st, 61
POC: Sergey Ryzhinsky
+7 (495) 933 5232 ext. 132
+7 (495) 937 9533
E-mail: Sergey.Ryzhinsky@SantaFeRelo.com
Minsk:
POC: Oleg Fedorchenko
+375 29 6577880
+375 17 2057722
E-mail: interdean@tut.by

1) Gosselin Mobility Baltics SIA
Jurkalnes St. 15/ 25
1046 Riga
Latvia
POC: Olga Konstantinova
+371 67 800 800 / 142 / 144
+371 26 46 91 56
E-mail: O.Konstantinova@gosselinmoving.com
www.gosselin-moving.com

2) Cargo Partner Ltd.
Cargo Partner (BY)LTD,
Promyshlennaja St. 6B, office 15,
Minsk, 220075, Belarus.
POC: Olga Askolkina, Natalia Kracheva
Phone: +375 17 3462381
Fax: +375 17 3462382
Mobile: +375 29 1180790
E-mail: Natalia.Kracheva@cpartner.by
Mobile: +375 29 6484822
Email: olga.askolkina@cpartner.by

Country: Belgium

Post: Antwerp

Bureau: EUR

Local Agents:

GOVLOG N.V.
Belcrownlaan 23 - 25
2100 Antwerp, Belgium

Post: Brussels

Bureau: EUR

Local Agents:

1) Government Logistics NV
Belcrownlaan 23
2100 Deurne
POC: Stephan jr. Geurts
Tel: 00.32.3.360.55.22
Email: StephanJr@govlog.be

3) Putters International
Erasmuslaan 30
B-1804 Cargovil-Zemst
POC: Luc Putters
Tel 00-32-2-255-80.95
e-mail ; luc.putters@putters.be

ITGBL Local Agents

Country: Belize

Post: Belmopan

Bureau: WHA

Local Agents:

MB Pariente
1053 Graduate Crescent
West Landivar
Belize City, Belize
POC: Miguel Pariente
Tel: 501-223-7833
Cel: 501-671-3779
Email: mbpariente@gmail.com

Green Movers
3 Guerrero Street
Belize City, Belize
POC: Mark Green
Tel: 011-501-662-1058
Email: greenmovers1@yahoo.com

Easy Move Packing
1 ½ Miles Northern Highway
Belize City, Belize
POC: Raul Pelayo
Cel: 501-602-3003
Tel: 501-203-0809
Email: easy_move_packing@live.com

Country: Benin

Post: Cotonou

Bureau: AF

Local Agents:

CERAGEM SARL
C/3915 FIDJROSSE-KPOTA, 12E
ARRONDISSEMENT, COTONOU
GENERAL MANAGER: BIENVENU AMOU
EMAIL: CERAGEM.SARL@GMAIL.COM
TEL: +229 95964035/98566060/69992051
01 BOX 4586 COTONOU REPUBLIC OF BENIN
***INCOMING AND
OUTGOING SHIPMENTS

ALBATROS COMPANY
MISSITE 524 ILOT 372 PARCELLE E-COTONOU
GENERAL MANAGER: FRANCK ABALO
TEL: +229 94850808/97316464
EMAIL: F.ABALO@ALBATROS.COM/
CONTACT@ALBATROSCOMPANY.COM
OPERATIONS MANAGER: FELICITE AGUEGUE
TEL: +229 95 60 22 76
EMAIL:
F.AGUEGUE@ALBATROSCOMPANY.COM
WEBSITE: WWW.ALBATROSCOMPANY.BJ
***INCOMING ONLY

KANGOUROU LOGISTICS
C/1300 SAINTE RITA
02 BP 1163 COTONOU, BENIN
OFFICE TEL (229) 96154037,
MANAGER: CLEMENT
GNANSOUNOU
CELL PHONE (229) 95 42 99 09
EMAIL::KANGOUROULOGISTICS@GMAIL.COM
***INCOMING AND
OUTGOING SHIPMENTS

ITGBL Local Agents

Country: Bermuda

Post: Hamilton

Bureau: EUR

Local Agents:

Best Shipping
Street Address:
1 Canal Lane,
Pembroke, HM02,
Bermuda

Inbound Point of Contact:
Name: Dwayne Robinson
Phone: (441)294-6232
Email: drobinson@best.bm

Outbound Point of Contact:
Name David Sousa
Phone: (441)294-6207
Email: dsousa@best.bm

Bonded Warehouse: Yes

Country: Bolivia

Post: La Paz

Bureau: WHA

Local Agents:

INBOLPACKS.R.L POC:
Fernando Duran Tel: 591 2 231
7070 Fax: 591 2 239 2036 Email:
inbolpack.lpz@inbolpack.net La Paz,
Bolivia

TOTAL BOLIVIAN MOVING S.R.L. POC: Carlos
Ramos Phone 1:+591(2)242 3060
Phone2:+591(2)241 8582 Email:
c.ramos@tobolmoving.com Web:
www.tobolmoving.com

BOLIVIAN MOVERS POC: Alvaro
Orellana Phone: 591 2
222-1509 Cell:591 670
00433 Email:
aorellana@bolivianmovers.com Web:
www.boliviamovers.com

ITGBL Local Agents

Country: Bosnia-Herzegovina

Post: Banja Luka

Bureau: EUR

Local Agents:

See Sarajevo

Post: Mostar

Bureau: EUR

Local Agents:

See Sarajevo

Post: Sarajevo

Bureau: EUR

Local Agents:

1) AGS Sarajevo
Luzansko Polje 7
71 210 Ilidza, Sarajevo
Bosnia – Herzegovina
POC: Mr. Jasmin Moro
Mobile: +387 61 192 086
Tel: 387 33 761 460
Fax: 387 33 761 461
E-mail: jasmin.moro@ags-globalsolutions.com
***Bonded Facility

3) INTERMOVE - Moving & Relocation Services
Luzansko polje 7
71 210 Ilidza, Sarajevo
Bosnia – Herzegovina
POC: Senad Catibusic
T: + 387 33 525 143
M: + 387 63 377 585
E-mail: senad@intermovebosnia.com
***Bonded Facility

2) MOVE ONE
Fran Andjela Zvizdovica 1
71000, Sarajevo
Bosnia -Herzegovina
POC: Mr. Edin Grapcanovic
Mobile: +387 61 140 952
Tel: 387 33 295 601
E-mail: bosnia@moveoneinc.com
***Bonded Facility

Country: Botswana

Post: Gaborone

Bureau: AF

Local Agents:

MR MOVE INTERNATIONAL
UNIT 4/B/2, PLOT 22098
BDC WESTERN INDUSTRIAL ESTATE
GABORONE
TEL: 391 2531
CTC: ANTON HENRIKSEN
EMAIL: move@mrmove.co.bw

AGS FRASERS INTERNATIONAL
PLOT 14398, OFF NEW LOBATSE ROAD
GABORONE WEST INDUSTRIAL
P.O BOX 201874
GABORONE, BOTSWANA
TEL: 392 2558
CTC: VINCENT PIPLRE
EMAIL: vincent.piplre@agsfrasers.com

ITGBL Local Agents

Country: Brazil

Post: Brasilia

Bureau: WHA

Local Agents:

3) Sirva Worldwide Relocation & Moving.
Alameda Marmoré, 503
18o andar Alphaville, Barueri, SP
CEP: 06454-040
POC: Renato Lima
Renato.lima@sirva.com
+ 55 11 4134 4848

2) Granero Transportes Ltda.
STRC Trecho 3, Conjunto B, Lote 4
Brasilia DF Brazil, CEP: 71.225-500
POC: Fausto Rocha Ribeiro, Int'l Dept. Manager
Tel: 5561 3233 3070
Fax: 5561 3234 2716
Email: bsb-internacional@granero.com.br
Website: www.granero.com.br

1) Fink Transportes S.A. ***
STRC Trecho 2, Conjunto D lotes 1-2
CEP: 71225-524, Brasilia DF., Brazil
POC: Mr. Arnaldo Assis, Director
Tel: 55 61 3233 1880
Fax: 55 61 3233 1999
Email: General Manager Janaina Rangel
jrangel@fink.com.br
**** following customs clearance, secure
warehouse facility ***
International Coordination for US EMBASSY (gently
ask you to add both in copy of all your
communication regarding this client):
Barbara Muller bmuller@fink.com.br
Leonardo Viana lviana@fink.com.br
International coordinator for other accounts:
Romulo Monteiro rmonteiro@fink.com.br

Post: Recife

Bureau: WHA

Local Agents:

2) Transportes Fink
Fernanda Viana
Tel 5521-3410-0716
Email fviana@fink.com.br

1) Transportes Frey
Rue Carlos Pena Filho
170 Jiquia Recife - PE 50850-030 Brazil
POC: Antonio Gomes, Jr.
Tel: 55-81-3428-3277
Fax: 55-81-3428-7791
Email: mfrey@hotlink.com.br

ITGBL Local Agents

Post: Rio De Janeiro

Bureau: WHA

Local Agents:

2) TTEAMWORK INTL MOVING :
CNPJ: 09.505.187/0001-50
AVENIDA BRASIL, 33809
BANGU, RIO DE JANEIRO RJ – BRASIL
CEP: 21852-002
Ph# (+5521) 3942-7136
POC: Lucilene Manhães
lucilene@teamworkintl.com.br
POC: Ron Radnik , General Manager
ron@teamworkintl.com.br

1) TRANSPORTES FINK LTDA:
CNPJ: 00.649.887/0001-43
ESTRADA DOS BANDEIRANTES, 2856
JACAREPAGUA, RIO DE JANEIRO, BRASIL
CEP: 22775-110, PH: (+5521)3410-9716
POC: Larissa Saporito (in/out shipments)
EMAIL: lsaporito@fink.com.br
POC: Laura Ganon , General Manager
lganon@fink.com.br

Post: Sao Paulo

Bureau: WHA

Local Agents:

1) Fink Transportes S.A.
Rua Cardeal Santiago Luiz Copello, 81
CEP: 05308-000 Sao Paulo - SP - Brazil
POC: Cristiane Balista, Director
Tel: 55 11 3839 5401
Fax: 55 11 3835 3366
Email: cbalista@fink.com.br
General Email: finksp@fink.com.br

2) Sirva Worldwide Relocation & Moving.
Alameda Marmoré, 503
18o andar Alphaville, Barueri, SP
CEP: 06454-040
POC: Renato Lima
Renato.lima@sirva.com

ITGBL Local Agents

Country: Brunei

Post: Bandar Seri Begawan

Bureau: EAP

Local Agents:

Morley & Co. (B) Sdn. Bhd.
7A Jln Sg. Buloh II
Spg. 705, Jln Muara BU 1329
Negara Brunei Darussalam
POC: Christopher Charles General Manager
Tel: 673 2 790 705 or
+673 2 790 569

Fax: 673-279-0563
Email: morleymovers1@gmail.com

Intermovers (B) Sdn Bhd POC:
Patrice No. 27A,
Simpang 57-16, Kg. Sungai Buloh, Mukim Mentiri,
Bandar Seri Begawan,
Brunei Phone: +673 233
7777 Email:
patrice@intermovers.com

Globex Global Logistics Sdn Bhd POC: Wajihah
Salleh 1, Unit 2, 3 & 4, Ground
Floor, Spg 41, 12 Jalan Kiarong, Bandar Seri
Begawan BE1318, Brunei Phone: +673
233 2065 Email:
operation2@globex.com.bn

L.Mark Express (B) Sdn Bhd
POC: Winston Charles No. 128,
Jalan Ban 4, Kg Mulaut, Bandar Seri Begawan
BG2121, Brunei Phone: +673 2 662
695
Email: lmarkexpress@gmail.com

Country: Bulgaria

Post: Sofia

Bureau: EUR

Local Agents:

2) Matrix Relocations LLC
Building 12, Business Park Sofia
1766 Sofia, Bulgaria
Tel: +359 2 807 6633
Fax: +359 2 807 6631

POC: Dessislava Bosman
Email 1: dessislava.bosman@matrixrelo.com
Email 2: sofia@matrixrelo.com

1) Orbit Ltd.
International Forwarding & Moving
Member of Orphee Beinoglou Group
16, Prodan Tarakchiev Str.
1540 Sofia, Airport Area
Bulgaria
POC: Ludmil Rangelov
Central Tel.: +359 2 970 6300/400/500
Direct Tel: +359 2 970 6311,
Cell : +359 89 990 3339
Fax: +359 2 970 6333
e-mail: lrangelov@orbit.bg
hhgs@orbit.bg
www.orbit.bg

ITGBL Local Agents

Country: Burkina Faso

Post: Ouagadougou

Bureau: AF

Local Agents:

3) SDV – Bollere, Africa Logisitcs Mr. Michael
Bassinga, Responsable Service Aerien
32, rue de L'unicef 01 BP 379 Ouagadougou 01
Tel: 226-50-31-77-55, 226-50-31-12-03
Fax: 226-50-31-25-08
Email: michael.bassinga@bollere.com

1) AGS Worldwide Movers
Zone du Bois, 01 BP
1767 Ouagadougou, Burkina Faso
POC:Eric BELLONE
Tel: 226-50-36-16-79
Fax: 226-50-36-12-24
Email: direction-burkinafaso@agsmovers.com

2) TRANS'DEM
01 BP 163 Ouagadougou 01, Sector 15 Ouaga 2000
Rue de la Jeunesse
Ouagadougou., Burkina Faso
POC: Djamel HAMANI
Tel: 226-50-37-67-30
Fax: 226-50-37-67-31
Email: transdem@fasonet.bf

ITGBL Local Agents

Country: Burma

Post: Rangoon

Bureau: EAP

Local Agents:

2) Asian Tigers Mobility
Room 504, MMG Tower
#44/56, Kannar Road
41st-42nd Street
Botataung Township
Yangon, Myanmar
Phone # (951) 250 290
Mobile (959) 506 3050
Fax : (951) 252 313
Attn: Ruud J.M. von Martels, Director
e-mail:ruud.vmartels@asiantigers-myanmar.com

1) Crown Relocations (Crown Worldwide Movers)
790 (Room #702) Danathiha Center
Bogyoke Aung San Street, Lanmadaw Township
Yangon, Myanmar
POC: Gregory Hasham, General Manager
Tel: (951) 223 288 x702
Fax: (951) 229 212
Email:wtun@crownew.com;
ghasham@crownew.com

4) Schenker (Thai) Ltd., Yangon Branch
POC: Aung Kyaw Soe Thu (Branch Manager)
#59 A, U Lun Maung Street, 7 Mile, Mayangone
Tsp., Yangon, Myanmar
Phone/Fax: + 95 1 651 250, 667 686, 666 646
Mobile : + 95 9 4210 960 12

3)N.M.T. Ltd
#123 – 2nd Floor, 42nd Street
Botataung Township
Yangon, Myanmar
Tel: 951-245854 , 951-380389 Fax:951-392424
POC: Noreen
movers@nmtmyanmar.com;
management@nmtmyanmar.com

MEBS Global
Block C, Room F-09
2nd Floor Pearl Condominium
Kabar Aye Pagoda Road, Bahan Township
Yangon, Myanmar

POC : Karolina Kolehmainen
Country Manager
Email - karolina@mebs-global.com
Mob: +95-9-4286-57-223

ITGBL Local Agents

Country: Burundi

Post: Bujumbura

Bureau: AF

Local Agents:

2) DHL GLOBAL FORWARDING
DHL Global Forwarding
Blvd de la Liberté, 10
Place de l'Indépendance
Rohero
Bujumbura
BURUNDI

Mobile : +257 75 374000 / 79 374487
Land line: +257 22 223435 / 22 227272
Fax: +257 22 227270
www.DHL.com

POC: Brian Nkurunziza

Mobile : +257 75 801 000
 +257 69 801 000
Brian.Nkurunziza@dhl.com
POC: Santana Mberindanga
Mobile : +257 75 374000 / 79 374487
Santana.Mberindanga@dhl.com

3) Pan-African Logistics
Boulevard Yaranda
6730 B2/Rohero I
Bujumbura, Burund, P.O. Box 6457
T: +257 79 99 19 19 E:
olivier.ncuti@palogistics.com
S: retchkov
W: www.palogistics.com

1) Bolloré Transport & Logistics Burundi S.A
55, Boulevard Melchior NDADAYE
Q. Industriel-Ngagara P.O.Box 1306 Bujumbura-
Burundi
T (+257) 22 22 61 40 - M (+257) 75 84 21 24/ 76 74
21 24
T (+257) 22 22 39 75 - M (+257) 77 74 21 24
www.bolloré-logistics.com
POC: Carmel Jimbere: carmel.jimbere@bolloré.com
Francis Roy Muheto:
Francis.MUHETO@bolloré.com
Ildephonse MANIRAKIZA:
ildephonse.manirakiza@bolloré.com

ITGBL Local Agents

Country: Cambodia

Post: Phnom Penh

Bureau: EAP

Local Agents:

5. Asia International Movers Co., Ltd
(AGS Movers Cambodia)
Aura Condominium, 3rd floor, Room 304,
No. 30, Norodom Boulevard,
Sangkat Psar Thmey III, Khan Daun Penh,
Phnom Penh, Cambodia.
POC: Mr. Andrea Gastaldi
POC: Ms. Rina Thim
Email: andrea.gastaldi@ags-globalsolutions.com
Email: rina.thim@ags-globalsolutions.com
TEL: 855-12-788-229

2. JVK-NAGA Movers Ltd.
1157 National Road #2, Bldg B,
Sangkat Chakangrea Leu, Khan Mean Chey,
Phnom Penh, Cambodia
POC: Ms. Nicole Liemphetcharat
POC: Mr. Chantra Mey
POC: Ms. Sokmean Van
Tel: 855-23-216-781
Fax: 855-23-216-751
Email: nicole.l@jvkasia.com
Email: chantra@jvkasia.com
Email: sokmean@jvkasia.com

4. Crown Relocations International Co., Ltd.
Phnom Penh, Cambodia
POC: Mr. Reasmey Tith,
POC: Mr. Jamie Rossall
Email: treasmey@crowwww.com
Email: jrossall@crowwww.com
www.crownrms.com
Tel: 855-23-881-004
Fax: 855-23 884-451
** bonded facility **

1. Worldbridge International (Cambodia) Ltd.,
38th Floor, SOHO Tower,
The Bridge Building, Village 14, Worldbridge
International (Cambodia) Ltd., 38th Floor, SOHO
Tower, The Bridge Building, Village 14, National
Assembly Street, Sangkat Tonle Bassac, Khan
Chamkarmon, Phnom Penh, Cambodia
POC: Ms. Jer Ing Lim
POC: Mr. Thona Von
Email: Jering_lim@worldbridge.com.kh
Email: von.thona@worldbridge.com.kh
Tel: 855-78-626-294

3. Transpo International
Beton street, Banlea Saet village,
Sangkat Chhmuonh, Khan sen sok,
Phnom Penh, Cambodia.
POC: Mr. Paul Glew
Tel: 855-23-212-070
Fax: 855-23-212-045
E mail: paul.glew@asiantigers-cambodia.com
** bonded facility **

ITGBL Local Agents

Country: Cameroon

Post: Douala

Bureau: AF

Local Agents:

Post: Yaounde

Bureau: AF

Local Agents:

2) CODEM AGS Groupe
Elig Edzoa Area
Box 6900
Yaounde, Cameroun
POC: Herve Bax de Keating
Tel: (237) 22 20 33 25
Fax: (237) 22 20 33 24
Cell: (237) 99 50 34 12
Email: direction-yaounde@agsmovers.com

1) MAC PAC INT'L
1321 RUE CHARLES BINDZI
B.P 1095
YAOUNDE - CAMEROUN
Tel: 00 237 22 20 41 74
Fax: 00 237 22 20 41 75
email: macpaclouis@yahoo.fr
ATTN: MR FRANCK HERTZ OR MR ALAIN HERTZ

ITGBL Local Agents

Country: Canada

Post: Calgary

Bureau: WHA

Local Agents:

1) TR Westcan Inc./Tippet-Richardson
POC: Robert Montgomery
TR International Division
2905 37th Avenue NE
Calgary AB T1Y 5Z9
Email: robm@tippetrichardson.com
<http://www.tippetrichardson.com/>
T 403.299.9700 | F 403.299.9750 | TF 800.842.4788

2)AMJ Campbell
POC: Barry Byman
International Corporate Sales
1881-120 Ave NE
Calgary, AB T3K 0S5
bbyman@amjcampbell.com www.amjcalgary.com
Direct: 403.204.6230
Bus: 403.273.1220
Fax: 403.248.7479

3)Sstarline Overseas Moving
NATE EDWARDS | vice president
t : 403.720.5378 | tf : 800.267.9958 | c :
403.471.0020
nate@hsrelogroup.com | www.hsrelogroup.com |
www.starlineoverseas.com
POC: Grace Stypka
Starline Overseas Moving
Direct: 780-453-0496
Toll Free: 800-267-9958 Main: 780-453-6777
Fax: 587-473-9014
Email: grace@starlineoverseas.com

Post: Halifax

Bureau: WHA

Local Agents:

2) Guardian Transfer and Storage, North American
Van Lines
210 Joseph Zatzman Driver
Burnside Industrial Park
Dartmouth, Nova Scotia B3B 1P4
POC: Dave Taylor, President and Co-Owner
Tel: 1-800-668-1353
Email: dtaylor@guardiantransfer.com

3) Maritime Moving and Storage, Allied Van Lines
51 Thornhill Drive
Burnside Industrial Park
Dartmouth, Nova Scotia B3B 1R9
POC: Jack Flemming, President and Owner
POC: Norman Burke, Financial Officer
Tel: 902-468-6868
Email: mduffy@amjcampbell.com 1-800-668-
1353 admin@gurdinantrasfer.com

1)Burgess Transfer, United Van Lines
20 Oland Court, Burnside Industrial Park
Dartmouth, Nova Scotia B3B 1V2
POC: Graham Burgess, Co-Owner
Tel:902-468-2929, 1-800-565-2929
Email: graham@burgesstransfer.com

4) Mackie Moving Systems POC: Serge
Nadeau 30 Gurholt Dr.
Dartmouth, NS B3B 1J9 (902) 481-3801/ (902)476-
8907 snadeau@mackiehalifax.com
www.macklemovingsystemsns.com

ITGBL Local Agents

Post: Montreal

Bureau: WHA

Local Agents:

3) King's Transfer
505B Av. Meloche, Dorval, QC H9P 2W2, Canada
info@kingstransfer.com
company phone number: +1 514-932-2957
POC name: Fran Roy
514-420-4531
froy@kingstransfer.com

2) AMJ Campbell International
1475, 55ieme avenue
Dorval, Quebec, Canada
H9P 2W3
Tel: 1 800 874 1071
POC: Eric Belanger

1) Martel Express (Montreal) INC. (Member of
United Van Lines)
10105 Boul. Henri-Bourassa West
Montreal, Wuebec, Canada H4S 1A1
POC: Mathieu Valade
Tel: 514-331-3311
Fax: 514-331-0303
Email: mathieu.valade@martelexpressmontreal.com

Post: Ottawa

Bureau: WHA

Local Agents:

United Van Line
(Employees Name) US Embassy
C/O D.G. Macdonald Moving and Storage
400-1275 Humber Place, Ottawa ON, Canada K1B
3W2
Bonded warehouse # 431-SH-505 sub 4877
POC: Jonathan Gilboa
POC: Cody Buffitt
Main: 819-770-7740
E-mail cody@dgmacedonaldmoving.com
E-mail: jonathan@dgmacedonaldmoving.com

(Employees Name) US Embassy
C/O Outaouais Moving
150 Jean Proulx Gatineau, QC, Canada J8Z 1V3
Bonded warehouse # 431-SH-4876
POC: Sandra McNamara 819-771-1634
Main: 819-771-1634
E-mail: billing@outaouaismoving.com &
kym@smoothmoveinc.com*
*: Please ensure both of these e-mails are used
with contracts for Outaouais

United Van Line
(Employees Name) US Embassy
C/O Boyd Moving and Storage
1255 Humber Place Ottawa Ontario, Canada K1B
3W2
Bonded warehouse #431 SH 4870
POC: Dave Dubue 613-688-9807
Main: 613-244-4444
E-mail: daved@boyd.ca

Atlas Van Line
(Employees Name) US Embassy
C/O AMJ CAMPBELL
2710 Stevenage Drive, Ottawa, ON, Canada, K1G
3N2
Bonded warehouse # 0431-SH 4875
POC : Nick Gratton
POC : Lynda Leduc
Main : 613-737-0000
E-mail : ngratton@amjcampbell.com
E-mail : lleduc@amjcampbell.com

ITGBL Local Agents

Post: Quebec

Bureau: WHA

Local Agents:

Monette Express
4050 Rue Jean Marchand, Québec, QC G2C 1Y6,
Canada
Phone: +1 418-840-1234
POC: Pierre pdignard@monetteexpress.com

Post: Toronto

Bureau: WHA

Local Agents:

Intercontinental Van Lines
26 Riviera Drive, Unit #1
Markham, Ontario, L3R 5M1
POC: Tim Garside - President
Tel: 905-946-859 / 800-533-5247
Fax: 905-946-1798
Email:
timg@intercontinentalgroup.com
Web-site:
www.intercontinentalgroup.com

Global International
450-3 Esna Park Drive
Markham, Ontario, Canada L3R
1H5
POC: Jim Petrakos. President
Tel: 905-475-1990/800-230-8741
Fax: 905-475-9542
Email: jim@globalintlcanada.com
simeona@globalintlcanada.com

Armstrong Moving
630 Secretariat Court
Mississauga, Toronto, ON L5S
2A5
POC: Daniel Renaud
daniel@armmove.com
905-795-6780 Fax-905-670

ITGBL Local Agents

Post: Vancouver

Bureau: WHA

Local Agents:

Bandstra Moving Systems Ltd
9920 River Drive
Richmond, BC V6X 3S3

POC: John Bandstra
John@bandstra.com
Office 604-273-5111
Fax 604-279-1471

Tippet Richardson

Peter van den Berg
M + 1. 604.317.1934 - peterv@tippetrichardson.com

TR INTERNATIONAL DIVISION
8035 North Fraser Way
Burnaby (Vancouver) BC V5J 5M8
T 604.324.5015 | F 604.324.2047 | TF 1-800-771-5015

3) Bekins World Wide Moving
14251 Burrows Road, Suite 101
Richmond, BC V6V 1K9
POC: Peter Knight
Tel: (604) 214-4444
Email: peter@bekinsworldwide.com

1) Salmon's Transfer Ltd.
9500 Van Horne Way, Suite 100
Richmond, B.C. V6X 1W3
POC: Lynne Davies-Brown
Tel: (604) 273-2921
Email: lynne@salmonstransfer.com

4) Crown Worldwide Group
2112 Indian Fort Drive
Surrey, BC V4A 3L8
POC: Oleg Sverdin
Tel: (888) 531-2609
Email: Osverdin@crowrelo.com

2) Williams Moving International
2401 United Boulevard
Coquitlam, BC V3K 5Y3
POC: Cynthia Making
Tel:(604) 945-2517
Email: cmaking@williamsinternational.com

Post: Winnipeg

Bureau: WHA

Local Agents:

2) AMJ Campbell
1333 Niakwa Road E, #12
Winnipeg, MB R2J 3T5
Ph: 204.654.9116
Email: info@amjwinnipeg movers.com

1)Premiere Van Lines
1373 Spruce Street
Winnipeg, MB R3E 2V8
Ph: 204.925.7795
Email: wpg@premierevanlines.com

ITGBL Local Agents

Country: Cape Verde

Post: Praia

Bureau: AF

Local Agents:

1) AGS Cabo Verde Mudanças, Lda
Achada Grande Frente – Prédio Expoarte
CP 225-A
Praia, Cape Verde
POC: Tukayana Bonfim
E-mail: Tukayana.bonfim@ags-globalsolutions.com
Tel: 238 262 36 22
Email: managercaboverde@agsmovers.com
Website: www.agsworldwidemovers /
www.agsfrasers.com

4) CV Cargo, Lda
Agente Transitário
CV Cargo, Avenida Cidade de Lisboa, CP80C
Fazeda- Praia, CV
POC: Hólmar Silva
Email: hsilva.cvcargo@gmail.com
Phone: (238) 530-9637
Cel: (238) 581-9899
Fax: (238) 261-8344

3) Rangel Logística CV
Agente Transitário
Cargo Village – Enapor – Sala M13
CP: 305/C – Praia
POC: Marise Ferreira
E-mail: marise.ferreira@rangel.com
Phone: (238) 263 89 84
Cell: (238) 997 42 02
Fax: (238) 263 59 18

2) TIBA - Cabo Verde
Rua Andrade Corvo num.17-2A Plateau - Praia -
Santiago
POC: Janine Tavares
E-mail: jtavares@tibagroup.com
Tel: (238) 261-8541 and
Cell: (238) 9736634 / 918-3815
Email: capeverdedesk@tibagroup.com

ITGBL Local Agents

Country: Central African Rep.

Post: Bangui

Bureau: AF

Local Agents:

1) SDV Centrafrique **
Rue Parent, B.P. 32
Bangui, Central African Republic
Tel: 236 21614822
Fax: 236 21614278
Email: sdvbangui@cf.dti.bollore.com

4) AGS Centrafrique *
Immeuble SOCATRAF Port Amont
B.P. 1468
Bangui, Central African Republic
Tel: 236 21610182/ 75054688
Fax: 236 21611378
Email: ags-bangui@ags-demenagement.com or
agsbangui@intnet.cf
* sole packing company for post

2) TTCI Centrafrique **
Rue Martin Luther King
B.P. 1564
Bangui, Central African Republic
Fax: 236 21616050/ 21617751
Email: ttc_douane@yahoo.fr.

3) SCAFE **
Avenue Barthelemy Boganda
B.P. 929
Bangui, Central African Republic
Tel: 236 21619261
Email: scafebgui@yahoo.fr or limchrist@yahoo.fr
** freight forwarders

Country: Chad

Post: N'djamena

Bureau: AF

Local Agents:

ITGBL Local Agents

Country: Chengdu

Post: Chengdu

Bureau: EAP

Local Agents:

Sirva International Freight forwarding (Shanghai)
Co., Ltd., Chengdu Branch
Address: Room 1303, building 2, Dading Century
Plaza, No. 387 Tianren road,
High-Tech Zone, Chengdu, China 610094
POC: Rick Yuan
Tel: 86- 28-85126262/86-13348855569
Fax: 86-28-8512 6449
Email: rick.yuan@sirva.com or
rick.yuan@alliedpickfords.com.cn

Asian Tigers Chengdu
Address: Room 502, KEN Building, No. 22, Section
1, First Ring Road South,
Wuhou District, Chengdu, China
POC: Cynthia Gao
Tel: 86 10 64151188 *124/86-13911812797
Email: cynthia.gao@asiantigers-china.com and
jekyll.zhang@asiantigerschina.
Com

SINO SANTA FE INTERNATIONAL
TRANSPORTATION SERVICES CO., LTD
Address: Fl. 2, Tower 3, Ascott Raffles City,
Section 4, South Renmin Road, Wohou
District, Chengdu, China
POC: Amanda Qiao
Tel: 86-28 85226788/86 13942095112
Email: Stepheny.Peng@santaferelo.com;
Cherie.Kwan@santaferelo.com;
amanda.qiao@santaferelo.com

UniGroup Worldwide – Chengdu Branch

Room 1305. Building 2-2 Sun Dynasty International
Towers No.27. Section 4 South Renmin Road
Chengdu, 610000, China

POC: Aimee Zhang
Tel: +86-28-8528 7058
Mobile: +86 13060022902
Fax: +86-28-8528 7078
Email: aimee.zhang@unigroup.asia or
chengdu@unigroup.asia

ITGBL Local Agents

Country: Chile

Post: Santiago

Bureau: WHA

Local Agents:

DECAPACK
Contact: Ivonne Gutierrez
Phone;+56.2 2488 10 00
E-mail: ivonne.gutierrez@decapack.com
Address: Claudio Arrau 9452
Pudahuel
Santiago – CHILE

REMSSA
Contact: Maria Eugenia Rojas
Phone: (562) 2775-9990
E-mail: remssa@remssa.cl
Address: Lope de Ulloa 1.885, Quinta Normal,
Santiago-Chile

UNIPACK
Contact: Luis Silva
Phone: (562) 2799-7000
E-mail: lsilva@unipack.cl; info@ unipack.cl
Address: Avda. Pdte. Eduardo Frei Montalva 6070,
Quilicura, Santiago-Chile.

Ward Van LinesAmérico Vespucio 2050, Quilicura,
Santiago, Chile
Phone number : +56(2) 2663-6700
Fax number : +56(2) 2663-6710
Email address :
sebastian.laporta@wardvanlines.com
POC : Sebastian Laporta
POC email address :
sebastian.laporta@wardvanlines.com
phone number: +56(2)26636704

ITGBL Local Agents

Country: China

Post: Beijing

Bureau: EAP

Local Agents:

UniGroup Worldwide Moving Beijing
Room 1202, Tower A, No. 6, Shuguangxili, Chao
Yang District, Beijing
POC: Mr. Yang Jun, Sales Manager
Tel: (86-10)-6561-0688 ext 109
Fax: (86-10)-6561-6980
Cell: (86) 135-8183-9735
Email: jun.yang@unigroup.asia

Sinotrans Beijing Company
Wang Si Ying Chaoyang
Beijing 100016 China
POC: Wan Ke, Sales Manager
Tel: 86-10-8739-9552
Fax: 86-10-8739-9360
Cell: 13911153625
Email:Wanke@sinotransbj.com

Asian Tigers Beijing
No. 19, Shunchi Road, Airport Logistics Zone,
Shunyi District, Beijing China 101300
POC: Wilson Fan, General Manager
Tel: (86-10)-6415-1188 ext 120
Fax: (86-10)-6417-9579
Email: ITGBL@asiantigers-china.com
Website:www.asiantigers-mobility.com

AGS Four Winds International Transport Service
(Shanghai) Co., Ltd Beijing Branch
Address: Rm. 3021, Zhongren Building, #Jia10
Chaoyangmenwai St. Chaoyang District
Beijing 100020, China.
POC: Stone He, Sales Manager-North China
Email: stone.he@ags-globalsolutions.com
Tel: (86-10)-8424 3050 Ext. 211
Cell: (86)-138 1622 5136

Trans Dragon International Co.
No. 18 Dong Si Huan Zhong Lu
Beijing, China
POC: Simon Zhao
Tel: 86-10-8777-6092/6093/6094
Fax: 86-10-8777-6095
Cell: 13910713182
Email:service.1@transdragon.com.cn;
service.2@transdragon.com.cn

Santa Fe Relocation Services
Address: Room 306 & 307, Building 2, No. 16
Yuanying Road, Zhaofeng Industrial base,
Zhaoquanying Town, Shunyi District Beijing
101300, China
POC: Jerry Lee – Moving Manager, China
Email: Jerry.Lee@santaferelo.com
Tel: (86-21) 6233 9700 Ext. 599
Cell: (86)- 180 4977 5518

Continental International Moving
26B, Bldg B, Bauhinia Court,
No. 30 DongSanHuan BeiLu,
Chaoyang District,
Beijing, China 100026
POC: Mr. Zhang Qing
TEL: +86 10 8762 5110
FAX: +86 10 8762 5281
Email: info@cimmover.com or
zhangqing@cimmover.com

ITGBL Local Agents

China Way International Moving & Warehousing
Add: Bldg.10, Area 2, Anhuaxili,
Chaoyang District,
Beijing, China 100011
Contact: Ms. Sally Zhong
Tel: 8610 6423 5750
Fax: 8610 6425 4795
Email: sally@chinawaygroup.com
beijing@chinawaygroup.com
Web site:www.chinawaygroup.com

JVK International Movers Ltd.
B-18C, Oriental Kenzo,
No.48 Dongzhimen Wai St.,Dongcheng District
Beijing China 100027
POC: Michael Wan / Kenny Wang
Tel: +86 10 8447 7685
Fax: +86 10 8454 9994
Email: michael.wan@jvkasia.com

Country: China- All other points

Post: Wuhan

Bureau: EAP

Local Agents:

Santa Fe Relocation
Address: Room 1701, B building, Nan Feng Cheng,
No. 100 Zunyi Road, Changning District, Shanghai
PR China
POC: Ms. Linda Zhu – Account Manager
Email: Linda.zhu@santaferelo.com
Cell: (86) 138 6202 5922

Wuhan Oriental Link Supply Chain Co., Ltd
POC: Ms. Luisa Yue,General Manager Wuhan
Mobile: +86 186 9406 2602
Email: luisa@orientalink.cn
Room 816, Haimai Center Houxianghe North Road,
Wuhan China

AGS Four Winds Wuhan
POC: Ms. Monica Lee, Branch
Manager
Tel: +86 27 8571 7850
Fax: +86 27 8571 5196
Mobile: +86 139 7140 3013
Email: Monica.lee@ags-globalsolutions.com
Address: Room 3012,Wuhan
World Trade Tower, 686 Jiefang
Avenue, Hankou Wuhan, Hubei

ITGBL Local Agents

Country: Colombia

Post: Bogota

Bureau: WHA

Local Agents:

Portan S.A.
Calle 19 # 32 - 49
Bogota, Colombia
POC: Paula Colmenares, Manager
pcolmenares@portan.com
Tel: 277-0401/ 277-0441/ 565-8421/ 562-1232/
562-1253
Fax: 562-0618

2) ABC Logistics Cargo's POC
Calle 24, 95-12 Bodega 45,
Parque Industrial
Portos, Colombia
POC: Maria Andrea Rodriguez, President
Tel: 422 2383/ 422 2388
Fax: 422-2380
Email: marodriguez@abccargolog.com
BONDED WAREHOUSE

3) Aviatur S.A.
Calle 40 102-24
Bogota, Colombia
POC: Juliana Cruz
Tel: 422100
Fax: 4180584
Email: juliana.cruz@aviaturcarga.com.co
BONDED WAREHOUSE

1) Aviomar S.A.
Avenida El Dorado #96 - 47
Bogota, Colombia
POC: Miguel Angel Florez, General Manager, e-
mail address: mflorez@aviomar.com.co , cell
Phone #: 313 293 5407 , Phone #: 555 1757
BONDED Facility

Country: Congo, Republic of

Post: Brazzaville

Bureau: AF

Local Agents:

SDV Congo
Avenue Felix Eboue, PO Box 2345
Brazzaville, Republic of the Congo
POC: Mr. Yvon Vancoppenalle
Tel: 242 6666156
Email: Yvon.vancoppenalle@cg.dti.bollore.com

1) DEMEX
PO Box 15036
Brazzaville, Republic of the Congo
POC: Mr. Wilfride Nzouka
Tel: 242 813417/ 5218388/ 5517091
Email: demex0042000@yahoo.fr
Website: www -congo.com

CODEM
PO Box 1280
Brazzaville, Republic of the Congo
POC: Mr. Matsiona Paul
Tel: 242 816124/ 5518374/ 6664286
Email: congo_codem@yahoo.fr

ITGBL Local Agents

Country: Costa Rica

Post: San Jose

Bureau: WHA

Local Agents:

Fabian Ortiz
APA Worldwide Movers
Centro Colón Building, Suite 1-14
San José, Costa Rica
e-mail: fortiz@apaworldwidemovers.com or
info@apaworldwidemovers.com
Tel : (506) 2233-4785
Cel: (506) 8335-6464
www.apaworldwide.com

Winmovers
Mario Escalante
Import Coordinator
800 mts norte de Multiplaza Escazú
San José, Costa Rica
Tel.+506-2215-3536
mescalante@winmovers.com

ABC MUDANZAS S.A.
PASO ANCHO, SAN JOSÉ COSTA RICA
Te. 50622860075
Cel: 50683169314
POC- Patricia Fuentes

Mail: pfuentes@abc-movers.com
info@abc-movers.com

Country: Cote D'Ivoire

Post: Abidjan

Bureau: AF

Local Agents:

AGS FRASERS COTE D'IVOIRE
21 rue de l'industrie – Zone 3
ABIDJAN
Tel +225 21 25 73 73 / 74 74
Email : abidjan@agsmovers.com
POC : Guillaume DEHEM / Director : to manager-
cotedivoire@agsmovers.com / Mob 225
59 59 07 67 guillaume.dehem@ags-
globalsolutions.com

Packing Service International
Aéroport d'Abidjan - Zone
logistique Ouest - Derrière le GSA
07 BP 66 Abidjan 07 - CÔTE
D'IVOIRE
POC: Christiane Traore, Operations
Manager
Tel:(225)21-25-27-17/21-59-82-00
Email: demenagement@packingservice.
com

ITGBL Local Agents

Country: Croatia

Post: Zagreb

Bureau: EUR

Local Agents:

Move One Zagreb
Zupanijska 10
10000 Zagreb, Croatia
POC: Mr. Danijel Lackovic
Tel: 385-1-363-6065
Fax: 385-1-363-5157
Email: danijel.lackovic@moveonerelo.com or
moving@moveonerelo.com

AGS Zagreb
Buzinski prilaz 21. Buzin
10010 Zagreb, Croatia
POC: Martin de Survilliers
Tel: 385-1-660-8304
Fax: 385-1-660-8155
Email: manager-zagreb@agsmovers.com

Gosselin Croatia
Međimurska ulica 21
10000 Zagreb
Croatia
POC: Zoran Bilandzija
Phone: +385 1 5805 728
Mob: +385 95 3908120
E-mail: ZoranB@gosselingroup.eu

Tomić d.o.o.
Savska cesta 141
10000-Zagreb

POC: Diana Tomic
Tel: + 385 1 6055148
Fax: + 385 1 6055940
E-mail: diana.tomic@tomic-spedicija.hr

Country: Cuba

Post: Havana

Bureau: WHA

Local Agents:

ITGBL Local Agents

Country: Cyprus

Post: Nicosia

Bureau: EUR

Local Agents:

Columbia Worldwide Movers Ltd
Neas Genias 101, 4150 Limassol
Cyprus
Tel: +35725716020
Fax: +35725716021
POC: Zoe Thouki
POC number +357 99579807
POC email address: zoeth@columbiamovers.com
Official email: info@columbiamovers.com.cy
www.columbiamovers.com

Orbit Moving & Storage Ltd
International Relocations and Exhibition Logistics
End Sfakion & Ksirokambou street
Omonia 3048, Limassol, CYPRUS
(Main: + 357-25751155
?Fax: + 357-25755820
(Mob: + 357-99687563
*Email: natasha@orbitcy.com

ITGBL Local Agents

Country: Czech Republic

Post: Prague

Bureau: EUR

Local Agents:

5) HrubyMOVING s.r.o.
sídlu společnosti - Kostelecká 879, 196 00 Praha 9
provozovna / korespondenční adresa -
Kozomín 501, 277 45 Kozomín.
tel: 283 930 222, hrubymoving@hrubymoving.cz
Vojtěch Vesely, vesely@hrubymoving.cz
Relocation Advisor
krivanek@hrubymoving.cz
C: +420 774 738 028

**incoming/outgoing DOD shipments **

3) Santa Fe Relocation Services(Santa Fe Reloc)
U Prioru 1076/5, 161 00 Prague 6
POC:Jan Hink, mobile 602 514 772, email:
Jan.Hink@SantaFeRelo.com

6)Voerman UTS Prague s.r.o.
Cestlice 198, 25101 Cestlice
Tel.: +420 323 602 659
Fax: +420 323 631 010
Country manager: Mr. Vadim Hristov
Email: vhristov@voerman.com
Mob.: +420 602 313 231
Website: www.voerman.com

2)Gosselin Worldwide Moving Group
Jeremiasova 947
155 00 Praha 5, Czech Republic
Mr. Petr Prochazka
Country Representative CR
P.Prochazka@gosselin-moving.com
C: 603 456 522

4) Move One Relocations, Prague
Pobřežní 18/16, 186 00 Prague 8-Karlín Erika
Kružlicová is in charge of Jaroslav Mackovic.

Moving Operations Manager
- Slovakia and Czech Republic

Ms. Erika Kruzlicova
Move Coordinator
Erika.kruzlicova@moveoneinc.com
C: +421 905 790 308
Skype: moskjaroslav

1) AGS, International Movers, Prague
Na Jarove 2/2424
130 00 Prague 3, Czech Republic
POC: Petr Petruzela, Operation Manager, tel: +420
602 665 687, email:
petr.petruzela@agsmovers.com .
Fax: 420 286 882 162
Mirko Marino Sales
Manager
Email:
mirko.marino@agsmovers.com
and manager-prague@agsmovers.com

ITGBL Local Agents

7)Voerman Czech, spol. s r.o.
Emmanuel Cassassolles
Business Development Manager
Modletice 85
251 01, Modletice
Czech Republic
+420 724 116 111
ecassassolles@voerman.com

www.voerman.com
www.eurohome-relocation.com
www.ulsi.nl

Country: Denmark

Post: Copenhagen

Bureau: EUR

Local Agents:

1) Team Allied (Adam Transport)***** FIRST
PREFERENCE*****

Kanalholmen 31-33
2650 Hvidovre, Denmark
POC: Flemming Peetz-Schou
Tel: 45 36 86 00 04
Fax: 45 36 86 00 95
Email: flemming.peetz-
schou@adam.dk

bonded facility

2) Aspire Mobility
Islevdalvej 110
2610 Rodovre, Denmark
Tel: 45 70 10 44 00
Fax: 45 44 84 92 22
Email: mobil@mobil.dk

3) Crown Relocations
Jernholmen 54-56
DK-2650 Hvidovre, Denmark
POC: Jacob Herløv Rasmussen, Account Manager
Tel: +45 7023 0620
Mobile: +45 2240 0644

ITGBL Local Agents

Country: Djibouti

Post: Djibouti

Bureau: AF

Local Agents:

8, Rue Marchade, BP 57
Djibouti
POC Thierry Marill, Groupe Marill, Directeur
General
Tel operator 00 253 21 35 11 50
Tel direct 00 253 21 35 37 31
Email: thierry.marill@groupe-marill.dj
Webiste: www.groupe-marill.com

Reuben Ahronee – General Manager
Bd Cheick Osman – PO Box 661
Djibouti RDD
Tel: (253) 35 15 31
Fax: (253) 35 55 18
reuben@massida-logistics.com
info@massida-logistics.com
www.massida-logistics.com

Me de Bruxelles, P.O Box
1754, Djibouti Republic of Djibouti (POC)
Daniel Chusseau E: daniel.chusseau@mti-
logistics.com Work email:
www.mti-logistics.com
P: +253 2135 1455 F: +253
2135 7748 M: +253 84 5651

Country: Dominican Rep.

Post: Santo Domingo

Bureau: WHA

Local Agents:

International Moving Manager
INTERNATIONAL PACKERS, SRL
Carretera de Manogayabo Km 1 1/2
Santo Domingo Oeste, República
Dominicana POC: Odile
Espinal
☐: 1-809-379-0303 EXT. 19
☐: 1-829-727-0115
☐: <http://www.internt-packers.com.do>

2) La Rosa Del Monte Express
POC: Maria Arias
Tel: (809) 687-6620
Email: domrep@larosadelmonte.com

1) L&G International Movers
POC: Jose Lopez
Tel: (809) 530-4494
Email: jlopez@lginternationalmovers.com

3) Mudanzas del Caribe
Winston Churchill Y14C
Plaza Las Americas, 3rd Flr.
Santo Domingo, Dominican Republic
POC: Reynaldo Ruiz
Tel: (809) 548-5420
Fax: (809) 548-6385
Email: c.movers@claro.net.do

ITGBL Local Agents

Country: DR Congo

Post: Kinshasa

Bureau: AF

Local Agents:

5)AGS Kinshasa
Kinshasa/ Limete
P.O.C: Julien Porcher
Email: managerkinshasa@
agsmovers.com; importkinshasa@
agsmovers.com
***Packing/ Shipping/Clearing

4)Ets Jade
Avenue Akula,24
Kinshasa Kingabwa, DRC
Tel: 243-819505056
P.O.C: Bijou Van Eycken
Email: vaneyckenb@yahoo.fr ;
ebutab@yahoo.fr
***Packing/ Shipping/Clearing

2) DHL Global forwarding company
P.O.C:
Jean Baptiste Kanku/ Gaspard
lbumbu
Avenue de la Science
Kinshasa Gombe
243-817152725
243-8171550305
243-970035000
Gaspard.lbumbu@dhl.com
Jeanbaptiste.kanku@dhl.com
Olivier.muamba@dhl.comg

1) Socodam (forwarding and
packing)
Avenue Colonel Ebeya
Kinshasa Gombe
P.O.C: Dambana Jean Paul
243-999916667
243-819916667
Socodam2005@yahoo.fr
Socodamcontracting.office@yah

3) SDV Agetraf
Avenue Bobozo,4200
Kinshasa Kingabwa, DRC
Tel: 243-991004890
P.O.C: Kevin Degraeve or Olivier
Miasuekama
Email:
Kevin.degraeve@bollore.com ;
olivier.miasuekama@bollore.com
***Shipping/Clearing

ITGBL Local Agents

Country: East Timor

Post: Dili

Bureau: EAP

Local Agents:

2) D&N Movers
POC: Cornelio Pacheco
D&N movers unipessoal lda
rua martires da patria,comoro Dili
Timor Leste
phone: + 670 7747 0203, +670
7718 1957 + 670 7725 7352 , +
670 7725 9711
skype: dnmoverstl
Email:
pacheco.dnmoverstl@gmail.com;
dn.moverstl@gmail.com

1) JVK International Movers Ltd.
Rua Martires De Patria
Beto Timor, Block A, No. 71
Comoro
Dili, East Timor
Tel: 670-723-5784
Fax: na
E-mail: east.timor@jvkasia.com
POC: Cornelio Pacheco
Tel: 670 33 10076
Cell: 670 723 5784
Email: east.timor@jvkasia.com;
cornelio@jvkasia.com

ITGBL Local Agents

Country: Ecuador

Post: Guayaquil

Bureau: WHA

Local Agents:

1) INSA - International Shipping and Storage
Av. Juan Tanca Marengo Km. 3 1/2
Guayaquil, Ecuador
POC: Ing. Vicente Avalos, General Manager
Tel: (593-4) 265-8032
Email: vavalos@grupoinsa.com

2) Cayser Carga Y Servicios
Av. Juan Tanca Marengo Lm 0.5
Guayaquil, Ecuador
POC: Ing. Fernando Caicedo, General Manager
Tel: (593-4) 229-4110 / 229-5954
Fax: (593-4) 239-4403
Email: fcaicedo@cayser.net

3) Global Transport
Bartolome Sanchez No. 71-69 y E. Guerrero
Panamericana Norte Km. 6 1/5 detras de Nutrexp
Quito, Ecuador
POC: Pablo Calero, President
Tel: (593-2) 248-0372/ 248-0406
Fax:(593-2)-247-2587
Email: pcalero.global@andinanet.net

Post: Quito

Bureau: WHA

Local Agents:

2) GLOBAL TRANSPORT
Address: Bartolomé Sánchez N71-69 y Enrique
Guerrero. Quito, Ecuador
POC: Pablo Calero, Manager
Tel: 011- 593 2 2480-372 / 406 / 2472-587
Fax: 011 – 593 2 2480-406
E-mail: cjaramillo@globaltransportecuador.com

3)INTERNATIONAL SHIPPING & STORAGE –
INSA
Address: Eloy Alfaro Avenue and Las Anonas
corner. Quito, Ecuador
POC: Maria E. Avalos, Manager
Tel: 011- 593 2 2406065 / 066
Fax: 011 – 593 2 2406067
E-mail: mavalos@insa.com.ec

1) ECUADORIAN TRANSPORT
Address: Malearte N6772, entre Av. Legarda y
Occidental. Quito, Ecuador
POC: Gustavo Lopez, Manager
Tel: 011- 593 2 6034710 / 6036281
Fax: N/A
E-mail: operaciones@ecuadoriantransport.com;
grace@ecuadoriantransport.com

4) Premium Logistics
Tomas Chariove N47-204 yA. Zambrano
Quito, Ecuador
POC: Ing. Raul Serrano, Manager
Tel: 593 2 2234768; 593 2 2462998
Fax: 5932-244225
Email: rserrano@premiumlogistics.com.ec

ITGBL Local Agents

Country: Edinburgh

Post: *Edinburgh*

Bureau: EUR

Local Agents:

See agents for Lndon.

ITGBL Local Agents

Country: Egypt

Post: Alexandria

Bureau: NEA

Local Agents:

3) United Trans Company
Mr. Adel Guirguis
General Manager
Email: trans@grpunited.net
Tel: +202 2460 33 70
Fax: +202 2460 33 80
www.grpunited.net

2) DHL Global Forwarding
36, Deliverande Street
Heliopolis, Cairo, Egypt
POC: Mrs. Amani Habashi,
Removals Department Manager
Tel: (02) 417 2040
Cell: (02) 10-9990286
Fax: 002 02 2910616
Email: amani.habashy@dhl.com

1) AGS FRASERS EGYPT
Section A - piece 54 - block (R)
6th division - building 54 - 9th floor - apt 91
Zahraa el Maadi - Caro, Egypt
Email: manager@agsegypt.com
Tel : 00 20 (0) 122 813 64 65
Fax : 00 20 (0) 106 668 01 63

4) Express International Group
Kilo 28, Abou Rawash Industrial Estate
Abou Rawash, Cairo, Egypt.
POC: George Nazzal Tel.: 20-2-
35391540 / 44
Fax.: 20-2-35391545 or 35391441
Vonnage: 817-7043485
E-Mail:- gnazzal@expressintl.com.eg
Web.site: www.expressintl.com.eg

5) Four Winds International
11A Corniche El Nil,
Maadi, Cairo, Egypt
POC: Mrs Noreen El-Garabawy Chairman
Tel: (02) 02 3580113/3583608
Cell: (02) 010 0300 3888
Fax: (02) 02 3593605
Email: noreen@fourwinds-eg.com

ITGBL Local Agents

Post: Cairo

Bureau: NEA

Local Agents:

Express International Group
Kilo 28, Abou Rawash Industrial
Estate
Abou Rawash, Cairo, Egypt. POC:
Jerry
Nazza Tel.: 20-2-
35391540 / 44
Fax.: 20-2-35391545 or 35391441
Vonnage: 817-7043485
E-Mail:-
jnazzal@expressintl.com.eg
Web.site: www.expressintl.com.eg

United Trans Company
Mr. Adel Guirguis
General Manager
Email: trans@grpunited.net/
info@grpunited.net/
operation@grpunited.net
Tel: +202 2460 33 70/ +2 0100 25
95 252/253/255/256
Fax: +202 2460 33 80
www.grpunited.net

Four Winds International
11A Corniche El Nil,
Maadi, Cairo, Egypt
POC: Mr Alaa Bahnassy
Chairman
Tel: (02) 02 2524 6710
Cell: (02) 010 666 44802
Cell:+2010 1666 3464
Fax: (02) 02 2359 7846
Email: alaa.bahnassy@fourwindseg.
com/ rania.mounir@fourwindseg.
Com

AGS FRASERS EGYPT
Section A - piece 54 - block (R)
6th division - building 54 - 9th
floor - apt 91
Zahraa el Maadi - Cairo, Egypt
Email: manager@agsegypt.com
Tel : 00 20 (0) 122 813 64 65
Fax : 00 20 (0) 106 668 01 63

ITGBL Local Agents

Country: El Salvador

Post: San Salvador

Bureau: WHA

Local Agents:

COMCA INTERNATIONAL
Blvd. Acero No. 12-A
Zona Industrial Merliot
Antiguo Cuscatlan
La Libertad
El Salvador, Central America

POC . Fernando N. Martinez
General Manager
Phone No. 503-2250-9300
Moving.comca@gmail.com

MUDISA (Mudanzas Internacionales, S.A. de C.V.)
Calle Chaparrastique No. 34
Zona Industrial Santa Elena
Colonia Santa Elena, Antiguo Cuscatlan
La Libertad, El Salvador, C.A.
POC: Ceclia Madrid and Lorena Sanchez
Tel: (503) 2289-3198
Email: projectmanager@mudisa.com.sv Website:
www.mudisa.com.sv

Country: Equatorial Guinea

Post: Malabo

Bureau: AF

Local Agents:

AGS Movers
POC:Thierry Stalin Phone: 240-555-
266-850 Email: direction-
malabo@agsmovers.com

Global Trans GE – Customs & Forwarding Agency
Abilio Balboa 446 – Malabo – Equatorial Guinea
M +240 222 27 32 10
e-mail commercial@globaltransge.com

Country: Eritrea

Post: Asmara

Bureau: AF

Local Agents:

1) > Global P.L.C. Clearing & Forwarding - Packing
Moving and Warehousing
> Blue Building No. 2H
> P.O.Box: 2773
> POC: Ghebrekidan Kidane
> E-mail:
kidane.global@gmail.com<mailto:kidane.global@g
mail.com>
> Tel: +291-7113406

ITGBL Local Agents

Country: Estonia

Post: Tallinn

Bureau: EUR

Local Agents:

MoveMaster OU
Parnu mnt 139E/5
11317 Tallinn, Estonia
POC: Aaro Kouts
Tel: +372 5400 5000
Email: aaro@movemaster.ee

1) AVA Express OU
Peterburi Tee 46
11415 Tallinn, Estonia
POC: Rain Merisalu
Tel: 372 613 9737 or 372 514 8797
Email: rain@ava.ee or ava@ava.ee

FF INTERNATIONAL MOVERS
POC: Aivars Usans
POC email: au@ff-group.lv
Address: Sarlotes street3, Riga, LV-1001,
Latvia phone: +371
29160011

Country: Ethiopia

Post: Addis Ababa

Bureau: AF

Local Agents:

3) Panafric Global P.L.C.
Gambia Street, Tsige Mariam Building 2nd Floor
P.O.Box 7408
Addis Ababa, Ethiopia
Tel: +251-115-51 6250/ 7092
Tel: +251-115-15 3243
Fax: +251-115-51 5259
POC: Tesfa Dagnachew, Marketing Director
Mobile: +251-911-60 6741
Email: tesfad@panafricglobal.com
Email: panafric.global@ethionet.et
Web: www.panafricglobal.com

2) Segon International Movers
Addis Ababa, Ethiopia
POC: Mulugetta Asefa / Tsedey Worku
Tel: 251-11-618-5942
Fax: 251-6-637815
Email: segon@telecome.net.et; segon@ethionet.et;
segon.dir@ethionet.et

1) Green International Movers
Addis Ababa, Ethiopia
POC: Brook Befikadu (General Manager)
Email: brook@greenint.com
Tel: 251-011-662-3682
Fax: 251-011-618-7984
Email: contact@greenint.com

ITGBL Local Agents

Country: Fiji Islands

Post: Suva

Bureau: EAP

Local Agents:

Name of company: Williams and Gosling Pte Ltd
Email address: www.wgfiji.com.fj | info@wgfiji.com.fj
Phone number: +679 3312633
POC name: Mike Terry | National Manage Sales
POC email address: Mike.Terry@wgfiji.com.fj
POC phone number: +679 7999746
Name of company: Williams and Gosling Pte Ltd

Email address: www.wgfiji.com.fj | info@wgfiji.com.fj
Phone number: +679 33132633
POC name: Antonio Vataniyaragi | Team Leader
Packing & Removals
POC email address:
Antonio.Vataniyaragi@wgfiji.com.fj
POC phone number: +679 9989523

Name of company: Shipping
Services Fiji PTE LTD
Email address:
www.shippingsservicesfiji.com
Phone number: +679 3305536
POC name: Mitieli Ratubalavu |
CFS Bond Keeper/Removals
Officer
POC email address:
mitieli.ratubalavu@ssfl.com.fj
POC phone number: +678958152 Phone
number:+679 3305577
POC name: Jeffrey Lin | Chief
Executive Officer
POC email address:
jeffery.lin@ssfl.com.fj
POC phone number:+679 9999753

Country: Finland

Post: Helsinki

Bureau: EUR

Local Agents:

1) Oy Victor Ek Ab
Malmin Kauppatie 8, 00700 Helsinki, Finland
POC: Mr. Antti Lind
Tel: 358 9 1251 370
Email: antti.lind@victorek.fi

3)Travelcargo International Removals
Ansatie 4
01740 Vantaa, Finland
POC: Tuomo Rekola
Tel: +358-50-3584146
Tuomo.Rekola@travelcargo.fi

2) Alfa Moving Oy
Elimaenkatu 5
00150 Helsinki, Finland
POC: Ellen Westerholm
Tel: 358-40-7722 556
Fax: 358-207-731109
Email: ellen.westerholm@alfamoving.com

ITGBL Local Agents

Country: France

Post: Bordeaux

Bureau: EUR

Local Agents:

See Paris

Post: Lille

Bureau: EUR

Local Agents:

Post: Marseille

Bureau: EUR

Local Agents:

1) Gosselin Worldwide Moving
Belcrownlann 23
2100 Deurne/Antwerp, Belgium
POC: Werner Albrechts
Tel: (32) 33 605 604
Email: wernerA@gosselin.be

2) Provence Services
94 chemin du Littoral
13015 Marseille, France
POC: Benoit Boulais
Tel: (33) 491 095 030
Fax: (33) 491 095 039
Email: b.boulais@provenceservices.com

Post: Paris

Bureau: EUR

Local Agents:

SIRVA – Contact person:
person: Nathalie Henenbelle
Address: 1 rue du 1 er Mai, 92752 Nanterre Cedex,
France
TEL: +(33) 1 47 92 45 70 - E-mail:
Nathalie.Henenbelle@sirva.com

NEER SERVICE FRANCE – Contact person: Mr.
cedric ZIBI
Address: 17 Avenue des Morillons - 95140 Garges
les Gonesse, France
Tel: +(33) 1 34 45 50 30 - E-mail:
cedricz@neerservice.fr

PROVENCE SERVICES – Contact person:
Mr. Christian DALLAPORTA
Address: 94 Chemin du Littoral - 13015 Marseille,
France
Tel: +(33) 4 91 09 50 31 - E-mail:
c.dallaporta@provenceservices.com

GROSPIRON – Contact person:
Mr. Morgan Ledoux
Address: Z.I. du Coudray, 30/32 Avenue Albert
Einstein,
93150 Le Blanc Mesnil, France
Tel: +(33) 1 48 14 41 79 - E-mail:
m.ledoux@grospiron.com

GOVERNMENT LOGISTICS NV – Contact person:
Mr. Stephan GEURTS Jr
Address: Belcrownlaan 23, 2100 DEURNE,
BELGIUM
Tel: +(32) 3 360 55 00 - E-mail:
StephanJr@govlog.be

ITGBL Local Agents

Post: Strasbourg

Bureau: EUR

Local Agents:

See Paris

Country: Gabon

Post: Libreville

Bureau: AF

Local Agents:

AGS Gabon
Z.I. Owendo
B.P. 9161
Libreville, Gabon
POC: Duret Bernard, Director
Tel: +241 077 57 96 70 / +241 077
5775 49
Fax: 241 70 41 56
Email: directiongabon@
agsdemenagement.com

Country: Gambia

Post: Banjul

Bureau: AF

Local Agents:

2) Edgar Holdings Ltd.
5 Liberation Avenue
P.O. Box 143
Banjul, The Gambia
POC: Stephan Banna, Director
Tel: 220 422 6494
Fax: 220 422 7408
Email: edgar@mail.gm

3) North Transport
17 Picton Street
P.O Box 220
Banjul, The Gambia
POC: Modou Lamin Jammeh
Tel: +220 9904031 / 7994031
NorthTransport <north1transport@gmail.com

Mendy's Clearing
5 Mam John Street
New Jeswang, KSMD
Banjul, The Gambia
POC: John Mendy
Tel: +220 7857671 / 9788883
johnmendys1@gmail.com

1) AGS Frasers Gambia
59 Mamadi Manjang Highway
PMB 422 Serekunda Post Office
Kanifing, The Gambia
POC: Koffi Mawuena Woeledzi
Contact email: koffi.woeledzi@ags-
globalsolutions.com
Email address for US agent
contact: ITGBLAfrica@
agsmovers.com
Tel: 220 437 2683
Fax: 220 437 2524

ITGBL Local Agents

Country: Georgia

Post: Tbilisi

Bureau: EUR

Local Agents:

Gebrüder Weiss LLC
POC: Nata Gegechkori Head of Air and Sea
Department
T +995 32 271 00 11 M +995 599 035 140
nata.gegechkori@gw-world.com
Or Tamar Tvaliashvili International Transport Air &
Sea
T +995 32 271 00 11 M (+995 551) 688 550
tamar.tvaliashvili@gw-world.com
www.gw-world.ge
Address: Europe str. 4 GE 0198 Tbilisi, Georgia

GOSSELIN GEORGIA
POC: John Braeckveldt
E-mail: JohnB@gosselingroup.eu or
ekab@gosselingroup.eu
TEL: +995 32 259-66-01/02/03
FAX: +995 32 259-66-00
Address: Didi Dighomi, 3rd Micro-region, Tbilisi
0131, Georgia

INTERDEAN INTERNATIONAL RELOCATIONS
TBILISI
POC: Revaz Chanturia E-mail:
revaz.chanturia@interdean.com.ge or
ketevani.nikatsadze@interdean.com.ge
Tel: + 995 32 299-01-10
Fax: + 995 32 299-85-72
Address: Vazha-Pshavela ave III block, BLD 4, APT
4, 0186. Tbilisi, Georgia,

ITGBL Local Agents

Country: Germany

Post: Berlin

Bureau: EUR

Local Agents:

Froesch GMBH & Co. KG Maerkische Allee 45
14979 Grossbeeren, Germany
POC: Ulrike Hasche
Tel: +49 33701 532 50 Email: ulrike.hasche@ags-
globalsolutions.com

Corporate Logistics
Osdorfer Ring 4
14979 Grossbeeren
phone:+49 (0) 33701742260
Fax:+49 (0) 33701742262
Ralf Kessel Ralf.kessel@corporate-logistics.eu

Gosselin Moving
Am Lückefeld 84
15831 Blankenfelde-Mahlow
Phone: +49 0173 878 0813
Contacts are:
Dennis Cuhls (Branch Manager) D.Cuhls@gosselin-
moving.com Gabriel Duch (Senior Account
Manager) G.Duch@gosselin-moving.com

Hasenkamp Relocation
Tabbertstr. 13
12459 Berlin
POC: Minel Rizvancevic
PH: +49 (0) 2234 104-117
Email: USembassy@hasenkamp.com

Paramount Transportation Systems
Attn: Mr. Stefan Schaudinn
Senior Account Manager
Grossbeerenstraße 2-10
12107 Berlin, Germany
Phone: +49 (0) 30 4089 2040
Fax: +49 9)0 6107989229
Emial Stefan.schaudinn@pts-moves.com
Web: www.pts-moves.com

Post: Bonn

Bureau: EUR

Local Agents:

Post: Dusseldorf

Bureau: EUR

Local Agents:

See Frankfurt

ITGBL Local Agents

Post: Frankfurt

Bureau: EUR

Local Agents:

Friedrich Kurz GmbH
Walter-Zapp-Strasse 4
35578 Wetzlar, Germany
General email address: info@kurz-logistik.de
Import generic Email: import@kurz-logistik.de
Export generic Email: export@kurz-logistik.de
Phone: 011-49-6441-9232-0 or 011-49-6441-9232-16/18

Contacts are:

Barbara Galir (Manager) ; email:
Barbara.galir@kurz-logistik.de
Beatrix Kaup (Export); email: Beatrix.Kaup@kurz-logistik.de
Monika Lewitzki (Import); email:
monika.lewitzki@kurz-logistik.de
Bonded facility.

BVL - Bavaria Verpackungen & Logistik
Altenbachstrasse 31
63743 Aschaffenburg, Germany
General email address: info@b-v-l.com
Phone: 011-49-6028-99835-0 / 011-49-6028-9983511

Contacts are:
Beata Domanska-Litwinczuk (Manager) ; email:
beata@b-v-l.com
Nadia Scheffler (Import/Export); email: nadia@b-v-l.com
Szymon Hurkacz (Import/Export); email:
Szymon@b-v-l.com

Bonded facility.

Post: Hamburg

Bureau: EUR

Local Agents:

See Berlin

Post: Leipzig

Bureau: EUR

Local Agents:

See Berlin

ITGBL Local Agents

Post: Munich

Bureau: EUR

Local Agents:

Schmid & Kahlert GmbH & Co. KG
Siemensstraße 12
D-85716 Unterschleißheim / München

POC: Mr. Andreas Riedl

Mobil: +49 177 8338442
Phone: +49 89 31908117

a.riedl@schmid-und-kahlert.de

Schenker Deutschland AG
Munich Branch Office, Fairs, Events and Special
Logistics
Paul-Henri-Spaak-Strasse 8 | Tor 21, 81829
Muenchen, Germany

Tel.: +49 89 949-24307 | Mobile: +49 152 37515254
| Fax: +49 89 949-24339
patrick.fernandez@dbschenker.com

ITGBL Local Agents

Country: Ghana

Post: Accra

Bureau: AF

Local Agents:

.ADD GROUP LTD
Managing Director: Peter Osei
Email: posei@addgrouphome.com
Mobile: 054 861 6660

Physical Address:
9 Mempeasem Avenue, East Legon
Tel: +233(0)501 300 106, +233(0)548 616 660
Email: servicedesk@addgrouphome.com
Website: www.addgrouphome.com

POC: Mrs. Rosina Asiedu
Email: rasiedu@addgrouphome.com
Mobile: 024 902 5889

CRYSTAL MOVE LOGISTICS
2nd floor, Dennis House Building
PMB 193, Tema
Ghana, West Africa (233) 020
201 3886
M: (+233) 202 640259
Email: servicedesk@ut-logistics.com
Website: www.ut-logistics.com
Official/Group email address: servicedesk@ut-
logistics.com
Contact person & tel. # for Documents, Export,
Import and Invoices/Payments: Mr. Charles Kwame
Asante, +233 055 913 4636

DOXA WORLDWIDE MOVERS LTD
Official/Group email address: - doxavl@yahoo.com
/ doxavanlines@gmail.com
Contact person & tel. # for Documents: - Matthew
Ackun - 0244263999 / 0207056074

Jacob
Tampuri- 0203001178
Contact person & tel. # for Export: - Matthew
Ackun 0244263999 / 0207056074

Gideon
Adatsi -0277316118
Contact person & tel. # for Import: - Matthew
Ackun -0244263999 /
0207056074

Jacob
Tampuri - 0203001178
Contact person & tel. # for Invoices/Payments:
Bernard Arthur Tey - 0243425809
Matthew
Ackun -0244263999 / 0207056074

ITGBL Local Agents

Hull Blyth Ghana
Managing Director: Christian Holm
Email: Christian.Holm@Hull-Blyth.com
Mobile: 055 659 3221

Physical Address:
Gateway House, Fishing Harbour Road
P.O. Box 214, Tema, Ghana
Tel: +233(0)303 219 219
Fax: +233(0)303 219 220
Website: www.hull-blyth.com
Email: enquiresghana@hull-blyth.com

POC 1: David Hepburn
Email: David.Hepburn@Hull-Blyth.com
Mobile: 054 433 8093

POC 2: Martin Adams
Email: Martin.Adams@hb-gh.com
Mobile: 054 011 6501

Group Contact Email Addresses:
Air Freight: airfreight@hb-gh.com
Ocean Freight: oceanfreight@hb-gh.com

Worldwide Movers Ghana Ltd
Mailing Address: PO Box CT10216, Cantonments,
Accra, Ghana
Physical Address:
PSB Plaza, 3rd Floor
Plot #87 Spintex Rd.
Accra, Ghana
+233 302-971-258
<http://www.worldwidemoversafrica.com/ghana.html>
Edward Baah and Charles Obeng
+233 260-840-559

Bbold Logistics Ghana Limited
Address: P.O.Box CO1008, Tema
Country, Ghana
Main Phone Number: +233 (303) 216979
Main Fax Number: +233 (303) 211478
Main Point of Contact: Claud Fiifi Cobbold
Email: info@bboldlogistics.com;
claud@bboldlogistics.com

Imports:
Contact Person: Mandy Asmah
E-Mail Address:
mandy@bboldlogistics.com
Phone Number: +233 (303) 216979
Fax Number: +233 (244) 769196

Exports:
Contact Person: Claud Fiifi Cobbold
E-Mail Address:
claud@bboldlogistics.com
Phone Number: +233 (303) 216979
Fax Number: +233 (244) 290043

Invoice Questions:
Contact person: Edwin Cobbold
E-Mail Address:
Edwin@bboldlogistics.com
Phone Number: +233 (243) 441327
Fax Number: +233 (303) 211478

After Hours/Emergency Contact
Contact Person: Maxwell Cobbold
E-Mail Address:
maxwell@bboldlogistics.com
Phone Number: +233 (303) 216979
Mobile Number: +233 (272)
211111 & 221111

ITGBL Local Agents

Country: Greece

Post: Athens

Bureau: EUR

Local Agents:

Orphee Beinoglou International Forwarders SA
27th km Old National Road Athens-Korinth
Elefsinia Location
GR-19200 Elefsina/Athens
S.B. (0030) 210 9466 100 (ext. 302 & 303 & 312)
FAX : (0030) 210 55 41 035
Cell. : (0030) 695.5-190.888
POC: Lina Dekouli
E-mail: ldekouli@beinoglou.gr

Matrix Relocations Ltd
26 Skoufa str.,
10673 Athens Greece
Tel :+30 211 800 0660
Fax : 011 30 210 6104493
POC : Mr. S. Michos
Email : sergios.michos@matrixrelo.com
itgbl@matrixrelo.com

4)ATTICA MOVERS LTD
19 SYNGROU AVENUE
ATHENS/ 11743 GREECE
TEL. 0030-210-9216773 fax. 0030-210-9222395
You may contact me ,Georgia Kasimati / email
gkasimati@atticamovers.gr

Post: Thessaloniki

Bureau: EUR

Local Agents:

1) Matrix Relocations Ltd
26 Skoufa str.,
10673 Athens Greece
Tel :+30 211 800 0660
Fax : 011 30 210 6104493
POC : Mr. S. Michos
Email :
sergios.michos@matrixrelo.com
itgbl@matrixrelo.com

2) Celebrity Int'l Movers
102 Kapodistriou Av.,
14235 N. Ionia
Tel : 011 30 210 2720103
Fax : 011 30 210 2720105
POC : Mrs. Marissa Tejada
Benekos
Email : marissa@celebrity.gr

3) Orphee Beinoglou International
Forwarders SA
27th km Old National Road
Athens-Korinth
Elefsinia Location
GR-19200 Elefsina/Athens
S.B. (0030) 210 9466 100 (ext.
302 & 303 & 312)
FAX : (0030) 210 55 41 035
Cell. : (0030) 695.5-190.888
POC: Lina Dekouli
E-mail: ldekouli@beinoglou.gr

4)ATTICA MOVERS LTD
19 SYNGROU AVENUE
ATHENS/ 11743 GREECE
TEL. 0030-210-9216773 fax.
0030-210-9222395
You may contact me ,DIMITRA
KOTSANIDOU
email
dkotsanidou@atticamovers.com

ITGBL Local Agents

Country: Grenada

Post: St. George's

Bureau: WHA

Local Agents:

1) St. Louis Services
PO Box 311, The Carenage
St. George's, Grenada
POC: Mr. Phinsley St. Louis
Tel: (473) 440-2921
Email: stlouisservices@spiceisle.com

Co. Name: KENFLAV Brokerage
Address: The Carenage
St. George's, Grenada
POC: Mr. Kenroy Flavigny
Phone:(473) 407-1214 and (473) 534-1214
Email:kenflav@yahoo.com

Country: Guangzhou

Post: Guangzhou

Bureau: EAP

Local Agents:

1) AGS Four Winds International Movers
Room 705, R & F Golden Jubilee Business Center
No. 5 Fuchang Road
Haizhu District
Guangzhou, China
POC: Kenny Zheng
Email: Kenny.zheng@agsfourwinds.com
Tel: (8620) 8363-3735
Fax: (8620) 8363-4356st

2)Asian Tigers Guangzhou
Room 1707, New Ploy Tower
No. 2 Zhong Shan Liu Road
Guangzhou, China
POC: Sarah Lee
Email: sarah.lee@asiantigers-china.com
Tel: (8620) 8666-2655
Fax: (8620) 8667-8944

3) Santa Fe Relocation Services
Room 1308, West Tower
Yongcheng International Commercial Center
Tiyu East Road
Tianhe District
Guangzhou 510620, China
POC: Thomas Morocz
Email: Thomas.Morocz@santafe.com
Tel: (8620) 3887-0630
Fax: (8620) 3887-0629

ITGBL Local Agents

Country: Guatemala

Post: Guatemala City

Bureau: WHA

Local Agents:

2) Internacional de Mudanzas, S.A. Intermud
20 Avenue 18-01; Zona 11
Guatemala City, Guatemala
POC: Patrick Heinimann / Patricia Gonzalez
Tel: 502 2415 6815
Fax: 502 2415 6825
Email: intermud@intermud.com
Web-site: www.intermud.com

1) Swiss Global Movers
3 Calle 6-70, zona 13
Pamplona
Guatemala City, Guatemala
POC: Liliana Salguero
Tel: 502-2259-0600
Fax: 502-2472-3413
Email: liliana.salguero@cropla.com.gt
Website: www.cropla.com.gt

Country: Guinea

Post: Conakry

Bureau: AF

Local Agents:

1) Sogifret, Guinee
POC: Mr. Ibrahima Kalil Beret, General Director
Tel: (00224) 30 47 70 36
Cell: (00224) 64 22 41 34/ 60 25 61 19
Email: sogifret@sotelgui.net.gn

3) DHL Global Forwarding
POC: Mr. Boubacar Toure, Logistics and Fret
Supervisor
Tel: (00224) 30 41 48 90
Cell: (00224) 64 40 03 04
Email: Boubacar.toure@dhl.com

2) AGS FRASERS GUINEE
POC Michel GIOVANNUCCI
TEL 00 224 62 35 72 73
00 224 63 40 72 73
Email manager-Guinee@agsmovers.com
Email address for US agent contact: ITGBL-
Africa@agsmovers.com

ITGBL Local Agents

Country: Guinea-Bissau

Post: Bissau

Bureau: AF

Local Agents:

1) AGS Frasers Senegal
Av. Malick Sy
BP: 2704 - Dakar, Senegal Carretera del
Aeropuerto, KM 4.
Malabo.
Guinea Ecuatorial.
POC: Jean Noel Boulnois
Tel: 221 822 54 30
Cell: 221 637 72 80
Email: tdcasal@orange.sn

2) Transit Fret (Transfret):
AGENCE GUINEE BISSAU
RUA General Omar Torrijo
No. 33 Bissau
Tel: +245 20 74 05
Fax: +245 20 74 06
EMAIL: Transfret@yahoo.ca

Country: Guyana

Post: Georgetown

Bureau: WHA

Local Agents:

1) Guyana Overseas Traders
1 Victoria Road
Sparendam
Plaisance, East Coast Demerara
POC: Horace Willison
Tel: 592-222-5552
Fax: 592-222-5553
Email: Guyotrad@networksgy.com

ITGBL Local Agents

Country: Haiti

Post: Port-au-Prince

Bureau: WHA

Local Agents:

CONCORDE WORLDWIDE
MOVERS
7, Rue Garnier
Bourdon, Haiti
Tel: 509-2813-7457; (509) 3657-2660
USA 1-646-233-1260 POC: Ms. Guerlyne Jean-
Louis
Mr. Schopenhawer Louis:
impexconcorde@gmail.com Tel: (509) 4754-
2018 Email:
concordeoffice@gmail.com
impexconcorde@gmail.com
concordehaiti@gmail.com
rlally@concordehaiti.com

AGS HAITI SA
Office & warehouse address:
APT.1A, Rue Price Mars, Route Freres, Puits Blain
POCs: Mr. Alain Douafli; Tel: +509-4891-0763; E:
alain.douafli@ags-globalsolutions.com
Mr. Nesly Mars; Tel: +509 4891 0764; email:
nesly.mars@ags-globalsolutions.com
Mr. Dumy St-Clair; email dumy.stclair@ags-
globalsolutions.com

Country: Holy See

Post: Vatican City

Bureau: EUR

Local Agents:

See Rome, Italy.

Country: Honduras

Post: Tegucigalpa

Bureau: WHA

Local Agents:

2) Mudanzas International
Edificio Internacional
Boulevard Suyapa (frente la UNAH)
POC: Maritza Rodríguez de Lacayo
Tel: (504) 2239-1901; (504) 2239-1903
(504) 2232-5676 E-mail:
mudintl@yahoo.com
info@mudanzasinternational.hn

1) Airlift International
Boulevard Suyapa (100 mts. North of Emisoras
Unidas)
Tegucigalpa, Honduras
POC: Mario Nunez Lacayo
Tel: (504) 2232-0485; (504) 9992-2576
(504) 2232-0488 and 2232-0490 Email:
mnunez@mudanzasairlift.com;
areyes@mudanzasairlift.com

ITGBL Local Agents

Country: Hong Kong

Post: Hong Kong

Bureau: EAP

Local Agents:

2) Crown Relocations
Crown Worldwide Building
9-11 Yuen On Street
Siu Lek Yuen, Shatin, Hong Kong
POC :
Ms. Irene TSANG
Tel: (852)2863-2732
Email: itsang@crownww.com

1) Asian Tigers Hong Kong
Suite 1702, 3 Lockhart Road
Wanchai, Hong Kong
POC: Lorretta Woo or Lydia Cheung
Tel: 852-2528-1384 Fax: 852-
2529-7443
Email: lorretta.woo@asiantigers-hongkong.com
Email: lydia.cheung@asiantigers-hongkong.com

3) Santa Fe Relocation Services
18 / Floor C.C Wu Building
302-8 Hennessy Road
Wanchai, Hong Kong
POC: Mr. Chi Lun SIU
Tel: (852)2833-2564
Email: ChiLun.Siu@santaferelo.com Yoyo Ching,
Tel: (852)2833-2538, email:
yoyo.ching@santaferelo.com to Santa Fe
Relocation Services
Website: www.santaferelo.com

ITGBL Local Agents

Country: Hungary

Post: Budapest

Bureau: EUR

Local Agents:

-Gosselin Mobility Budapest Kft.

Fehrvári út 44, 4. Em., 410

1117 Budapest, Hungary

POC: Zsolt Sarandi, General Manager

Tel. +36 1 261 2651

FAX.+36 1 260 1055

CELL.+36 309 324127

E-mail:

Z.Sarandi@gosselin-moving.com

-AGS Budapest

Hunyadi János ut 162

1116 Budapest, Hungary

POC: Thierry Palermo, Country Manager

Tel: +36 1 204 8674

Fax: +36 1 204 8670

Cell: +36 70 370 8901

Email:

thierry.palermo@agsglobalsolutions.com

-Santa Fe Relocations Kft.

H-1211 BUDAPEST, Szállító u. 6. (2nd floor)

POC: Anthony Heszberger

Tel: (361) 888-6750

Fax: (361) 277-2877

Email:

Anthony.Heszberger@SantaFeRelo.com

Email:

Andrea.Laskovics@SantaFeRelo.com

Website: www.santaferelo.com

-Move One Hungary

Ipar u. 5, 2 floor

1095 Budapest, Hungary

POC: Laszlo Weiner, General Manager

Tel: +36 1 266 0183/6211

Cell: +36 70 708 9927

Email:

budapest@moveoneinc.com

ITGBL Local Agents

Country: Iceland

Post: Reykjavik

Bureau: EUR

Local Agents:

1) Propack - Pokkun og Flutningar
Smioshofi 1
110 Reykjavik, Iceland
POC: Mr. Vioar Petursson
Tel: (354)-587-9700
Fax: (354)-587-9705
Email: propack@propack.is

ITGBL Local Agents

Country: India

Post: Chennai

Bureau: SCA

Local Agents:

Universal Relocations,
76, Chamiers Road, Nandanam,
Chennai 600 018
POC: Ms. Sangeetha C Dave,
Director & CEO
Dir: +91-44-4040 8844 Board line: +91-44-4040
8800
Cell: +91-72990-78516
Email: sanju@universalrelocations.com
intl@universalrelocations.com

Star Worldwide Group Pvt Ltd
10/10A1 Lokesh Nagar, Periya Koladi Road, Periya
Koladi, Thiruverkadu, Chennai, Tamil Nadu - -
600077 Aulina Mithal Sood, Director
T: +91 129 409 3203 | M: +91 9810066981
aulinamithal@starww.com
sujatapacha@starww.com

AL Movers Private Limited,
Building No A 6, Gala no 7,8 & 9, Radhe Krishna
Industrial Park, Off Mumbai-Nashik Highway no 3
Pimplas Village, Bhiwandi, Thane 4331311 , +91
9892536141 mobile, +91 8879650102 mobile Vinod
Saran, National Sales Manager.
Vinod.Saran@allied.com

ITGBL Local Agents

Post: Hyderabad

Bureau: SCA

Local Agents:

3) Writer Relocations
105, Dr. Ambedkar Road, Mumbai 400 033
POC : Ms Prajakta Date, Assistant Manager –
International Moving
Mobile: +91-9840030312
Tel : + 91 – 022 –66170112 – BOARD
Email id: prajakta.date@writercorporation.com

1) Globe Moving
3M-105 | 3rd Floor | 3rd Main
Road | East of NGEF Layout |
Kasturi Nagar
Bangalore 560043 | INDIA
POC: Sushma, Manager
International Sales
Cell No. : + 91- 9900402029
Email id:
raterequest@globemoving.net

2) AGS/Four Winds International
Movers
Gopal Industries, Plot No. 19
IDA, Balangar, Hyderabad -
5000037
POC: Mr. Deepak Kaushik |
Branch Manager Hyderabad Tel:
+(91) 9560235898
Email: deepak.kaushik@agsglobalsolutions.
com
Ms. Jayanthi Gotla | Move
Manager
Email: jayanthi.gotla@agsglobalsolutions.
Com

4)Star Worldwide Group
13/7 Main Mathura Road, Faridabad, Haryana,
121003, India
POC: Monika Vaid, General Manager,
monika@starww.com
Direct : + 91 129 4093227, Mobile : + 91
9810148686

ITGBL Local Agents

Post: Kolkata

Bureau: SCA

Local Agents:

Crown Worldwide Movers Pvt Ltd
C/O Manas Flour Mill Ltd, Dankuni
Durgapur Expressway
P.O. Dankuni Coal Complex Township
Dist. Hooghly
West Bengal 712310
India

Corporate Service Manager: Mr. Bhaswar Bose
Email: bhaswarbose@crownww.com
Tel: + 91-33 2659 4554
Cel: 91 85 8406 2747

2) P.M. Relocations (Pvt) Ltd
P.M. Relocations Pvt. Ltd. C1 Hide
Road, Kolkata 700045, West Bengal, India

POC: Utsab Paul, Branch Manager
Email:
bdmkol@pmrelocations.com), utsab.p@pmrelo.com
Phone: +91-33-32571152, 033- 2323 2082
Fax: +91-33- 2323 2081
Hand Phone: +91-98310 89317
Visit us at: www.pmrelocations.com

1) Writers Relocations
1/1 Central Plaza, 2/6 Sarat Bose Road
Kolkata 700020, West Bengal, India
POC: Mr. Ankit Mondal- Branch Deputy
General Manager
Tel: +91-9674160490
Fax: 91 33 24756189
Email: ankit.mondal@writerrelocation.in.com
Website: www.writercorporation.com

Post: Mumbai

Bureau: SCA

Local Agents:

WRITER RELOCATIONS
Address - 105, Dr. Ambedkar
Road, Mumbai 400 033, India
POC: Simon D'Lima
Manager – International Moving
Ph: M: +91-9619487239 L: +91-
22-6617 0165
simon.dlima@writerrelocations.co
m
Ms. Prajakta Date -
prajakta.date@writercorporation.co
m
Mobile No. +91-9619487323
Board line: +91-22-6617 0100 /
0111
Office: +91-22-6617 0112

PM RELOCATIONS
Address - 125, Damji Shamji
Industrial Estate, LBS Marg,
Vikhroli (W), Mumbai 400 083.
POC: Mr. Amit Sharma
amit.s@pmrelo.com
Mobile No: +91-81301 43636
Mr. Dharmender Singh –
dharmender@pmrelocations.com
Mobile No: +91-9717498936

ITGBL Local Agents

Post: New Delhi

Bureau: SCA

Local Agents:

5).WRITERS RELOCATIONS, POC – Mr. Basil D'Souza
Email: basil@writercorporation.com
Cell# 9899002263 Writer Business Services Pvt. Ltd.
34/1-7, Kherki Daula
42nd Milestone
Gurugram - 122001
Haryana
India.

2) AGS Four Winds International Movers
D 84/2 Okhla Industrial area Ph I
New Delhi 110 020
POC: Ms. Payal Singh, Director
Tel: 91 11 4336 7336
Cell: 91 98 111 10061
Fax: 91 11 26 81 00 08
Email: payal.singh@agsfourwinds.com

1) Star Worldwide Movers Pvt. Ltd.
13/7 Main Mathura Road
Faridabad, India
POC: Mr. Atul Mithal; Ms. Aulina Sood; Ms. Deepanjali Verma
Tel: 9811054595; 0129 4093200
Sood: 9810066981; 0129 4093200
Verma: 9650272624; 0129 4093208
(Mithal)
Email: deepanjali@starww.com;
aulinamithal@starww.com
almithal@starww.com

4)P.M. Relocations Pvt. Ltd.
Plot No. 61, Sec-18
Gurgaon 122015, Haryana, India
Tel: +91-124-4551400

President and CEO: Aakanksha Barghava
Email: aakanksha@pmrelo.com

Web: www.pmrelocations.com

3)Clintus Network - LIMITED
Khasra No. 332, Chattarpur
New Dehli, India
POC: Mr. Dinesh Joshi
Tel: 91-11-26803876, 26803879.
Cell: 9810155741
FAX: 91-11-26802631, 26802616.
Email: clintus@del12.vsnl.net.in

ITGBL Local Agents

Country: Indonesia

Post: Jakarta

Bureau: EAP

Local Agents:

PT. MOVEDE LOGISTICS INDONESIA
Office Tower 88 Kota Kasablanka
Tower A – 9th Floor Unit A
Jl. Raya Casablanca Kav. 88
Tebet – Jakarta Selatan, 12870, INDONESIA
Phone / WA : +62 813 8076 2070 ; +62 812 8444
1989 E-Mail : sales@movedelogistics.com ;
movedelogistics@gmail.com

Asian Tigers Lane Moving & Storage (PT. Citra Air)
Kawasan Industri Gudang Taman Tekno
Block C, No.2, Sektor XI, Bumi Serpong Damai
Tangerang Selatan, 15314, Indonesia
POC: Bill Lloyd
Phone: +62 21 7561999
Fax: +62 21 7800013, 7800749
bill.lloyd@asiantigersindonesia.com
website :www.AsianTigersGroup.com

PT. Pacific Removindo (Allied Pickfords Indonesia)
Jl. TB Simatupang kav. 89 Tanjung Barat,
Jakarta 12530, Indonesia
POC: Arditama (+62 812 106 2515)
Email: arditama@alliedpickfords.co.id
Tel : +62 21 7807851
Fax : +62 21 7824205
Website: www.alliedpickfords.co.id

PT. Supra Raga Transport (SRT)
Ritra Building, 3rd Floor
Jl. Warung Buncit Raya No. 6 Jakarta 12740,
Indonesia
POC: Mr. Ananda / Joko
Tel: (62) (021) 798-2220
Fax: (62) (021) 798-2205
Email: ananda@srt.co.id /
international@srt.co.id
Website: www.srt.co.id

AGS Four Winds Indonesia
Menara Bidakara 2, Level 10, Unit 3
Jl. Jend. Gatot Subroto Kav. 71- 73, Tebet
Jakarta, 12870, Indonesia
POC: Kathy Scalabre
Email: enquiries-jakarta@agsfourwinds.com /
kathy.scalabre@agsfourwinds.com
Tel/Fax: +62 21 8370 8395/ +62 21 8370 8391
Website: www.agsmovers.com

PT. Santa Fe Indonusa (Santa Fe Relocation
Services)
Jl. Karanggen Muda Raya No. 59, Gunung Putri
Bogor, 16961, Indonesia
Tel/Fax: +62 21 2961 2990 / +62 21 2961 2991
POC : Douglas Slusher (+62 816 190 2830)
Lisette Moormann (+62 811 190 2918)
email: doug.slusher@santaferelo.com /
lisette.moormann@santaferelo.com /
idsales@santaferelo.com
website : www.santaferelo.com

Post: Medan

Bureau: EAP

Local Agents:

ITGBL Local Agents

Post: Surabaya

Bureau: EAP

Local Agents:

Santa Fe Indonusa, PT (Santa Fe Relocation Services)
Cilandak Commercial Estate, Building 208
Jl. Raya Cilandak KKO
Jakarta 12560 INDONESIA
POC: Doug Slusher
Tel: (62) (021) 789-2033
Cell: (62) 816 190 2830
Fax: (62) (021) 789-2034
Email: sales@santaferelo.co.id;
dslusher@santaferelo.co.id
Website: www.SantaFeRelo.com

ALLIED PICKFORDS
Angtropolis Commercial Estate
Jl. Margomulyo 46 Blok C-3
Surabaya 60183, Indonesia
Telephone: +62 31 7498377
Faximile: +62 31 748 3372
Website: www.alliedpickfords.co.id
Contact person: Ms. Emma Rumawas, Moving Consultant
Mobile: +62 81217202017
Email: emma.rumawas@alliedpickfords.co.id

Supra Raga Transport (SRT) PT.
Ritra Building, 3rd Floor
JL Warung Buncit Raya No. 6
Jakarta 12740, Indonesia
POC: Muad Suleman or Mr. Ananda
Tel: (62) (021) 798-2220; 798-2215
Fax: (62) (021) 798-2205; 798-2188
Email: removal-div@srt.co.id or ananda@srt.co.id
or srt-ho@srt.co.id
Website: www.srt.co.id

Asian Tigers
Kawasan Gudang Tanrise Southgate No. A-11
Jl. Nangka Sruni Terusan A. Yani
Gedangan, Sidoarjo 61254, Indonesia
Telephone/facsimile: +6231 8918798
Website: www.asiantigers-mobility.com
Contact person: Ms. Wina Karliana, Branch Manager, cellphone: +628118204588, email: wina.karliana@asiantigers-indonesia.com

ITGBL Local Agents

Country: Iraq

Post: Baghdad

Bureau: NEA

Local Agents:

Paxton International
Al Kindy Hay, Section 215
Street #14, House #29
Baghdad, Iraq
Email: iraq@paxton.com

Desert Road CCS Ltd.
Address: Iraq, Baghdad, Baghdad International
AirPort, Cargo Village
POC: Hazim Mithael, Operations Director
phone: 001 210 396 2008
phone : 00964 (0) 790 198 6142
e-mail : operations@desertroad.net

Post: Basrah

Bureau: NEA

Local Agents:

Paxton International
Al Kindy Hay, Section 215
Street #14, House #29
Baghdad, Iraq
Email: iraq@paxton.com

Desert Road CCS Ltd.
Address: Iraq, Baghdad, Baghdad
International AirPort, Cargo
Village
POC: Hazim Mithael, Operations
Director
phone: 001 210 396 2008
phone : 00964 (0) 790 198 6142
e-mail : operations@desertroad.net

Post: Erbil

Bureau: NEA

Local Agents:

1) Paxton International
413 Ishtar, Ankawa
Erbil, Iraq
Tel (1): +9647809143828
Tel (2): 703 321 7600
Email: erbil@paxton.com

Desert Road Ltd
Iraq, Erbil- 120 meter street, Atconz village, R2,
Villa 82.
Email: operations@desertroad.net
Tel(1): 001 210 396 2008

Post: Kirkuk

Bureau: NEA

Local Agents:

Paxton International
Italian Village, House #591
Erbil, Iraq
Tel (1): +9647809143828
Tel (2): 703 321 7600
Email: erbil@paxton.com

ITGBL Local Agents

Post: Mosul

Bureau: NEA

Local Agents:

Paxton International
Italian Village, House #591
Erbil, Iraq
Tel (1): +9647809143828
Tel (2): 703 321 7600
Email: erbil@paxton.co

Country: Ireland

Post: Dublin

Bureau: EUR

Local Agents:

The Household Moving Company Ltd.,
Units 14-15, Block 13A,
Ashbourne Business Park,
Co. Meath.
POC: Brian Carroll
Tel: 353-1-849-9266
Cell: 353-87-282-699
Email: brian@hbm.ie

Arpin International,
6B Elm House,
Millennium Business Park,
Naas,
Co. Kildare.
POC: Dee Hulse/Natasza Przybylska
Tel: 00-353-45-875-926
E-Mail: dhulse@arpinintl.ie
nprzybylska@arpinintl.ie

ITGBL Local Agents

Country: Israel

Post: Jerusalem

Bureau: NEA

Local Agents:

Sonigo
Address: 6, Bnei Darom Industrial Area, P.O.B
4068, Ashdod 7714001, Israel
Tel: 972-8-6111-222, www.sonigo.com
Shmuel Mantinband
mobile 052-611-9670 Shmuel@Sonigo.com,
Elad Gur-Arie
mobile:+972-52-6119687 elad@sonigo.com

Univers Transit Ltd.
Address: 15, Hadarim Street, Ashdod 77613,
Israel
Tel. 972-8-8563145,
www.univers-transit.co.il
POC: Ilan Rebibo
Mobile:054-4226268 a_rebibo@universtransit.co.il

Adin Eichenbaum
AdinE@univers-transit.co.il
Mobile: +972-54-2499284
sales3@univers-transit.co.il

Globus
Address: 7 Habosem Street, Industrial Center
Ashdod, PO Box 1230, 77610, Israel.
Tel. 972-8-932-4222
www.globus-intr.co.il
Ofar Grinberg
Oferg@globus-intr.co.il
mobile:972-52-6845418

Maxim

contact info:
Email: maximd@globus-intr.co.il
Mobile: +972-8-932-4245

Alona Medvinskiy contact info:
Email: alonam@globus-intr.co.il
Telephone: +972-8-932-4258

Ocean Relocation
Address: Yakum Post, Yakum
60972, Israel
Tel: 972-9-955-3456
www.oceanrelocation.com
POC's - Eran Drenger
mobile 052-3691911,
eran.drenger@oceanrelocation.com
Dana Wilf
Drenger mobile
052-3691913,
dana.drenger@oceanrelocation.com
- Sima Pasternak, mobile
tel. 052-
3279924S, ima.pasternak@oceanrelocation.com
General- Email:
sales@oceanrelocation.com

ITGBL Local Agents

Post: Tel Aviv

Bureau: NEA

Local Agents:

3) Sonigo
Address: 6, Bnei Darom Industrial Area, P.O.B
4068, Ashdod 7714001, Israel
Tel: 972-8-6111-222, Fax: 972-8-6111-223,
www.sonigo.com
POC's - Shmuel Mantinband mobile 052-611-
9670, Shmuel@Sonigo.com Joe
Semel
mobile 052-611-9669, joe@sonigo.com,

1) Globus
Address: 7 Habosem Street, Industrial Center
Ashdod, PO Box 1230, 77610, Israel.
Tel. 972-8-932-4222, Fax. 972-8-942-8526,
www.globus-intr.co.il
POC's
- Ofer Greenberg off. tel. 972-
8-932-4261, mobile 52-6845418,
marketing21@globus-intr.co.il

Maxim contact info:
Email: maximd@globus-intr.co.il
Mobile: +972-8-
9324245
Alona Medvinskiy contact info:
Email: alonam@globus-intr.co.il
Telephone: +972-8-932-4258

4) A. Univers Transit Ltd.
Address: 15, Hadarim Street, Ashdod 77613,
Israel
Tel. 972-8-8563145, Fax 972-8-8563387
www.univers-transit.co.il
POC: Ilan Rebibo
Mobile 054-4226268 a_rebibo@univers transit.co.il

2) Ocean Relocation
Address: Yakum Post, Yakum 60972, Israel
Tel: 972-9-955-3456, Fax: 972-9-
951-4321, www.oceanrelocation.com
POC's - Eran Drenger mobile 052-
3691911, eran.drenger@oceanrelocation.com
Dana Wilf Drenger mobile 052-
3691913, dana.drenger@oceanrelocation.com
Sophia Kasterin off. tel. 09-
971-2012, mob. tel. 052-327-
9923, Sophia.kasterin@oceanrelocation.com
Sima Pasternak, mobile tel. 052-
3279924, Sima.pasternak@oceanrelocation.com
General- Email: sales@oceanrelocation.com,

ITGBL Local Agents

Country: Italy

Post: Florence

Bureau: EUR

Local Agents:

2)Zumstein S.r.l.
Via Albert Einstein, 12
00015 Monterotondo (Rome), Italy
POC: Paola Roffi / Elsa Zumstein
Ph.: +39-06-9069-696
Fax: +39-06-9069-729
Email: paola@ zumstein.it
elsa@zumstein.it

3)De Vellis Servizi Globali S.R.L.
Via Volturno, 7
00185 Rome, Italy
POC: Fabrizio Simi
Ph.: +39-0775-89881
Fax: +39-0775-8988211
Email: Fabrizio.Simi@devellis.it
Christian.Devellis@devellis.it
Ivan.Devellis@devellis.it

4)AYS AT YOU SERVICE S.r.l.
Via delle Querce snc – Loc. Castagnetta
00071 Pomezia (Roma)
POC: Massimo Santori
Ph.: +39-06-9122-600
Fax: +39-06-9182-1718
Email: m.santori@ayssrl.eu

1)Bolliger Roma S.P.A.
Via del Fosso della Magliana, 12
00148 Rome, Italy
POC: Dr. Clement Bolliger
Ph.: +39-06-6568-8302
Fax: +39-06-655-7133
Email: Cb@bolligerroma.it

ITGBL Local Agents

Post: Milan

Bureau: EUR

Local Agents:

4)AYS AT YOU SERVICE S.r.l.
Via delle Querce snc – Loc. Castagnetta
00071 Pomezia (Roma)
POC: Massimo Santori
Ph.: +39-06-9122-600
Fax: +39-06-9182-1718
Email: m.santori@ayssrl.eu

3)De Vellis Servizi Globali S.R.L.
Via Volturmo, 7
00185 Rome, Italy
POC: Fabrizio Simi
Ph.: +39-0775-89881
Fax: +39-0775-8988211
Email: Fabrizio.Simi@devellis.it
Christian.Devellis@devellis.it
Ivan.Devellis@devellis.it

2)Zumstein S.r.l.
Via Albert Einstein, 12
00015 Monterotondo (Rome), Italy
POC: Paola Roffi / Elsa Zumstein
Ph.: +39-06-9069-696
Fax: +39-06-9069-729
Email: paola@ zumstein.it
elsa@zumstein.it

1)Bolliger Roma S.P.A.
Via del Fosso della Magliana, 12
00148 Rome, Italy
POC: Dr. Clement Bolliger
Ph.: +39-06-6568-8302
Fax: +39-06-655-7133
Email: Cb@bolligerroma.it

Post: Naples

Bureau: EUR

Local Agents:

3)De Vellis Servizi Globali S.R.L.
Via Volturmo, 7
00185 Rome, Italy
POC: Fabrizio Simi
Ph.: +39-0775-89881
Fax: +39-0775-8988211
Email: Fabrizio.Simi@devellis.it
Christian.Devellis@devellis.it
Ivan.Devellis@devellis.it

4)AYS AT YOU SERVICE S.r.l.
Via delle Querce snc – Loc. Castagnetta
00071 Pomezia (Roma)
POC: Massimo Santori
Ph.: +39-06-9122-600
Fax: +39-06-9182-1718
Email: m.santori@ayssrl.eu

1)Bolliger Roma S.P.A.
Via del Fosso della Magliana, 12
00148 Rome, Italy
POC: Dr. Clement Bolliger
Ph.: +39-06-6568-8302
Fax: +39-06-655-7133
Email: Cb@bolligerroma.it

2)Zumstein S.r.l.
Via Albert Einstein, 12
00015 Monterotondo (Rome), Italy
POC: Paola Roffi / Elsa Zumstein
Ph.: +39-06-9069-696
Fax: +39-06-9069-729
Email: paola@ zumstein.it
elsa@zumstein.it

ITGBL Local Agents

Post: Rome

Bureau: EUR

Local Agents:

4)AYS AT YOU SERVICE S.r.l.
Via delle Querce snc – Loc. Castagnetta
00071 Pomezia (Roma)
POC: Massimo Santori
Ph.: +39-06-9122-600
Fax: +39-06-9182-1718
Email: m.santori@ayssrl.eu

3) De Vellis Moving & Storage
Via Volturno, 7
00185 Rome, Italy
Ph.: +39-0775-89881
Fax: +39-0775-8988211
POC: Fabrizio Simi
Email: Fabrizio.Simi@devellis.it
Christian.Devellis@devellis.it
Ivan.Devellis@devellis.it

2) Zumstein S.r.l.
Via Albert Einstein, 12
00015 Monterotondo (Rome), Italy
POC: Paola Roffi / Elsa Zumstein
Ph.: +39-06-9069-696
Fax: +39-06-9069-729
Email: paola@zumstein.it
elsa@zumstein.it

1) Bolliger Roma S.P.A.
Via del Fosso della Magliana, 12
00148 Rome, Italy
POC: Ms Alba Agliandolo
Ph.: +39-06-6568-8305
Fax: +39-06-655-7133
Email: alba.agliandolo@bolliger.international

Country: Jamaica

Post: Kingston

Bureau: WHA

Local Agents:

B.L. Williams International Ltd.
48 - 52 Second Street
Port West, Kingston 13 Jamaica
POC: Ted Muschett or Arleen Sewell
Tel: 876-923-4846; 923-1974
Fax: 876-923-9491/2
Email: export@blwilliams.com
Web-site: www.blwilliams.com

ITGBL Local Agents

Country: Japan

Post: Fukuoka

Bureau: EAP

Local Agents:

Company: Fukuoka Soko Co. Ltd.
Address: 3-2-16 Nanotsu, Chuo Ward, Fukuoka
City 810-0071 JAPAN
POC: Ms. Yuko Ishido
Email: ishido2y@fukuokasoko.com
Tel: 81-92-738-2577
Fax: 81-92-738-2566

Post: Nagoya

Bureau: EAP

Local Agents:

3) Yamato Logistics Co., Ltd.
Yamato Tamachi Boldg.,5F.
5-27-6, Shiba, Minato-ku, Tokyo 108-0014 Japan
POC: Mr. Hisaaki Maeda
Tel: 03-5418-5524 Fax: 03-5418-5527
Email: h-maeda@y-logi.com
Website: <http://www.y-logi.com/ylc/english/index.html>
*Has access to military bases/SOFA 380 Clearance

2) Crown Moving Service
125-2 Kiba 2-chome Tobishima mura
Ama-gun, Aichi, Japan 490-1444
POC: Mr. Hiroyuki Kobayashi
TEL: 0567-57-0633 FAX:0567-57-0634
Email: h.kobayashi@crown-moving.net
Website: <http://www.crown-moving.net/>
Email: h.kobayashi@crown-move.com
*Has access to military bases/SOFA 380 Clearance

1) Fukuoka Soko Co., Ltd.
6 -5 Funato - mach, Nakagawa - ku
Nagoya, Aichi, Japan 454-0805
POC: Mr. Tadashi Harada
Tel: 052-353-0509
Email: harada@fukuokasoko.com
Website: <http://www.fukuokasoko.com>

ITGBL Local Agents

Post: Naha

Bureau: EAP

Local Agents:

Ryukyu Logistics Co., Ltd.
Office]
Ryukyu Logistics Co., Ltd.
2-17-13 Minato-Machi
Naha, Okinawa Japan 900-0001

Warehouse]
Ryukyu Logistics Co., Ltd.
1-5-5 Inanse Urasoe-City Okinawa Japan

POC]
Mr. Keiichiro Chinen
E-mail: keiichiro@ryukyu-logi.com

Asiatic Trans-Pacific
Warehouse/Office address:
2-2-15 Yogi,
Okinawa City, Okinawa Japan 904-2174
POC: Mr. Alex Kinjo
Tel: 81-98-931-0730
Fax: 81-98-933-8620
Email:
atp@pashanet.com
Mohan_Maeda@pashanet.com
Moeko_Minemura@pashanet.com

Okinawa Enterprise Corporation
Office mailing Address:
P.O. Box 266
Okinawa City, Okinawa Japan 904-2174
Main POC: Yoshiharu Kanno (president)
Tel: 81-98-938-9688
Fax: 81-98-938-9690
Email: Yoshi.kanno@oec-okinawa.com

For Inbound shipment to Okinawa :
phone number: 81-98-938-4405
Fax: 81-98-938-3645
e-mail: inbound@oec-okinawa.com
Main warehouse address is the following:
3257 Noborikawa, Okinawa-city, Okinawa, 901-
2142, Japan

Post: Osaka-Kobe

Bureau: EAP

Local Agents:

Nippon Express Co.,Ltd.
Address: 5-4-10 Nakatsu, Kita-ku
Osaka 531-0071 Japan
POC: Mr. Masayuki Arai
E: masayuki.arai.ao@nipponexpress.com
Tel: 81-6-6455-1964
Fax: 81-6-6455-1970
bonded facility

Crown Mooving Service Co.,Ltd.
Address: K-ACT Building 1F
4-16 Koyo-cho Higashi, Higashinada-ku
Kobe 658-0031 Japan
POC: Ms. Aiko Sakaguchi
E: a.sakaguchi@crown-moving.net
Tel: 81-78-862-5851
Fax: 81-78-862-5852

Nihon System Service Co., Ltd.
3-6-10 Nihonbashi, Chuo-ku
Tokyo 103-0027 Japan
POC: Mr. Yoji Yasuda
Tel: 81-3-3273-2463
Fax: 81-3-3273-2465
Email:tokyo.overseas@nss-japan.com

ITGBL Local Agents

Post: Sapporo

Bureau: EAP

Local Agents:

Yamato Global Logistics Japan Co., Ltd.Kinpai
Third Bldg. 4F, 1-14-5, Shinkawa, Chuo-ku Tokyo,
104-0033 JAPAN
POC: Mr. Hisaaki Maeda
Telephone : 03-5542-3320 | Mobile : 090-4370-
1100 E-mail : h-maeda@y-
logi.com [http://www.y-
logi.com/service/kaigai/english/index.html](http://www.y-logi.com/service/kaigai/english/index.html)

Nippon Express Co., Ltd.
Overseas Removals Business Branch
Foreign Corporate Accounts Group
Nittsu Bldg, 11F, 1-9-3, Higashi-Shimbashi
Minato-ku, Tokyo 105-8322 Japan
TEL : 03-6251-6553
POC: Mr. Ryohei Konishi ryoa-konishi@nittsu.co.jp
<http://www.nipponexpress.com/>

** bonded facility **

Nihon System Service Co., Ltd.
2-6-6 Wakasu Koto-ku Tokyo 136-0083
Tel: 81-3-5534-7233
Fax:81-3-5534-7240
Email: POC: Yoshichika Ito [tokyo.overseas@nss-
japan.com](mailto:tokyo.overseas@nss-japan.com)
Website: <http://www.nss-japan.com/Eng/index.html>

Post: Tokyo

Bureau: EAP

Local Agents:

Nippon Express Co., Ltd.
Overseas Removals Business Branch
1-9-3, Higashi-Shinbashi, Minato-ku
Tokyo 105-8322 Japan
POC: Kotaro Yamazaki :
kotaro.yamazaki@nipponexpress.com
POC: Hiroyasu Funakoshi:
hiroyasu.funakoshi@nipponexpress.com
Tel: 81-3-6251-6553
Fax: 81-3-6251-6551>ITGBL team group address:
nittsu-itgbl_nippon@nipponexpress.com
>Coordinators
Kotaro YAMAZAKI:
kotaro.yamazaki@nipponexpress.com
Heizo YOKOMIZO:
heizo.yokomizo@nipponexpress.com
Izumi OONISHI: izumi.oonishi@nipponexpress.com

Nihon System Service Co., Ltd.
2-6-6 Wakasu Koto-ku Tokyo 136-0083
Tel: 81-3-5534-7233
Fax:81-3-5534-7240
POC: Yoshichika Ito & Yoji Yasuda:
tokyo.overseas@nss-japan.com

ITGBL Local Agents

Post: Yokohama

Bureau: EAP

Local Agents:

Nippon Express Co., Ltd.
Overseas Removals Business Branch
1-9-3, Higashi-Shinbashi, Minato-ku
Tokyo 105-8322 Japan
POC: Kotaro Yamazaki :
kotaro.yamazaki@nipponexpress.com
POC: Hiroyasu Funakoshi:
hiroyasu.funakoshi@nipponexpress.com
Tel: 81-3-6251-6553
Fax: 81-3-6251-6551

Nihon System Service Co., Ltd.
2-6-6 Wakasu Koto-ku Tokyo 136-0083
Tel: 81-3-5534-7233
Fax:81-3-5534-7240
POC: Yoshichika Ito & Yoji Yasuda:
tokyo.overseas@nss-japan.com

Country: Jordan

Post: Amman

Bureau: NEA

Local Agents:

JIRPAC
Tel No. +962 6 5824463
Fax No. +962 6 5825317
E-mail: amers@jirpac.com and info@jirpac.com
POC. Mr. Amer Sawalha/Managing director
Mobile No. +962-79-5523383 and +962-79-9075771
Amman-Jordan

Levant Express Services
Tel No. +962 6 4627042 /4610698
Fax No. +962 6 4627042
E-mail : info@levantexjo.com
POC: Mr. Raja El Issa/General Manager
Mobile : 00962-79-5522890
Amman-Jordan

Salam Logistics
Tel No: +962 6 5004008 / Ext. 7340
Fax No: +962 6 5004441
Email: wasfi.binnawi@naouri.com and
salam.packing@naouri.com
POC: Mr. Wasfi Albanawi /Assistant Manager
Mobile: +962-79-5334117
Amman-Jordan

Consolidated Marketing & Logistics Corp. (CML)
Tel No. +962 6 537 7772 Fax No. +962 6 537 7106
Email: HHG@CML-JO.COM and
maysoon.kharroub@cml-jo.com and
raja.khoury@cml-jo.com and nadine.khoury@cml-
jo.com
POC: Ms. Nadine Raja Khoury/President.
Mobile:+962-79-5050105 and +962-79-95761133
Amman-Jordan

Eastern Services
Tel No. +962 6 462 17 75 Ext. 116
Fax No. +962 6 464 28 64
E-mail: suha.samandar@eastern.com.jo and
leen.samandar@eastern.com.jo
POC: Ms. Suha Samandar/Assistant general
manger
Mobile: +962-79-5538030 and +962-79-6947379
Amman-Jordan

ITGBL Local Agents

Country: Kazakhstan

Post: Almaty

Bureau: SCA

Local Agents:

EURASIA Service
174 A Seyfullin Avenue, Office 20
Almaty, Kazakhstan
POC: Igor Vorobtsov, Director
Tel: 7 7272 341155
Fax: 7 7272 943304
Cell: 7 777 241 3222
Email: eurasiatranskz@gmail.com

**Globalink Transportation and Logistics
Worldwide - Almaty
52 Kabanbay Batyr Str.
050010 Almaty, Kazakhstan
POC: Asem Dandybaeva
Tel: 7 3272 588880 x224
Fax: 7 3272 581189
Cell: 7 777 733 9958
Email: a.dandybaeva@globalinkllc.com

Post: Astana

Bureau: SCA

Local Agents:

Globalink Logistics
Group
727 2588880 (Ext. 478)
Mob.: +7 771 800 90 25
Akmaral Abdрахmanova
Coordinator, CTD Department, Almaty
t.ahamed@globalinkllc.com
a.abdrakhmanova@globalinkllc.com
Tel: +7

010000, Astana, Kazakhstan
12, Saryarka Street
Tel : + 7 7172 58 08 97 (107)
Mobile: + 7 7772982111
Fax : + 7 7172 58 08 99
web: www.globalinkllc.com

Move One
Email: christopher.ma@moveoneinc.com
Mobile: +7 771 507 0573
Skype: mo_christopher.ma
Christopher Ma
Auzbekov
Country Manager - Kazakhstan
Email: adil.uzbekov@moveoneinc.com
Phone: +7 771 300 7066
Office: +7 727 313 0759
Skype: mo_adil.uzbekov
Adil

1) Eurasia Service
91/1 Kartaly str.
010000 Astana, Kazakhstan
Tel: +7 7172 490656
Cell: +7 777 2413222
Director - Mr. Igor Vorobtsov
Removals supervisor - Ruslan Mingazov

ITGBL Local Agents

Country: Kenya

Post: Nairobi

Bureau: AF

Local Agents:

Continental Logistics Network Ltd
Nachu Plaza, 9th Floor
Kiambere Road, Upper Hill
Cell: 0720 855138, 0733 785573
Mobile: 0712 706950
Email: accounts@cln.co.ke
www.cln.co.ke
Contact Person: Pauline Gakii,
pauline.gakii@cln.co.ke

MEBS Global Reach Limited
MMID Building, Unit 3B, Westlands Road,
Westlands, Nairobi
P. O. Box 13768 – 00800 Nairobi
Tel: +254-20-3748847
POC: Eric Ducroix, Director, East Africa Operations
Cell: +254-786-238-228
Email: educroix@mebs-global.com

AGS Frasers
POC: Gil Recizac
+254 20 2107073
+254 77 0513186
manager-kenya@agsmovers.com

ITGBL Local Agents

Country: Korea

Post: Busan

Bureau: EAP

Local Agents:

Post: Seoul

Bureau: EAP

Local Agents:

1). Young Jin Trade & transportation Co., Ltd.

P: 475 Sangdo 1 Dong, Dongjak Gu, Seoul Korea
E-mail: sh4142@gmail.com
Tel: 82-2-825-6345, Fax: 82-2-825-6344
POC: Shin, Hyun Kyoung / President

2). Santa Fe Relocation Services Korea

P: #209, 2nd Floor, Woonsin Mickellan Bldg., 15-8
Jingwan 2-ro, Eunpyeong-gu, Seoul 03306 Korea
Email: thomas.morocz@santaferelo.com /
korea@santaferelo.com
Tel: 82-2-797-3138, Fax: 82-2-2-797-3386
POC: Thomas Morocz / General Manager
Cell: 82-10-9161-4699

3). PML International Movers Ltd.

P: #804, Shinpoong Flostar, 756-1, Janghang
Dong, Ilsandong gu, Goyang-Si, Gyeonggi-Do,
Korea
E-mail: kay@pmlintl.com /
Kayleepml@gmail.com
Tel: 82-31-907-1616, Fax: 82-31-907-1617
POC: Kay Lee/ Director
Cell: 010-9174-2746

5). Asian Tigers Korea
#901, 708, Gasandigital1-ro
Geumcheon-gu, Seoul 08590, Korea

Office Main: +822 3489 2500
Fax Main: +822 598 3925

Moves: info@asiantigers-korea.com
Rates: saenah.song@asiantigers-korea.com
Escalations: gus.sunwoo@asiantigers-korea.com

4). Hanjin Best Pac., Co., Ltd.

P: Room 302, Namyong Bldg, 85-3, Galwol dong,
Yongsan-Gu, Seoul, Korea
E-mail: spark@hanjinbestpac.co.kr
Tel: 82-2-718-4061, Fax: 82-2-718-4093
POC: Sang-Sun Park / President
Cell: 82-10-8765-8614

ITGBL Local Agents

Country: Kosovo

Post: Pristina

Bureau: EUR

Local Agents:

MOVE ONE RELOCATION
12050 Slatina e Madhe
POC: Valdet Mustafa
Tel: 381 38 566 354; 377 44 500 508
Email: moving@moveonerelo.com or
kosovo@moveonerelo.com

ORBIT International Forwarders LLC
Address: Boulevard Mother Tereza # 27 /5 , 10000
Pristina , Kosovo
POC: Edit Popgavrilova
Phone: +389 75 300 469
Email: Popgavrilova.edit@orbitkosovo.com ,

Office email: orbit@orbitkosovo.com

AGS-Pristina
Zona Industriale, Tahir Zajmi PN
10000 Pristina, Kosovo
POC: Arben Sharani
Tel: 377 44 502 579
Email: manager-kosovo@agsmovers.com

ITGBL Local Agents

Country: Kuwait

Post: Kuwait

Bureau: NEA

Local Agents:

Al-Sawan Cargo Co.
POC: Jabbar Mukhtar
Cargo Manager
jms@alsawan.com
Al Sawan Company
Al Gazali Street
P.O. Box 576
Safat 13006 - Kuwait
Tel: +965-22270500 EXT: 1302/1303
Fax: +965-22270509
Cell: +965-9902-6461
DUNS # 53-515-2151
CAGE/NCAGE # SDSX6
POC: Basit Ismail
Operation Supervisor
ops@alsawan.com
Cell: +965-5071-5367
POC: Marvin Abalose
Operation Coordinator
Cargoops@alsawan.com
Cell: +965-6694-5987

Al-Rashed International Freight Co.
OFFICE: NO 16, BOUBYAN
COMPLEX, DHAJEEJ,
FARWANIYA – KUWAIT
WAREHOUSE: Block 4,
STREET 6, AL RAI, KUWAIT
TEL: + 965 24349582 / 84 / 86 &
24731216 / 18
POC: Mr. Narasimha
Krishnakumar / Cargo Manager
Email:
krishnakumar@alrashedfreight.com
TEL : + 965 24349582 / 84 /
86 & 24731216 / 18
MOBILE : + 965 6505 1786
FAX : + 965 2473 1235
POC: Ms. Pathma Gamaralalage
Email:
pathma@alrashedfreight.com
TEL: + 965 24349582 /
84 / 86 & 24731216 / 18
FAX: + 965 2473 1235

Gulf Agency Company (Kuwait)
Farwaniya, Dajeej Area
Block 1, Street 79
Plot No. 47, Faisal Center
Behind Kuwait Finance House
Website: moving.kuwait@gac.com
POC: Mr. Vincent Fernandes -
Manager
Tel (board): 00965 222 05 800
Fax: 00965 243 47 325
Direct: 00965 222 05 831
Cell: 00965 97205128
Email: vincent.fernandes@gac.com
Ms. Afra Cardozo – Team Leader
Direct Tel: 00965 222 05 829
Cell: 00965 99046994
Email: afra.cardozo@gac.com
Mr. Joselee Fernandes – Moving
Consultant
Direct Tel: 00965 222 05 832
Cell: 00965 97267448

ITGBL Local Agents

Al-Ghanim Freight
Alghanim Transportation Logistics
& Solutions
Al-Rai Industrial Area, Block 1,
Street 12, Plot 750, Kuwait
PO Box 22, Safat 13001 Kuwait
POC: L.G.I. Udaya – Supervisor
Email: udaya@Alghanim.com
Tel: +965-2474-5533, Ext. 6624
Direct: +965-2476-8284
Mobile: +965-6694-7395
Tel: +965-2474-533 x751 or
Direct Line: +965-2476-8284
(Mildred)
Cell: +965-9727-7852 (Mildred)
Mildred Serrao
E-mail: MSerrao@Alghanim.com

TransCrate Logistics Trading
Co. W.L.L.
P.O. Box 540, Safat, 13006
Office 23, Block 3, Plot 31,
Mirqab, Jasim Boodai Street.
Kuwait.
Tel: +965-180-4949 Fax: +965 22-
44-7723
POC: Aaron Pereira
Relocations Co-ordinator
Email: apereira@transcrate.com
Mob: +965-99273450
POC: Mohamad AlNasrallah
Operations Manager
Email: malnasrallah@transcrate.com
Mob: +965-99993745 POC:Lennon
D'silva Relocation Manager Email:
Idsilva@transcrate.com Mob: +965-
96005079

Global Freight Systems, Co. W.L.L.
Sultan Ben Essa Complex
Dajeej, Farwaniya, Kuwait
POB 22389, Safat 13084 Kuwait
POC: Nisha Kailash
knisha@global-freight.net
Tel: +965-2431-6530
Fax: +965-2431-6478/ 2431-9177
POC:Donny AlMeida Donny@global
freight.net Tel: +965-
24316530 Cell# 97214249

ITGBL Local Agents

Country: Kyrgyzstan

Post: Bishkek

Bureau: SCA

Local Agents:

3) Interdean Bishkek
107 Kievskaya Str., 2nd floor 720001
Bishkek, Kyrgyzstan POC: Mr. Mirabit
Mukhamedziev
Tel: 996 312 613863
Cel: 996 555 973096
Fax: 996 312 613863
Email: bishkek@interdean.com Web-site:
www.interdean.com

4) Move One LLC
Company mail address—
kyrgyzstan@moveoneinc.com,
dubai@moveoneinc.com
POC: Sabina Sokolova - Country manager
Tel: +996 312 905353 ex1216, +996 776 585514
Cel: +996 555 585514
Fax: +996 312 905353 ex1216
Email: sabina.sokolova@moveoneinc.com
Web-site: www.moveoneinc.com

1) American Resources International Cargo - A.R.I.
Cargo
Bishkek, Kyrgyzstan
Tel: 996-312-660077
Fax: 996-312-661311
Email: Bishkek@aricargo.com
Web-site: www.aricargo.com ****bonded facility****

2) Globalink Logistics Group
Bishkek,
Kyrgyzstan
POC: Ms. Bermet
Mambetsadykova
Email:
b.mambetsadykova@globalinklog
istics.com Website:
www.globalink.bz/kyr.htm ****
bonded warehouse****

ITGBL Local Agents

Country: Laos

Post: Vientiane

Bureau: EAP

Local Agents:

1/ GEOTRANS LOGISTICS & MOVERS
UNIT 24, BAN PHONPAPAO THONG
SOKPALUANG ROAD, SISSATANAK DISTRICT
TEL/FAX: (856 21) 313 619 & 312 720
E-MAIL ADDRESS: Salikoun@geotrans.laopdr.com
ATTN: MR. VIRA SALIKOUN

3/ Schenker (Lao) Sole Co., Ltd.
House No. 347, unit 20, Donepamai Road
Thongkhang Village, Sisattanak District Vientiane,
01160, Lao P.D.R
Tel : + 856-21-316485-6 Fax : + 856-21-316487
ATTN: Siriluk Cherdchan (Meow)
Schenker (Lao) Sole, Manager
Mobile : +856 20 55520989
Email : siriluk.cherdchan@dbschenker.com

2/JVK International Movers
C/O : TOP Mover Sole Co.,Ltd
Khamphengmueng Road
Ban Phonpapao Thong
Tel: 856 21 453630 and 313505 / Fax: 856 21
312376
E-MAIL ADDRESS: nok@jvkasia.com
ATTN: Ms. Savandaly Samounry (Nok)

Country: Latvia

Post: Riga

Bureau: EUR

Local Agents:

FF INTERNATIONAL
MOVERS
3, Sarlotes street
LV-1001, Riga, LATVIA
POC: Aivars Usans
Tel: (371) 6784 0592
Fax: (371) 6784 0591
Cell: (371) 2916 0011
e-mail: au@ff-group.lv

Zebra Cargo - Friendly Movers
Riga International Airport
Riga, Latvia LLV-1053
POC: Mr. Oskars Veinbergs
Tel: (371) 67412 108
Fax: (371) 6 7412 156
Cell: (371) 2915 5365
Email: zebra@zebracargo.com
Web-site: www.zebracargo.com

bonded facility **

Gosselin Mobility Baltics
Jurkalnes iela 15/25, gate 15
Riga, Latvia LV-1046
POC: Olga Konstantinova
Tel: (371) 67800 800
Fax: (371) 67800 801
Email:
OlgaK@gosselingroup.eu
** bonded facility **

ITGBL Local Agents

Country: Lebanon

Post: Beirut

Bureau: NEA

Local Agents:

Beirut Cargo Center – (Packing, forwarder and clearing agent)
Sin El Fil, Opposite Mirna Chalouhi bldg. Parallel Towers, Bloc B, Floors 12-13-14 P.O. Box 17-5040 - Beirut – Lebanon Tel. +961 1 482211 ext 111 or 109
Mobile +961 70 649008
Fax. +961 1 482224
Hassan.Mardini@bcclogistics.com
Joe.gaourieh@bcclogistics.com
Alfred.Neaimah@bcclogistics.com
www.bcclogistics.com

DAMCO LB – (Forwarder and Clearing agent under OBO/NEC projects)
Nabil Zahlan - Chairman
Email: nabil.zahlan@damco-lb.com,
Mobile: 9613-355111
Charles Hashem (Assistant)
email: charles.h@damco-lb.com,
mobile: 9613-605202
96 Pasteur Bldg, Pasteur Street
Beirut, Lebanon
Phone: +961 1 577767 or 961 1 580240 ext. 234

LA LEVANTINE "Daher & Cie." - (Packing, forwarder and clearing Agent)
Mr. Wael Daher - Chairman
Minat El Hosn, El Emir Omar Str.
Hammoud Bldg. 4th floor
P.O.Box: 113-5868
Beirut – Lebanon
management@lalevantine.com
waeldaher@lalevantine.com
Tel: +961 1 368 170
Tel/Fax: +961 1 368171

Beirut International Movers s.a.r.l. (Packing, forwarder and clearing agent)
POC: Cedric Moubarak
Email: cedric@beirutmovers.com
Telephone: +961 1 49 55 00
Or +961 1 49 77 00 ext 104
Office Mobile: +961 3 61 77 12
Personal Mobile +961 3 62 22 56 Web-site:
www.beirutmovers.com

Country: Lesotho

Post: Maseru

Bureau: AF

Local Agents:

1) Stuttford Van Lines - Lesotho
Lioli Road, Industrial Area, Box 0637
Maseru West, Lesotho
POC: Mrs. Venus Havenga
Tel: 266 22 323 966
Fax: 266 22 310 290
Cell: 266 589 260 66
Email: venus.havenga@stuttfordvanlines.com

ITGBL Local Agents

Country: Liberia

Post: Monrovia

Bureau: AF

Local Agents:

3.MSC Mediterranean Shipping Company (Liberia)
Ltd
Piah Badell Nipeh
Somalia Drive, Monrovia, Liberia
+231 8885 90900
+231 7702 49883
+231 8885 90921
www.msc.com

2.)Global Logistics Services (GLS)
Paul King
2nd and 3rd floor Kashour Building
Broad and Johnson Street
Monrovia, Liberia
+231 8865 53400
+231 8806 55857
Jamaal.king@glsbusiness.com

4) 6.OBT Shipping Ltd
Rune Dyhr
Somalia Drive,
Liberia Monrovia
+231 77759 0903
+231 77759 0911
libops@obts.dk

1)AGS Frasers
International Removals
Monrovia, Liberia
Email: manager-liberia@agsmovers.com
www.ags-worldwide-movers.com
Tel: 231 077 00 33 77

Country: Libya

Post: Tripoli

Bureau: NEA

Local Agents:

3) Sedra Libya Packing Transportation Company
PO Box 82262, Ibn Nafees Street, Nr. Sa
Lahadien Hospital
Tripoli, Libya
POC: Mohamed F. Abuhlega, Owner and General
Manager
Tel: 00 218 21 715 9051/ 714 7723/ 717 3198
Fax: 00 218 21 462 8244/ Cell: 00 218 91
2157965 or 92 500 1025
Email: sedralibya@hotmail.com;
info@sedralibya.com; abuhlegasedra@hotmail.com
Website: www.sedralibya.com

1) Manarat Al Madina Shipping Agency
Damascus Street
Hadba Area
Tripoli, Libya
POC: Nureddin Elwaer
Tel: 218 21 2184149; 218 21 4907792 (office)
Fax: 218 21-4907286
Email: nur@masa-shipping.com.ly

ITGBL Local Agents

Country: Lithuania

Post: Vilnius

Bureau: EUR

Local Agents:

3) GOSSELIN GROUP BALTICS
Jurkalnes str. 15/25
LV1046 Riga | Latvia
POC: Olga Konstantinova
Tel: +371 67800 142
Fax: +371 67800 801
Cell: +371 26469 155
Email: olgak@gosselingroup.eu

1) Calenberg Vilnius, UAB
International Movers
Biciuliu g. 29
Bukiskis
14182, Vilniaus rajonas
Lithuania
POC: Andrejus Lisovskis
Tel: 370 5 2430004
Fax: 370 5 2430005
Cell: 370 698 20266
Email: andrius.lisovskis@calenberg.lt.
Email: calenberg@calenberg.lt

2) UAB SERVEKT
Dubingiu 53
08216 Vilnius
Lithuania
POC: Vytautas Kaneckas
Tel: +370 5 2641407
Fax: +370 5 2641407
Cell: +370 686 66665
Email: Vilnius@servekt.eu

Country: Luxembourg

Post: Luxembourg

Bureau: EUR

Local Agents:

1) Lux-Connex
101, rue des Artisans L-1141 Luxembourg,
Luxembourg
POC: Alain Gallion Tel: 352 40 24 40
Fax: 352 48 48 25
Email: manny.krier@lux-connex.lu
alain.gallion@lux-connex.lu

2) Team Allied Relocations 32, rue Jos Kieffer
L-4176 Esch-sur-Alzette, Luxembourg
POC: Mr. Miguel Gouverneur Tel: 352 44 22 52
Fax: 352 45 55 47
Email: Miguel.Gouverneur@teamrelocatio ns.com

ITGBL Local Agents

Country: Macedonia

Post: Skopje

Bureau: EUR

Local Agents:

2) ORBIT DOOEL
Member of Orphee Beinoglou Group
Pero Nakov 144
1040 Skopje
TEL. +389-2-2550661
FAX. +389-2-2551550
orbit@orbit.mk
www.beinoglou.gr
POC: Mrs. Edit Pop Gavrilova
Manager
Mobile: +38975 300 469
Email: popgavrilova.edit@orbit.mk

5) AGS Skopje
POC: Ms. Marija Angelova
Tel: +38923096424
Fax: +38923096423
Mobile: +38970252294
Email: marija.angelova@ags-globalsolutions.com

1) Move One
23ti Oktomvri 11A
1000 Skopje
Tel: +389-2-3090022
Web: www.moveoneinc.com
POC: Dejan Slavevski
Move Coordinator
Mobile: +387 61 021 559
Email: dejan.slavevski@moveoneinc.com

3) Intermove LTD
International Relocation Services
164 Str., No.46
1000 Skopje
T/F: +389 2 3215 340
M: +389 70 340 632
E: jasminka.trpenoska@intermove.com.mk

4) Mak Move - Skopje
International Removal Services
str. Gjorce Petrov 10-2/5
1000 Skopje, Macedonia

POC: Mr.Toni Markushevski
Tel. : +389 70 233-456
Tel/Fax: +389 2 3096-697
E-mail: info@makmove.com.mk
skopje@makmove.com.mk
Web: www.makmove.com.mk

ITGBL Local Agents

Country: Madagascar

Post: Antananarivo

Bureau: AF

Local Agents:

WORLDWIDE MOVERS MADAGASCAR
101 – ANTANANARIVO
MADAGASCAR
Tel +(261) 20 22 228 04
Cell : +(261) 33 08 959 49
Mail: wwm@blueline.mg
Director : Guy Shepherded
Cell : +44 7580 113245(UK)
Mail : guy.shepherded@wwmafrica.com

AGS FRASERS MADAGASCAR
BP 9167 A ANDOHARANOFOTSY
101 – ANTANANARIVO
MADAGASCAR
Tel: +(261) 20 22 461 98
Fabris GRUJIC | Country manager – AGS
Fraser's Madagascar
Tel: +261 32 03 011 39 Email: manager-
madagascar@agsmovers.com

Country: Malawi

Post: Lilongwe

Bureau: AF

Local Agents:

1) Cargo Management Logistics GlobalKamuzu
International Airport Office Mpico Building 1st Floor
P.O. Box 40666 Lilongwe 4 Malawi Phone
number: 265 (0) 1 700 530/501
Contact person/s:Maureen Mzumara Operations
Director/Flemmings Kapunda – Managing Director
Fax number:265 (0) 1 700 503

2) Stuttafords International Removals
P.O.Box 2052
Lilongwe
Malawi
POC: Obet Matwanje or Willard Munangati
Managers
Tel: 265 1 712 467
Fax: 265 1 710 495
Mobile: 265 8 888 68635 Email:
stutts@malawi.net

3) AGS Malawi Limited,
Private Bag 283,
Lilongwe, Malawi
Tel: 265 (01) 759374
Cell: 265 (08) 88839528
Fax: 265 (01) 759375 Email:
manager@agsmalawi.com

ITGBL Local Agents

Country: Malaysia

Post: Kuala Lumpur

Bureau: EAP

Local Agents:

Name : Mr. Jimi Dhillon
Title: Managing Director
Company : Ambassador Worldwide Movers
Malaysia Sdn. Bhd.
Address: 019A, Jalan 4/32A, Kawasan Perusahaan
Kepong
6 ½ miles, Jalan Kepong, 52000 Kuala Lumpur,
Malaysia
Tel : 03-62598833
Fax : 03-62508833
Mobile : 019-3227722
E-mail : movers@ambassador.com.my

Name : Mr. Darren Jansen
Company : Asian Tigers Malaysia
Address : Lot 6 Jalan Ragum 15/17, Seksyen 15
40000 Shah Alam, Selangor, Malaysia
Tel : 03-55652200
Fax : 03-55133788
Mobile : 012-4738192
Email: darren.jansen@asiantigersmalaysia.com

Name : Mr. Vicky
Title: Director
Company : Royal Relocations
Address : Lot 2136B, Off Jalan Welfare, Kg Baru
Sg. Buloh,
47000 Selangor Darul Ehsan, Malaysia
Tel : 03-61576777
Fax: 03-61576778
Mobile: 012-3085485
E-mail : vicky@royalrelocations.com

Name: Mr. Albert Perianayagam
Title : Managing Director
Company : Felix Relocations (M) Sdn Bhd
Address: B-07-02A, Block B, Sunway Geo Avenue,
Jalan Lagoon Selatan, Sunway South Quay,
Bandar Sunway, 47500 , Selangor
Tel: 03-56365511
Fax : 03-56327795
Mobile : 012-3075511
E-mail: albert@felixrelo.com

Name : Mr. Suresh Ranindren
Title: Managing Director
Company : R7 International Movers
Address : C-1-25, 8 Avenue Business Centre,
Jalan 8/1, Seksyen 8
46050 Petaling Jaya, Selangor, Malaysia
Tel : 03-79317788
Fax : 03-79323377
Mobile: 017-6303100
E-mail : suresh@r7intl.com

ITGBL Local Agents

Country: Mali

Post: Bamako

Bureau: AF

Local Agents:

TRANSIT-MANUTENTION-SERVICES (TMS SARL)
Kalaban-Coura Route de l'Aéroport Street 282 Door
92
Derrière la Station Total dénommée « les 30 mètres
»
PO Box : E5184 - Office Phone: +223 20 28 79 79
POC : Mr. Oumar Diakite and Mr. Lamine Traore
Mobiles Phones : +223 66 75 40 65 / +223 66 75
34 87
Emails : oumarb.diakite@tmsmali.com /
lamine.traore@tmsmali.com
Bamako - Mali

AGS Bamako
Route de Sogoniko
BP E 693 - Rue 131
Bamako, Mali
Tel: 223 220 13 78
Fax: 223 220 27 32
Contacts:
Loic DELCON, email: loic.delcon@ags-
globalsolutions.com;
Moussa Barry, email: moussa.barry@ags-
globalsolutions.com;
Website: www.ags-worldwidemovers

Country: Malta

Post: Valletta

Bureau: EUR

Local Agents:

Express Group
Address:
Velbro House
Qormi road
Luqa- Malta
LQA9040
POC: Jesmond Mifsud- Senior
Sales Manager
Email: jmifsud@expressgroup.com
Tel: +356-25589303

Cube Relocations:
18, Triq Hal-Warda
Attard ATD 1406, Malta
POC: Chris Vassallo- CEO
Tel: 356 2721 2721
Fax: 356 2142 1197
Cell: 356 9949 3400
Email: Chris@cuberelocations.com;
Clint@cuberelocations.com
moves@cuberelocations.com
Web-site:
www.cuberelocations.com

ITGBL Local Agents

Country: Marshall Islands

Post: *Majuro*

Bureau: EAP

Local Agents:

A1 Global Logistics Services
Unit 2A-1, 8414 Dr. A. Santos Avenue
Brgy. BF Homes, Sucat, Paranaque City
Philippines 1700
Tel. +632 785 1570/02 216 7789
Mobile : +63917-812 6548/+63920-951-7523
POC : Ms. Olivia Alarcon
E-mail – olivia.alarcon@a1global-logistics.com
2nd POC – April Guinto
E-mail – guintoae@a1global-logistics.com
Skype : a1global-logistics
Website : www.a1global-logistics.com

Country: Mauritania

Post: *Nouakchott*

Bureau: AF

Local Agents:

2) TERRE AIR MER MAURITANIE
Contact: Olivier LACHAUT
Address: Quartier MEDINA - BP 3058
Email : olivier@tamm-di.com
NOUAKCHOTT - MAURITANIE
TEL : +222 45 21 84 10 FAX : +222 45 29 23 83
PORTABLE MAURITANIE : +222 36 20 37 37
PORTABLE FRANCE : +33 6 64 91 01 98
www.tamm-di.com

1) AGS Frasers Mauritania
ZI du Ksar - Lot 71
BP 3936 Nouakchott, Mauritania
POC: Thibault Malezieux
Tel: 222 4 525 99 40/41
Fax: 222 525 99 41/42
Cell: 222 658 25 55
POC: FRANK BONNET
Email: direction-mauritanie@agsmovers.com

ITGBL Local Agents

Country: Mauritius

Post: Port Louis

Bureau: AF

Local Agents:

3) AGS FRASERS INTERNATIONAL MOVERS
ARSENAL
MAURITIUS
MANAGER: ERWAN VERGER
TEL. NO: 230 764 0020
EMAIL: manager-mauritius@agsmovers.com
INTERNET: www.agsfrasers.com

2) Velogic Limited
TMC Freeport Zone 7
Mer Rouge, Port Louis
POC: Mr. Joel Lefebure
Tel : 2065000 - Direct Line - 2065123
Mobile - 2517770
Email- joel.lefebure@velogic-mu.com
Mr.Nayaz Lallbahadhur
Tel : 2065000 - Direct Line - 2065111
Mobile - 2535200
Email- nayaz.lallbahadhur@velogic-mu.com

1) Service de Demenagement International
TMC Freeport Zone 6
Mer Rouge
Port, Louis, Mauritius
POC: Sam Sooprayen
Tel: 230 206 2638
Fax: 230 206 2639
Email: demenage@intnet.mu

ITGBL Local Agents

Country: Mexico

Post: Ciudad Juarez

Bureau: WHA

Local Agents:

1) Customs Critical Cargo Inc. (former Peregrine Falcon) 360 South Americas Ave, Suite B El Paso, TX 79907

POC: Lidia Robles, Cynthia Acosta
Cel.- 915-996-0128 (Robles)/ 915- 626-9022 (Acosta)
Office: 915-872-8169
Email: lidiarobles@hotmail.com, Cynthia_acosta@fastfalcon.com and cacosta@cccargo1.com

2) The Inland Sea, Inc.
9601 Carnegie
El Paso, TX 79925
POC: Thomas Lampe and Rigoberto Duran
Cel.- (915) 892-4958
Office: (915) 592-1517
Fax: (915) 592-1835
Email: thomas.lampe@ito-elpaso.com, rduran@tis-worldwide.com

3) Mudanzas GOU, S.A. de C.V.
Jose Clemente Orozco #260
Alamos de San Lorenzo
Cd. Juarez, Chihuahua, MEXICO 32340
POC: Christian Aguilar
Cel: (52-656-1) 107-1958 or Nextel 52*59045*26 (Aguilar)
Office: (52-656) 623-4115
Fax: (52-656) 618-6229
Email:c.aguilar@mudanzasgou.com, cd.juarez@mudanzasgou.com

Post: Guadalajara

Bureau: WHA

Local Agents:

2) SEYMI
Calzada Independencia Norte # 3450
Guadalajara, Jalisco. Mexico.
POC: Raul Covarrubias
Iliana Vargas
Tel: (52) 33-3603-0000
Fax: (52) 33-3603 1553, 3603 2033
Email: seymi@seymi.com.mx

1) Mundanzas GOU
Altos Hornos 1477
Parque Industrial El Alamo
Guadalajara, Jalisco, Mexico
POC: Cristina Cervantes
Tel: (52) 33-36661404/ 1439
Email: r.hernandez@ati.com.mx or Guadalajara@ati.com.mx

Post: Hermosillo

Bureau: WHA

Local Agents:

Mundanzas Gou
Allied International
Av. Las Galaxias 31
Col. Parque Industrial
CP 83299 Hermosillo, Sonora, Mexico POC:
Rodrigo Mendoza Barragan
Tel: 011 52 662 251 0734/ 0839/ 0876
Fax: 011 52 662 251 0875
Email: rmendoza@mundanzasgou.com
Website: www.mundanzasgou.com

ITGBL Local Agents

Post: Matamoros

Bureau: WHA

Local Agents:

1) Mudanzas Gou, S. A. de C. V.
POC: Francisco Javier Castillo Pulido
Nueva Escocia # 4344
Fracc. Ind. Abraham Lincoln
Monterrey, N. L. CP. 64310
Tel.- (81) 83 70 63 97
Nextel.- 52*34504*58
f.castillo@mudanzasgou.com

Post: Merida

Bureau: WHA

Local Agents:

3) Transcontainer S.A. de C.V.
Dr. Gustavo Baz # 295 F,
Col. Viveros de la loma, Tlalnepantla, Estado de
México, 54080
Direct Line: (5255) 5361 7884
Phone: (5255) 5398 2323 Ext: 116
Fax: (5255) 5398-7716
Contact: Edith Mayén.
edithm@transcontainer-group.com

1) Mudanzas Gou, S.A. de C. V.
Nva. Sto. Domingo 163
Frac. Industrial San Antonio
Azcapotzalco, 02760 Mexico D.F.
Office +52-55-50622631
Mobile +52-1-55-54180323
Contacts: Norma Arredondo
n.arredondo@mudanzasgou.com
José Luis Romero jl.romero@mudanzasgou.com
Carlos Morales (Mérida)
merida@mudanzasgou.com

2) Empaques y Mudanzas
Calle 9 No. 86 por 12 diagonal
Fracc. Mulsay 97246 Merida, Yucatan, Mex.
Office: 52-999-912-5234
Mobile: 52-999-958-0772
empaquesymudanzasint@prodigy.net.mx
Contacts: Ernesto Flores, Nora Leticia Martin

ITGBL Local Agents

Post: Mexico City DF

Bureau: WHA

Local Agents:

Thelsa Mobility Solutions SA de CV
Philippe Rodrigues
Director International
philippe.rodrigues@thelsa.com
Of. +52 (81) 8220 3550
Cel: (52) 1 55 48 84 52 06
***.thelsa.com

Trafimar Relocation Services S.A. de C.V.
Gisela Naegele
Operation Manager
Dirección: Ferrocarril Acámbaro #77,
Col. San Luis Tlaltilco 53580, Naucalpan de Juárez,
Estado de México
g.naegele@trafimarrelo.com.mx
Office (52) 55 5312900 ext. 9912
Cellphone: (52) 1 55 5451 7211

Transcontainer International S.A. de C.V.
Carmen Lerdo de Tejada Jr.
Managing Director / C.E.O.
Direct Line: (52) 55 9172 0356
Phone: (52) 55 5398 2323 Ext: 231
E-mail: carmenjr@transcontainer-group.com
Address: Vía Dr. Gustavo Baz # 295 F
Col. Viveros de la Loma, Tlalnepantla, Estado de
México 54080

Mudanzas Balderas S.A. de C.V.
Alejandra Balderas Dalmas Traffic
Address: Av. Minas 83, Col. Lomas de Becerra
CP. 01280, Álvaro Obregón,
alejandra@balderas.com.mx (
ventas2@balderas.com.mx
Office: (52) 555598 1255

Grupo Transportista GOU, S.A. de C.V.,
Jose Luis Romero
Office: (52) 55 5062 2600 ext.236
Cellphone: (52) 55 4611 7373
E-mail: jl.romero@mudanzasgou.com
Address: Nueva Santo Domingo No. 163 México,
02760

ITGBL Local Agents

Post: Monterrey

Bureau: WHA

Local Agents:

5)Thelsa Mobility
Camino Real #6158
Col. La Estanzuela
Monterrey, N.L.
C.P. 64988
POC: Itzel Urbina and/or Christian Matiella
Emails: itzelurbina@thelsa.com;
cristianmatiella@thelsa.com;
carlosalvarez@thelsa.com
Phones: +52 (81) 8220 3550 Ext. 1446; +52 (55)
45449458

3) Mudanzas Gou, S.A. de C.V.
Nueva Escocia No. 4344,
Fracc. Ind. Abraham Lincoln
Monterrey, N.L.
C.P. 64310
POC: Jose Luis romero
Email: jl.romero@mudanzasgou.com
Email: lalogue@ mudanzasgou.com
Email: jp.arroyo@mudanzasgou.com
Phone: +52 (55) 5062 2636, (52) 5353 1989

2) Trafimar Relocation Service Monterrey
Ave. de las Industrias No. 124,
Fracc Industrial los Nogales
Santa Catarina N.L. C.P.
66367 Entre - Arroyo el
Obispo y Antiguo Camino a
Minera del Nte.
POC: Rosy Roa
Email: r.roa@trafimarrelo.com.mx
Email: e.gutierrez@trafimarrelo.com.mx
Phone: +52 (55) 5312-9900 ext. 9925

1)Transcontainer
Via. Dr. Gustavo Baz No. 295-F,
col. Viveros de la Loma
Tlalnepantla, EDO Mexico 54080
POC: Vicky Rojas/ Ma. Del
Carmen Martinez de Lerdo de
Tesada, Dir.
Phone: +52 (55) 5361 7603/5398/7884
Email: vickyr@transcontainergroup.com
Email: edithm@transcontainer-group.com
Email: carmensenior@transcontainergroup.com
(Director)

4)Moreno International
Av. Pio X #516
Col. Pio X
Monterrey, NL, Mexico
C.P. 64710
POC: Rebeca Cruz
Email: rebeca@movers.com.mx
Toll Free from the UA
Phone: 1-888-814-3732
Phone: +52 (81) 8130-55-30

Post: Nogales

Bureau: WHA

Local Agents:

Mudanzas Gou
Allied International
Av. Las Galaxias 31
Col. Parque Industrial
CP 83299 Hermosillo, Sonora, Mexico
Tel: 011 52 662 251 0734/ 0839/ 0876
Fax: 011 52 662 251 0875
Email: rmendoza@mundanzasgou.com
Website: www.mundanzasgou.com

ITGBL Local Agents

Post: Nuevo Laredo

Bureau: WHA

Local Agents:

2) Transcontainer
Via Dr. Gustavo Baz # 295-F
Col. Viveros de la Loma
Tlalnepantla, Estado de Mexico C.P. 54080
Ph. 011-55-5361-7603
POC: Vicky Rojas
E-Mail: cickyr@transcontainer-group.com

1) Mundanzas Gou
POC: Mario Martinez
Tel: 867-717-0517
Email: n.laredo@mundanzasgou.com

Post: Tijuana

Bureau: WHA

Local Agents:

3) MYM INTERNATIONAL
Edgar Allan Poe #235
Col. Polanco Mexico CP 11550
POC: Malena Larrambere
Tel: 52 55 2974 9400
Email: info@myinternational.com

Sullivan United Moving and Storage Co.
5704 Copley Drive San Diego C.A. 92111
POC: Laurel Schniepp
laurel@sullivanunited.com
Cell 619-379-7746
800-874-2600 x 3024

1)Mudanzas Gou
Avenue de las Galaxias #31
Esquina Satellites
Col. Parque Industrial de Hermosillo
Hermosillo, Sonora CP 83299
POC: Rosy Gomez
Tel: 662 2510734
Email: hermosillo@mudanzasgou.com

2) TRANSCONTAINER
Via Dr. Gustavo Baz #295-F
Estado de Mexico CP 54080
POC: Arturo Rincon Cordero
Tel: 52 55 5398-2323
Email: arturor@transcontainer-group.com

Country: Miami Despatch

Post: DA_MI

Bureau: USA

Local Agents:

Country: Micronesia

Post: Kolonia

Bureau: EAP

Local Agents:

Pohnpei Transfer and Storage
P.O. Box 340
Pohnpei, FM 96941 Micronesia
Tel: (691) 320-2552
Fax: (691) 320-2389

ITGBL Local Agents

Country: Moldova

Post: Chisinau

Bureau: EUR

Local Agents:

Moldovan Movers / Pretul Succesului SRL Blvd.
Stefan cel Mare 126, Off. 17 Chisinau , Moldova
Tel: +373 22 223349
Mob: +373 79402325
Fax: +373 22 225828
Email: chisinau@movers.md
Person of contact: Pavel Cebotaru
Email: pavel.cebotaru@movers.md

Country: Mongolia

Post: Ulaanbaatar

Bureau: EAP

Local Agents:

Mongol Express 6/F,
Vista Office Bldg.,
Chinggis Avenue 17,
Ulaanbaatar-14251, Mongolia POC:Mr.
Bayaraa / Air Freight Manager
bayaraa@monex.mn M: +976.99110193
T: +976.11.318329, +976.11.319304,
+976.11.319305 ext. 112
F: +976.11.318125
Mr. Zorigoo / Freight Managerzorigoo@monex.mn
M: +976.9908 5634
T: +976.11.313910 ext. 126
F: +976.11.318125

Crown WW Crown
WorldWide Group Building
20th khirii, Bayangol District
Songolon Bridge, Ulaanbaatar,
Mongolia POC:
Mr. Bayarbat
Btseveensuren@crownew.com Tel: +976
99998509

Santa Fe Unit
701, Tsoma office building, Narnii zam road-56,
Sukhbaatar District, Ulaanbaatar,
Mongolia POC:Ms. Inca Bataa
inca.bataa@santaferelo.com Tel: +976
7000 0285
Fax: +976 7000 0286

ITGBL Local Agents

Country: Montenegro

Post: Podgorica

Bureau: EUR

Local Agents:

1) Balkan Relocations d.o.o.
Address: Bulevar Arsenija Carnojevic 80
TEL: +381 11 408 15 90; +381 11 408 15 90; +381
60 08 54321
Web: www.balkanrelocations.com
Point of Contact
Gordana Popov Phone
gordana.popov@balkanrelocations.com
*** packing and forwarding HHE/UAB/POV ***

2) Move One Relocations
Address: Milutina Milankovica 23
11070 Belgrade, Serbia
TEL: + 381 11 713 0636 +381 11 713 0637
Web: www.moveoneinc.com
Point of Contact
Marija Milutinovic
marija.milutinovic@moveoneinc.com
*** packing and forwarding HHE/UAB/POV ***

3) Santa Fe Relocation Services
Address: Zitna 28, 11272 Dobanovic, Belgrade,
Serbia
TEL: + 381 11 35 36 350; + 381 62 259 357; + 381
62 259 354
Web: <https://www.santaferelo.com>
Point of Contact:
Misa Matic misa.matic@santaferelo.com; Maja
Karaulic maja.karaulic@santaferelo.com
*** packing and forwarding HHE/UAB/POV ***

ITGBL Local Agents

Country: Morocco

Post: Casablanca

Bureau: NEA

Local Agents:

Marine Maroc Deménagement
23, Boulevard Moulay Slimane
20300 Casablanca, Morocco
POC: Wassim Bouserg <wassim.bouserg@ags-
globalsolutions.com> cell # 212-
661-40-75-35
Tel: 022-66-72-18/14
Fax: 022-40-47-22
Email: oumelkettani@marine-
maroc.co.ma **
bonded facility **

AGS Warehouse
73 Avenue Tarek Benziad
Massira 2 - Temara (Rabat)
POC: Mrs. Chantal Robert, Manager
Tel: 212 37 60 20 42
Fax: 212 237 60 19 38
Cell: 212 61 10 98 51

AGS Casablanca
73, Boulevard Moulay Slimane, Depot No. 16
Ain Sebaa, 20100 Casablanca, Morocco
POC: Wassim Bouserg or Christian Pottier
(manager)
Tel: 212-22-66-01-89/93
Fax: 212-22-66-12-71
Tel: 212-661-40-75-35
Email: dir2-wassim.bouserg@ags-
globalsolutions.com (Wassim) Email: **
manager-agsmaroc@wanadoopro.ma **
bonded facility **

Bedel Casablanca
257-259 Boulevard Adelmoumen
Casablanca, Morocco
POC: Mr., Kamal
Tel: 022-86-04-69; 022-86-01-43
Tel: 022-86-00-33 or 022-04-69 (Bouayad)
Fax: 022-86-01-43
Email: move@bedel.co.ma **
bonded facility **

Moumene International Moving Company
37, rue Idriss Al Akbar Hassan, Rabat/Morocco
Poc: Mr. Moumene Mohamed, Dir/Manager
Fax: 212-537-26-23-94
Email: moumene.mimc@gmail.com;
mimc@iam.net.ma; mimc@menara.ma
preferred cell phone is 212-661-37-41-66

ITGBL Local Agents

Post: Rabat

Bureau: NEA

Local Agents:

1) Bedel Casablanca
257-259 Boulevard Abdelmoumen
Casablanca, Morocco

POC:
•Mr. Jami Bouayad
•Mrs. Amina Redouani
•Mrs. Souad El Bakhdaoui

Tel: +212 22 86 04 68
Tel: +212 522 860 143
Fax: +212 522 860 144
Email: move@bedel.ma / direction@bedel.co.ma /
fret@bedel.co.ma

Bedel Rabat

Manager Mrs., Samira Fahmi
(samira.bedel99@gmail.com)
+212 6 61 32 99 70

* bonded facility
**Membre : FIDI-FAIM | LE DEMENAGEUR
SPECIALISE | FIATA | IATA | LACMA

4)AMarine Maroc Déménagements
23, Boulevard Moulay Slimane
20300 Casablanca, Morocco

POC: Mrs. Oumelghit Kattani

Tel: 212 22 66 72 18
Fax: 212 22 40 47 22
Email: oumelkettani@marine-maroc.co.ma

3) Moumene International Moving Company
37, rue Idriss Al Akbar Hassan, Rabat/Morocco

POC: Mr. Moumene Mohamed, Dir./Manager

Tel: +212 537 26 20 46;
+212 537 26 31 57
Fax: +212 537 26 23 94
Email: moumene.mimc@gmail.com;
mimc@iam.net.ma; mimc@menara.ma
Cell: +212 661 35 20 46

ITGBL Local Agents

2) AGS Rabat
1 Rue Tayeb Labssir
Apt 8
AGDAL, Rabat

POC: Mrs. LUACES Joele (deputy Manager)
Tel: +212 537 68 28 92
Cell: +212 61 10 98 51

AGS Casablanca
73, Boulevard Moulay Slimane, Depot No. 17
Ain Sebaa, 20 000 Casablanca, Morocco
Tel : + 212 5 22 66 01 89
Fax : +212 5 22 66 12 71

POCs:

Mr. LOUIS THIERCELIN - Manager
Tel: +212 6 61 29 31 46
manager-maroc@agsmovers.com

Clément BEAUVAIS – Sales Manager
Tel: +212 6 61 33 11 26
directeur-adjoint-maroc@agsmovers.com /

Ms. Karima MOKTAFI – Coordinator Import – AGS
Maroc
Tel: +212 522 66 01 89-93
Email: import.maroc@agsmovers.com

Country: Mozambique

Post: Maputo

Bureau: AF

Local Agents:

Stuttaford Van Lines
Av. De Namaacha QT 34 CS 488
05006 Luis Cabral, Maputo, Mozambique
Tel: 258 21 406 414
Fax: 258 21 016 163
Call Centre: 0861-STUTTAFORD
Email: e.maldonado@stuttafordvanlines.com
Website: www.stuttafordvanlines.co.az
POC: Eric Maldonado, Country Manager
Cell: 258 84 123 3321

INGAR MOZAMBIQUE LDA
Rue da Soveste
PO Box 2330
Maputo, Mozambique
Tel: 258-21 4625001
Fax: 258-21 462502
Email: ingar@teledata.mz
Website:
www.ingarinternational.com
POC: Daniel M Abraham

CTZ Logistics Lda
Rua Fontes Pereira De Melo, No.60
Maputo, MOZAMBIQUE
Telfax :00258 21 303016
Tel: 00258823070684
Direct Mobile:
00258826223236/00258842853240
/00258823805630
Email: ctzlogistics@inmail.co.mz
Email: sales@ctzlogistics.com &
czembe@ctzlogistics.com
Website: www.ctzlogistics.com
POC: Chandson Zembe
Sales & Marketing Manager

ITGBL Local Agents

Country: Namibia

Post: Windhoek

Bureau: AF

Local Agents:

1)Stuttaford van lines
7-9 Danzig Street, Lafrenz Area
Warren Van Heerden and Richard Henckert (please
note Warren is only temporary till they have a full
time Manager in place - will advise once he's
replace arrives)
Tel: +264 61 22 4691
warren.vanheerden@stuttafordvanlines.com;
richard.henckert@stuttafordvanlines.com

2) Namtrans
10 Gold street, Prosperita
Willem Van Zyl and Natasjha Grobler
Tel: 264 61 23 6270
sales@namtrans.com;
willem@namtrans.com

3)Pronto Global Freight
Plot 48 Brakwater
Mark Farden, Erich Heimstadt
Tel:+264 61 402993
erich@protoglobalfreight.com;
mark@protoglobalfreight

Country: Nepal

Post: Kathmandu

Bureau: SCA

Local Agents:

2) Atlas International Relocation
Tinkune, Airport Road
Kathmandu, Nepal
POC: P. W. Lama
Tel: 977 1 448 0797
Fax: 977 1 448 1174
Email: atlas@atlas.com.np
** customs bonded facility **

1) Orient International
Relocations and Mobility Services
Tripureswor, Kathmandu
Nepal
POC : Vinod Shah and Sudeep Shah
Ph (9771)4240990/4227668
Mobiles: (977)9851020423/9802020000
Emails : moving@orientfreightgroup.com
support@orientfreightgroup.com
An ISO 9001:2015 & ISO
14001:2015 Certified Company

ITGBL Local Agents

Country: Netherlands

Post: Amsterdam

Bureau: EUR

Local Agents:

De Haan Removals
Edisonweg 18
P.O. Box 259
2950AG Alblasterdam (Rotterdam)
The Netherlands
POC: Mr. Dick Ansink ; Mr. Marcel Boer
Tel: 31-78-692-03-33
Email: d.ansink@dehaan.nl ;
marcel@dehaan.nl Website:
www.dehaan.nl

AGS-KHZ International Movers
A. van Leewenhoekweg 30
2400 AJ Alphen a/d Rijn
The Netherlands
POC:Raul Gomez -raul.gomez@ags-
globalsolutions.com
Tel: 31 172 449977
Website: www.khz.nl
** bonded facility **

Voerman
Wolga 12
3)2491 BL The Hague
The Netherlands
POC: Ramon Pavon
Tel: +31-70-3011301
Email: rpavon@voerman.com
Website: www.voerman.com
** Bonded Facility**

Post: The Hague

Bureau: EUR

Local Agents:

De Haan Removals
Edisonweg 18
P.O. Box 259
2950AG Alblasterdam (Rotterdam)
The Netherlands
POC: Mr. Dick Ansink ; Mr. Marcel Boer
Tel: 31-78-692-03-33
Email: d.ansink@dehaan.nl ;
marcel@dehaan.nl Website: ***
Bonded Facility *** Website:
www.dehaan.nl

AGS-KHZ International Movers
A. van Leewenhoekweg 30
2400 AJ Alphen a/d Rijn
The Netherlands
POC: Raul Gomez - raul.gomez@ags-
globalsolutions.com
Tel: 31 172 449977
Website: www.khz.nl
** bonded facility **

3)Voerman
Wolga 12
2491 BL The Hague
The Netherlands
POC: Ramon Pavon
Tel: +31-70-3011301
Email: rpavon@voerman.com
Website: www.voerman.com
** Bonded Facility**

ITGBL Local Agents

Country: Netherlands Antilles

Post: Curacao

Bureau: EUR

Local Agents:

CPost International (POV and Supplies from Just in time warehouse LCL /Full Container Cargo via Ocean Miami – Curacao) Schottegatweg Noord 32, Willemstad , Curaçao
POC: Ms. Danielle De Vreugd
Tel: (5999) 433-1313
Cell: (5999) 527-1313
Fax: (5999) 747-1155
Mail: dvreugd@cpostint.com

Caribbean Moving Services NV (HHE (Cargo Supplies IN-OUT) Caracasbaaiweg # 328 B Willemstad, Curacao
POC: Mr. Robert van Vliet
Tel: (011-5999) 767-2588
Fax: (011-5999) 767-4366
Mail: robert@ccs.cw

For the inbound we would like to try as follow:
Meyer Moving (HHE-UAB)
P.O Box 3055
Cas Coraweg 69
Willemstad, Curacao
POC: Mr. Bert Spierenburg
Tel. (599-9) 843-4766
Cell: (599-9) 670-0995
b.spierenburg@meyermoving.com

ITGBL Local Agents

Country: New Zealand

Post: Auckland

Bureau: EAP

Local Agents:

Transworld International Removals
•Address 7-9 Civil Place, Rosedale, Auckland
•Email Graham.Bell@transworld.co.nz
•Phone Number - +64 9 415 0755

NZ Van Lines
Address - 19 Barnes Street, Seaview, Lower Hutt
Email - paula.garrett@nzvanlines.co.nz
Phone Number - +64 4 576-1560

The Moving Company
•Address 19 Barnes Street, Level 1, Seaview,
Lower Hutt
•Email Charles.Bennett@themovingcompany.co.nz
•Phone Number - +64 4 909 7273

Post: Wellington

Bureau: EAP

Local Agents:

Transworld International Removals
7-9 Civil Place, Rosedale, Auckland
Email :Graham.Bell@transworld.co.nz
Phone Number - +64 9 415 0755

NZ Van Lines
Address - 19 Barnes Street, Seaview, Lower Hutt
Email - paula.garrett@nzvanlines.co.nz Phone
Number - +64 4 576-1560

The Moving Company
19 Barnes Street, Level 1, Seaview, Lower Hutt
Email: POC: Charles Bennett
Charles.Bennett@themovingcompany.co.nz
Phone Number : +64 4 909 7273

ITGBL Local Agents

Country: Nicaragua

Post: Managua

Bureau: WHA

Local Agents:

Mudanzas y Transportes Internacionale
(Transcargó Ltd.)
Dirección: Carretera Nueva a León Km 9.5, frente a
la entrada de residencial satélite de Asososca
PO Box 2082 Managua, Nicaragua
POC: Ivan Petrov(sales@transcargold.com)
POC: Ricardo Jose Calero
(trafico@transcargold.com)
POC: Miriam Leticia Lopez
(oceano@transcargold.com)
Tel: 505-2269-0217,2269-8826,2269-0484

Transcargó Ltd.
Mudanzas y Transportes Internacionales
Carretera Norte Km. 2.5; frente al Complejo Policial
"Ajax Delgado"
PO Box 2082
Managua, Nicaragua
POC: Meyling Montes
(trafico@transcargold.com) POC: Alberto
Sevilla (operations@transcargold.com)
Tel: 505-2248-4363
Fax: 505-2248-4914

Mudanzas Mundiales, S.A.
Km 3,2 Carretera Sur, Esquina opuesta a
Restaurante Los Ranchos sobre calle Marginal
Managua, Nicaragua
POC: Camilo Gutierrez (cgutierrez@gmm.co.ni) /
Grisel Reyes (traffic@gmm.co.ni)
Tel: 505-2264 - 0146

DO NOT USE ACONIC OR SERVISA FOR
BROKERAGE. Any shipments using these brokers
will receive no missed RDD exception.

ITGBL Local Agents

Country: Niger

Post: Niamey

Bureau: AF

Local Agents:

For Air Shipments :-Assistance Logistics: AS
Logistics-General Director: Mr. Ari Issa- Phone
00227-97434343-email:
a.issa@aslogisticsniger.com

For Air Shipments :- International Logistics
Services: ILS-Niger : General Director : Mr. Jean
Paul Douramane-Phone: 00227-90363118- email:
jeanpaul@ilslogistics.com

Air and Sea shipment

Hamdan Kassiran Transit: HKT (specially for POVs
and GOVs) General Manager: Mahamadou Aliou-
Phone 00227-96002900- Email:
mahamadouhkt@gmail.com

For sea Shipments: SHALSON Niger : General
Manager Alkali Sani Halilou (supplies and personal
effects)-Phone: 00227-96962809- Email:
Sani.Halilou@shalsons.com

For sea Shipments-Extreme Déménagement,
Manutention et Logistics: EDML-Niger- General
Manager: Mr. Gbedo Clotel (Supplies and personal
effects) - Phone: 00227-94844564- Email:
gcotel@yahoo.fr

ITGBL Local Agents

Country: Nigeria

Post: Abuja

Bureau: AF

Local Agents:

EAGLENET LOGISTICS SERVICES
CALIN CONCEPT COMPLEX
PLOT 1483 KM 27 UMAR MUSA YARADUA
EXPRESSWAY
AIRPORT ROAD, ABUJA
VINCENT NWAUGHA
+2348037860962
Operations@eaglenetnigeria.com

AGS Plot
1254, Cadastral Zone B11,
Kaura District
Behind Game Village Residence
Abuja-Nigeria Contact
person: Patience Ati phone
#:09061192961 operations-
abuja@agsmovers.com

SIFAX SHIPPING COMPANY LIMITED
SUITE 119, 1ST. FLOOR, LAGOS HOUSE
RALPH SODEINDE STREET
CENTRAL BUSINESS DISTRICT
ABUJA
JOSHUA AUTA
+2348039187060/+234-8116111487
joshuaau@sifaxgroup.com

IAL NIGERIA LIMITED

IAL PLACE
16, BURNA ROAD, APAPA
LAGOS, NIGERIA
SEGUN LAWAL
+2348033045220
olusegunlawal@ialnigeria.com

LORIKU LOGISTICS AND PROCUREMENT
LIMITED
FORTUNE PLACE, SUIT 304, 2ND FLOOR
NO. 8 NAIROBI STREET, OFF PARAKOU
CRESCENT
OFF AMINU KANO CRESCENT, WUSE 11, ABUJA
PASCHAL RUFU
+2348034000069/+234-8033837712
Operations@lorikulogistics.com

Post: Lagos

Bureau: AF

Local Agents:

Country: Northern Ireland

Post: Northern Ireland

Bureau: EUR

Local Agents:

See London

ITGBL Local Agents

Country: Norway

Post: Oslo

Bureau: EUR

Local Agents:

2.) Adams Express AS
POC: Hege Strand
Tel: (47) 23 01 14 50
Cell: (47) 915 55 010
Email: hs@adamsexpress.no

1.) Sirva AS
POC: Kai Roger Finnseter
Tel: (47) 67 16 16 43
Cell: (47) 928 43 043
Email: Kai-Roger.Finnseter@sirva.com

ITGBL Local Agents

Country: Oman

Post: Muscat

Bureau: NEA

Local Agents:

3) Allied Logistics
Mr. Satish Nelson
Sales Manager
PO Box 71
Postal Code 100
Muscat, Sultanate of Oman.
GSM + 968 978 76859
Tel: + 220 71177
Fax: 968 22071177
satish@alliedlogistics.co.om
www.alliedlogistics.co.om

1) International Moving
Gulf Agency Company (Oman)
Maria Chona Kabling - Manager
24477857 | Fax: +968 24477891 |
Mobile: +968 91743615
maria.kabling@gac.com

2) The Movers
MANOJ SHARMA
Business Unit Head
GSM + 968 98548563 / 96287961
Office Tel: +968 2421-8353
manoj@themoveroman.com

5) One Worldwide Assets L.L.C.
CR: 1279600
Plot 131C, Rusayl Industrial City, Road 4:D, PO
Box: 1568, PC: 130, Muscat, Sultanate of Oman.
www.owg.om | www.glglobal.com | Bayan Code:
C00003126 | VATIN: OM1100023801

Mr.Rohit George
Designation : CEO
Email ID: Rohit@OWG.om
Mobile : + 968 94003928

Rahul Shah
Designation : Manager HHG & Freight.
Email ID : rahul.shah@owg.om
Mobile: +968 94900039

PO Box 1038, PC 112, Ruwi,
Sultanate of Oman

4) CITY SHIPPING & SERVICES
Manoj kumar
Manager-Intl Moving Div
GSM:+968-91989670
TEL :+968-24810820
P.O BOX :4009,PC:112
Ruwi, Sultanate Of Oman
email - manoj.kumar@cityshippingoman.com
Web -http://cityshippingoman.com/

ITGBL Local Agents

Country: Pakistan

Post: Islamabad

Bureau: SCA

Local Agents:

.Viking Shipping Services
POC: Mr. Qamar Rashid, Chief Executive
Address: 17, First Floor Muhammadi Plaza, Blue Area,
Jinnah Avenue, Islamabad – Pakistan.
Tel. No. 92-51-2810026-27, 2875807-08, Fax:
2875809
Email: Viking@isb.comsats.net.pk
Website: www.viking.pk.com

M/S Freeline Movers
3rd floor, Yasin Plaza, 74-West Blue Area
Islamabad, Pakistan
POC: Alamgir Shah or M. Beaty
Tel: 00-92-51-2344012 - 2344031
- 2344150 - 2344179 - 2344032
Fax: 00-92-51- 2344030 - 2344151
Cell: 92 300 8500379 (Shah)
Cell: 92 302 8556906 (Beaty)
Freeline Movers Head office general email
moving@freelinemovers.com (to be cc'd in all
correspondence)
Freeline Movers MD's email:
arif@freelinemovers.com (Alamgir Shah) (ITGBL
requests to be sent to)
Freeline Movers ITGBL Handler email:
hammad.shah@freelinemovers.com (ITGBL
requests to be sent to)
Freeline Movers city emails
karachi@freelinemovers.com
lahore@freelinemovers.com
peshawar@freelinemovers.com
Kabul@freelinemovers.com
quetta@freelinemovers.com (For shipments to
the concerned cities)
Website: www.flm.com.pk

Ocean Air
Industrial Area, Sector 1-10/3, Street 6, Plot 76
Islamabad, Pakistan
POC: Khushi Mohammad Raza, Asif Raza, Kashif
Raza
Tel: 92-51-444-7551
Fax: 92-51-444-3771 itgbl@oceanairplus.com
Email: oceanair@cyber.net.pk

Post: Karachi

Bureau: SCA

Local Agents:

1) OCEAN AIR INTERNATIONAL
Office # 804, 8th Floor, Business Plaza, Mumtaz
Hassan Road
OFF: I.I. Chundrigar Road, Karachi
POC: Mr. Kashif Raza, Chief Coordinator
POC:Javaid I. Kanwar
Tel: (92-21) 32460491-92 (Karachi Office)
Fax: (92-21) 32460493
Email: everywhere@cyber.net.pk

2) FREELINE MOVERS
No. 14&15, 3rd Floor, Kahkashan Mall,
Main Tariq Road 172-1, Block -2, P.E.C.H.S.
Karachi
POC: Anwar Fateh/ Amir Shahzad
Tel: (92-21) 34530626 - 34310478
Fax: (92-21) 34531747
Email: karachi@freeline.com.pk /
movers@freeline.com.pk
Website: www.freelinemovers.com

ITGBL Local Agents

Post: Lahore

Bureau: SCA

Local Agents:

1) M/S Freeline Movers
3rd floor, Yasin Plaza, 74-West Blue Area
Islamabad, Pakistan
POC: Alamgir Shah or M. Beaty
Tel: 00-92-51-2878029 - 2822471
Fax: 00-92-51- 2274227 - 2825132
Cell: 92 300 8500379 (Shah)
Cell: 92 302 8556906 (Beaty)
Email: ashah@freeline.com.pk
Email: flm@apollo.net.pk or
movers@freeline.com.pk
Website: www.flm.com.pk

3)) M/S. Express Movers
Packers and Freight Forwarders,
Plot no. 66-67, Khayaban-e-Johar
I-10/3, Islamabad, Pakistan
Tel: +92-51-4100988, 4100989, 4100990
Fax: +92-51-4100987
Email: expressmovers@nayatel.pk,
Web site: www.expressmovers.com.pk
POC: Mr. Ehsan Malik, CEO or Mahtab Khan

2) Ocean Air
House No 40 B Jail Road
Lahore 54600, Pakistan
POC: Rizwan Alam Khan, Manager
Tel: 92-42-7523870
Fax: 92-42-7523871
Email: oceanair@cyber.net.pk

Post: Peshawar

Bureau: SCA

Local Agents:

1) Ocean Air
No 76, Street 6, I -10/3
Industrial Area, Islamabad
Pakistan.
POC is Asif Raza,
Email: asif@oceanairpls.com
Gen Office Email:
Oceanair@cyber.net.pk
Tel: +92-51-444 7551 - 4
Fax: +92-51-444 3771 & 444 5700

3) M/S Express Movers
Plot # 66-67, Khayaban-e-Johar
1-10/3, Islamabad, Pakistan.
POC: Ehsan Malik
Tel No: 051-4100988-90
Fax No: 051-4100987
Email: expressmovers@nayatel.pk

2) M/S Freeline Movers
3rd floor, Yasin Plaza, 74-West
Blue Area, Islamabad, Pakistan
POC: Alamgir Shah
Tel: 00-92-51-2822471/ 2274221
Fax: 00-92-51-2825132 / 2274227
Email: flm@apollo.net.pk or
movers@freeline.com.pk
Website: www.flm.com.pk

ITGBL Local Agents

Country: Palau

Post: Koror

Bureau: EAP

Local Agents:

1) CTSI Logistics - Palau
P.O. Box 1713, Waesie Bldg.
Malakal Koror, Palau
POC: Jun Aclan, Operation Manager; Ronnie
Giman, Station Manager
Tel: (680) 488-1085/ 2845/ 6863
Fax: (680) 488-5828
Website: www.ctsi-logistics.com

Country: Panama

Post: Panama City

Bureau: WHA

Local Agents:

1) PANAMA PACKING AND STORAGE
Urb. La Esperanza No.9-T
Ricardo J. Alfaro Avenue
San Miguelito
Panama City
General Manager: Fernando Alegre E.
Sales Director: Lina Alegre M.
Phones: (507) 230-1422/230-1147
Fax (507) 230-1609
E-Mail: mail@panamapacking.com

2) Canal Movers
Building 1067, Curundu Road Curundu
Panama City, Republic of Panama
POC: Walter Lafitte, General Manager
Tel: 507 232-5189/ 232-1394
Email: rates@canalmovers.com

4) Balboa Movers INC.
Milla 7.7. Transistmica Hwy
San Miguelito, Panama City
Republic of Panama
POC: George O'Masta – General Manager
Phone (507) 388-6967
E-Mail: balboaop2@gmail.com

3) Panama Intermoving Relocation, Inc. (PIR)
PH Agata, First Floor, Local No.2
Street No. 50 and 68
San Francisco,
Panama, Rep. of Panama
juan.bernal@panamapir.com
www.panamapir.com
(507)322-0747
(507)322-0745
Contacts: Mr. Juan B. Bernal - Director Mr.
Mauricio Escalante – Commercial Director

ITGBL Local Agents

Country: Papua New Guinea

Post: Port Moresby

Bureau: EAP

Local Agents:

JVK International Movers
Address: Unit 1, 7 First Avenue
Address2: Maroochydore, Queensland 4558,
Australia
POC: Paul Sutton
Title: Managing Director
Tel: +07-5309 6890
Mob: +61 448752010
Fax: +07-5335 1663
Email: paul.sutton@jvkasia.com

Country: Paraguay

Post: Asuncion

Bureau: WHA

Local Agents:

SERVIMEX SACI
2435 Felix Bogado Ave.
Asuncion, Paraguay
Giovanna Garozzo - Email: Import@servimex.com
INCOMING SHIPMENTS:
Giovanna Garozzo - Email: Import@servimex.com

OUTGOING SHIPMENTS: Patricia Benitez -
Email: export@servimex.com

IN ALL THE EMAILS CC TO: Bruno Bacigalupi -
Email: brunob@servimex.com.py

AEROMAR
Las Américas 684 entre Tte. Ramos Alfaro y el
Pinar
Luque – Paraguay/ P.O. Box 2079

INCOMING SHIPMENTS: POC:
Alessandra Molfesi – Email:
smolfesi@aeromar.com.py

OUTGOING SHIPMENTS: POC:
Emilio Arana – Email:
earana@aeromar.com.py

Gabriela Gomez (back
up POC for Incoming/Outgoing Shipment)
ggomez@aeromar.com.py

ITGBL Local Agents

Country: Peru

Post: Lima

Bureau: WHA

Local Agents:

Class International Movers
"POCs:

Miguel Heredia Alva
Quality and Operations Manager
Email: maheredia@classmoving.com.pe
Cell: +51 998321207

Sandro Gonzales
Sales Chief Executive
Email: sgonzales@classmoving.com.pe
Cell: +51 993487052

ATLAS INTERNATIONAL SERVICE S.A.
ADDRESS - Av. Los Pinos 243 Urb. Villa Marina -
Chorrillos – Lima, Peru

POCs:

Raymundo Ruales – Operational Manager
Cell: (511) 994188740
Email: ray@atlasperucorp.com

Ronald Ruales – Commercial Manager
Cell: (511) 998149523
Email: ronald@atlasperucorp.com

Arturo Ruales – CEO
Tel: (511) 254 – 1500 / 254 – 1490 / 254-2189 / 254-
2029
Cell: (511) 998149532
Email: arturo@atlasperucorp.com

Express Transports, S.A.
Av. Los Gorriones 130
Lima 09, Peru
POCs:

Daniela Krumdiek
Business Development Manager
Cell: 511 980523392
Email: daniela@express.com.pe
Web-site: www.express.com.pe

Stefan Krumdiek
Operations Manager
Cell: 51 1 980709792
Email: stefan@express.com.pe
Web-site: www.express.com.pe

Janet Delgado
Operations Manager
Cell: 51 1 944577996
Email: jdelgado@express.com.pe
Web-site: www.express.com.pe

ITGBL Local Agents

Security International Moving, SAC
Av. Los Castillos 309
Ate - Lima 3, Peru
POC: Juan Garcia
Deputy General Manager
Tel: 511-436-4000
Cell: 51 994225005
Email: jgarcia@simoving.com.pe

Hernan Velarde
Commercial Manager
Tel: Tel: 511-436-4000
Cell: 51 994274728
Email: hvelarde@simoving.com.pe

German Soriano
Traffic Manager
Tel: 511-436-4000
Cell: 51 994225004
Email: german@simoving.com.pe

ITGBL Local Agents

Country: Philippines

Post: Manila

Bureau: EAP

Local Agents:

Goetz Moving and Storage, Incorporated
Goetz Cargo Centre, 16 Villonco Drive, Southbay
Sucat
Paranaque 1770
Atty. Geselle Angelica Muñoz
(632) 8-842-8254
0917-834-0086
giselle.munoz@goetzmoving.com
Analea Mirandilla
(632) 8-842-6300
0917-624-3727
analea.mirandilla@goetzmoving.com
Ray Adul
(632) 8-776-4467
0917-834-1531
operation2009@goetzmoving.com
"Only handles HHE and UAB shipments"

MELCON WORLDWIDE
LOGISTICS
Building 4, MDC Road, Veterans
Complex, Taguig City
Dennis De Guzman
(632)-8-826-2947
dennis.deguzman@melconlogistics.com
Alvin Baysan
(632)-8-826-2947
0917-650-4490
alvin.baysan@melconlogistics.com
Rey Llantino
(632)-8-826-2947
0917-707-6419
Rey.llantino@melconlogistics.com

Asian Tigers Mobility
N4 J.Y. and Sons Compound Veterans Complex,
Taguig, 1631
Tata B. Pintac
632 8 837 0932
63 917 879 6899
tata.pintac@asiantigers-philippines.com
Reynalyn Q. Habana
632-8-837-09-32 loc. 112
reynalyn.habana@asiantigers-philippines.com
Jerome Joseph Martin
(632)-8-837 0932 loc 105
0926 053 4149
jerome.martin@asiantigers-philippines.com
Joel Rey
632 8 837 0932
joel.rey@asiantigers-philippines.com

ITGBL Local Agents

Sea Quest International Freight
Forwarders, Inc.
2316 MIAA Bldg, Aurora Boulevard Pasay City
Brgy. 178, Pasay City 1300, Philippines
Jaime Fernandez
0999 221 1507
Tel. No.: 8722-0117
Fax No.: 8982-1105
jafernandez@seaquestinternational.com
Grace Silvestre
0999 221 1508
Telephone No.: 8725-5337
gvsilvestre@seaquestinternational.com
Jeeny Castillo
0999 221 1512
Telephone No.: 8725-6404
jfcastillo@seaquestinternational.com
Mhay Q. Tulaylay
0999 221 1509
Telephone No.: 8708-7645
mqtulaylay@seaquestinternational.com

SANTA FE Relocation
Warehouse 3 Southern Luzon
Complex, Brgy. Batino, Calamba,
Laguna
Gladys Leviste
(632)-8-838-1761 loc. 132
63-917-551-4012
Gladys.Leviste@santaferelo.com
Lana Revista
(632)-8-838-1761

Lana.Revista@santaferelo.com

AJ & J Cargo Movers, Inc.
2nd Floor AJ&J Building, 1949
San Marcelino Street, Malate,
Manila 1004
Warehouse: 1938-1942 San
Marcelino St., Malate, Manila 1004
Joy Obsum
(632)-8-525 4855
0917-5283749
ajj@pltdsl.net
Cecille L. Lazarte
(632)-8-525 4855 loc 407
0977-3058351
ces.lazarte@ajjcargomovers.com
"Only handles POV and GOV shipments"

A1 Global Logistics Services Co.
Head Office: 8414 Dr Arcadio
Santos Avenue, Sucat, Paranaque
1700 Philippines
Warehouse: Jesusa Building, Dr. A
Santos Avenue, Sucat Road,
Paranaque City 1700
Olivia S. Alarcon
1 347 975 4247
63 917 812 6548
olivia.alarcon@a1global-logistics.com
Faye Alarcon
1 917 421 9785 ext. 27
63 917 803 3293
faye@a1global-logistics.com

ITGBL Local Agents

AGS Global Solutions
Compound 17, Phividec Industrial
Estate, Veterans Center, Veterans
Road Taguig City
Precy Andres
(632)-8-441-4154 loc 109
0917-807-7240
precy.andres@agsglobalsolutions.com
Lorena M. Saez
632 84414154
lorena.saez@agsglobalsolutions.com
Bevin Hoffman
632 84414154
bevin.hoffman@agsglobalsolutions.com

ITGBL Local Agents

Country: Poland

Post: Krakow

Bureau: EUR

Local Agents:

5)AGS Warsaw S.P. ZO.O
Ul. Julianowska 37
05-500 Piaseczno
Poland
POC: Antonie Duquesnay
Tel: 0048 22 702 1072
Cell: 0048 602 258 055
Fax: 0048 22 702 1077
Email: manager-warsaw@agsmovers.com or
operations-warsaw@agsmovers.com

3) Gosselin Poland
ul. Nowa 23, Stara Iwiczna
05-500 Piaseczno, Warsaw, Poland
POC: Piotr Dmowski or Justyna Bak
Tel: 48-22-7377200
Email: Piotr@corstjens.pl
E-mail justyna@corstjens.pl

DTS
ul. Swiatowa 22
02-229 Warszawa
POC: Mr. Wojciech Kwiatek
Chief Executive Officer
Tel. +48 221003006
Mobile: +48508003131
Email: kwiatek@moving.pl

2) Move One Relocations sp.z.o.o.
ul. Koszykowa 54
00-675 Warsaw, Poland
POC: Piotr Piekarowicz
Tel: 48-22-6308161
Tel: 48-509761217
Email:Piotr.piekarowicz@moveoneinc.com

1) Universal Express
ul. Syszkowa 35/37
02-285 Warsaw, Poland
POC: Kinga Motyka
Tel: 48-22-8783500
Email: kinga.motyka@uer.pl
Email: renata.bozek@uer.pl

ITGBL Local Agents

Post: Warsaw

Bureau: EUR

Local Agents:

Wilhelm Rosebrock GmbH & Co. KG
Albert-Bote-Str. 11, 28197 Bremen, Germany
Branch Office Warsaw, Poland
Tel.: +48 885 054 829
E-Mail: fbaranowski@rosebrock.com
<http://www.rosebrock.com>
Filip Baranowski
Sales Manager Warehouse in Warsaw address:
Aleja Krakowska 210A, 05-552 Łazy

Wojciech Kwiatek
Country Director Poland
Wilhelm Rosebrock GmbH & Co. KG
Albert-Bote-Str. 11, 28197 Bremen, Germany
Branch Office Warsaw, Poland

Tel.: +48 695 054 829
Fax: +49 421 520 00 69
E-Mail: wkwiatek@rosebrock.com
<http://www.rosebrock.com>

Move One Relocations
ul. Koszykowa 54
00-675 Warsaw, Poland
POC: Piotr Piekarowicz
Tel: 48-22-6308161
Email: Piotr.piekarowicz@moveonerelo.com

Universal Express
ul. Syszkowa 35/37
02-285 Warsaw, Poland
POC: Ms. Kinga Motyka
Email: kinga.motyka@uer.pl
POC: Ms. Alicja Kopczynska
Email: Alicja.kopczynska@uer.pl
Tel.: +48601370146

** bonded warehouse at airport **

DTS
ul. Swiatowa 22
02-229 Warszawa
POC: Mr. Wojciech Kwiatek
Chief Executive Officer
Tel. +48 221003006
Mobile: +48508003131
Mr. Maciej Szczuko
Email: szczuko@dts.pl
Tel.: +48508003129

AGS Warsaw S.P. ZO.O
Ul. Julianowska 37
05-500 Piaseczno
Poland
POC: Antonie Duquesnay
POC: Piotr Zelwak
Tel: 0048 22 702 1072
Cell: 0048 602 258 055
Fax: 0048 22 702 1077
Email: managerwarsaw@agsmovers.com or
operationswarsaw@agsmovers.com

Gosselin Poland
ul. Nowa 23, Stara Iwiczna
05-500 Piaseczno, nr Warsaw,
Poland
POC: Justyna Bak
Tel: 48-22-7377200
Email: j.bak@gosselin-moving.com

ITGBL Local Agents

Country: Portugal

Post: Lisbon

Bureau: EUR

Local Agents:

City Mover
Parque Oriente, Armazem B17
2695-167 Bobadela
Loures
Tel: 00 351 21 478 9400
POC: Goncalo Sousa; Pedro Silva
Email: gsousa@citymover.pt; psilva@citymover.pt
bonded warehouse

Empresa de Transportes Galamas
Av. Salgueiro Maia
No. 840 Aboboda
2776-902 Carcavelos, Portugal
Tel: 351-21-444-3021
POC: Mr. Jose Esteves
Email: lisbon@galamas.pt ** bonded
warehouse **

PREMIER INTERNATIONAL MOVERS
Tel: +351 219 151 502
Mov: +351 933400246
Nucleo Empresarial da Abrunheira
Lado Poente, Pavilhão 15
S. Pedro Penaferrim
2635-634 Sintra

STRONG MOVING INTERNATIONAL
Tel: +351 218 435 607/8
Mov: +351 935 793 790
Av. Pedro Alvares Cabral, 169
Centro Empresarial Sintra/Estoril V - Armazém B16
2710-090 Sintra - Portugal
www.strongmovint.com
DOD Approved Agent
Poc: Antonio Lemos
antonio.lemos@strongmovint.com
and
geral@strongmovint.com

ITGBL Local Agents

Country: Qatar

Post: Doha

Bureau: NEA

Local Agents:

3) GAC Qatar W.L.L.,
P.O. Box 6534,
Doha – Qatar
Tel: +974 -44205600
Fax: +974-44205601
POC: Seema John
E-Mail: seema.john@gac.com
Moving.qatar@gac.com

4)AGS Qatar
Al Muthanza, Doha, Qatar
Tel: +974 4038 4540 Cell: +974 3089 0988
POC: Ashley Luff (General Manager)
Email: ashley.luff@ags-globalsolutions.com.
www.ags-globalsolutions.com

1) Writer Relocations
PO Box 37846, Doha, State of Qatar
Tel: +974-4468 4046/ 4468 1661
Fax: +974 44684746
Mobile: +974 55861881
POC: Farzad Patel,
Country Manager
Email: farzad.patel@writercorporation.com
Website: www.writercorporation.com

5)BCC Logistics P. O. Box
14043 Tel: +974
44443436/7/8 Ext :118 Mob: +97455993363
Fax. +974 44443430
POC: Jad Daccache Head of
Relocation Department Email:
jad.daccache@bcclogistics.com -
www.bcclogistics.com

2) Swift Freight Services
P.O. Box 22303
Doha, Qatar
POC: Asif Hasan
Tel: 974 4460 4815
Fax: 974 4460 4534
Email: swiftintl@qatar.net.qa

ITGBL Local Agents

Country: Romania

Post: Bucharest

Bureau: EUR

Local Agents:

7) Rilvan Romania
Theodor Popa – e-mail theodor.popa@rilvan.eu
Mobile: 40 729 777397; Phone: 40 21 219547

5) CDD Relocation
162 Splaiul Unirii
Bucharest, Romania
POC: Dana Dascalu
Tel: 40 21 317 9754
Email: dana.dascalu@relocate.ro

1) Santa Fee Relocation
36-38 Migdalului Street
Bucharest, Romania
POC: Valentin Iftimi
Valentin.iftimi@santaferelo.com
Bucharest@santaferelo.com

Ph Numbers:
+40 212 204 456
+40 212 201 168
Mobile: +40 723 360 449

Facility is secure but not bonded

2) Global Relocation Services
Bucharest, Romania

Mr. Cor de Groot – Country Manager
Ph +40 21 311 6425
Fax +40 21 317 2563
Office@globalrelo.ro
cordegroot@globalrelo.ro

4) AGS International Moving and Storage
256 Basarabia Blvd, District 3
Bucharest, Romania
POC: Cristian Borcos
Ph: 21 741 199056
E-mail: cristian.borcos@agsmovers.com
***** Bonded Facility *****

9) Move One
Move One
POV: Adrian Saru
Ph 40 751 845252
E-mail: adrian.saru@moveoneinc.com

6) ORBIT International Moving and Storage
Member of Orphee Beinoglou Group.
Address: Sos. Bucuresti - Urziceni Km. 18+400,
Corp.B, Afumati, Jud. Ilfov.
POC: Teodoru Cristea
Phone: 0040-21-350 1500
Fax: 0040 -21-350 1501
Email: tcristea@orbitromania.ro
Cell: 0040 744 431 759
Email: hhgds@orbitromania.ro
www.orbitromania.ro

8) Gosselin Mobility Romania
POC: Cristian Dinu
Ph: 0728-736488
E-mail: CristineID@gosselingroup.eu

3) Premier Moving & Storage Bucharest
Telefon/Fax: +40 21.252.09.71
Mobile: +40 732.199.199
e-mail: romania@premiermoving.ro
POC Razvan Cretu
Site: www.premiermoving.ro

ITGBL Local Agents

Post: Cluj-Napoca

Bureau: EUR

Local Agents:

ITGBL Local Agents

Country: Russia

Post: Moscow

Bureau: EUR

Local Agents:

2)AGS FROESCH
Ochakovskoye Shosse 36,
Building 2
119530 Moscow / Russia
POC: Olaf Blaesig <olaf.blaesig@ags-
globalsolutions.com>
Office: +7 (495) 989 6664
Mobile:+7(906)0578593

3)Gosselin Group
Moscow Office
48A, Otkrytoye Chausse
107370 Moscow, Russia
POC: Oleg Yashenko <O.Yashenko@gosselin-
moving.com>
Office: +7 (495) 989 7304
Mobile: +7(917) 5790278

1) Pickfords
Dnepropetrovskiy proezd 1
Moscow, Russia
POC: Dmitry Degtyarev, General
Manager
Tel: 7 495 796 9325
Email:
Dmitry Degtyarev Dmitry.Degtyarev@pickfords.com

Post: St. Petersburg

Bureau: EUR

Local Agents:

3) Corstjens Worldwide Movers Group - Moscow
office
Otkritoye Shosse 48A 3d fl
107370 Moscow
Russia
Phone:+7 495 411 9620
Direct :+7 495 989 7305
Fax:+7 499 966 7307
Mobile:+7 985 773 4056
E-mailolegy@corstjens.com
Website: <http://www.corstjens.com>

2) OOO Panbaltservice
199106 V.O. Bloshoy pr.103
Tel: 7 812 322 6027
Fax: 7 812 322 6039
Email: avia@pan-baltservice.spb.ru
** customs bonded facility **

AAA Logistics
192236, Russian Federation, Saint-Petersburg,
Sofiyskaya street, 6, liter S, pomeshenie 1-N
POC Norbert Gooren
Tel. (mobile): +7-921-412-02-51
Tel. (office): +7-812-431-99-19
Fax: +7-812-431-99-20
E-mail: ngo@aaa-russia.com
Elena Shokorova Tel.
(mobile): +7-921-370-92-93
Tel. (office): +7-812-431-99-19
Fax: +7-812-431-99-20
E-mail: operations-2@aaa-russia.com

ITGBL Local Agents

Post: Vladivostok

Bureau: EUR

Local Agents:

OOO "UNIVERSAL EXPRESS".
International Moves and Relocations.
690014 Narodniy Prospect 11B, room#314
POC: Elena Tikushina.
Tel: +7 914 650 90 51 8 423 260
94 40.
Email: vladivostok@universalexpress.ru

Links, Ltd.
Ul. Svetlanskaya 89, Suite 35
690078 Vladivostok, Russia
POC: Yuri Melnikov
Tel: 7-4232-220-887
Email: vladivos@links-ltd.com

Post: Yekaterinburg

Bureau: EUR

Local Agents:

1) Pickfords (formerly
Team Relocations),
117545 Moscow, Dnepropetrovskiy proezd 1
POC: Dmitry Degtyarev
Tel.: +7 495 796 93 25
M: +7 985 991 62 68
E: Dmitry.Degtyarev@pickfords.com

3) Gosselin Mobility Moscow LLC
Profsoyuznaya Street 56,
Cherry Tower Business Center
117393 Moscow
Russian Federation
POC: Inna Kapshuk
+7 495 989 73 00
+7 906 030 43 26
Innak@gosselingroup.eu
www.gosselinmobility.eu

2) AGS Froesch
115432 Proektiruemyj Proezd 4062, #6
Moscow, Russia
POC: Olaf Blaesig
Phone: +7 (495) 989 6664
Fax: +7 (495) 989 6668
Mobile: +7 906 057 85 93
Email: olaf.blaesig@agsfroesch.com

4) M&TM Freight LLC
Director Sales Development
Russia & CIS

Reinier Reints
Direct Ph: +7-495-268-02-11 (ext.
164)
Mobile: +7 (916)-812-43-61
E-mail: reinier.reints@mtm-net.ru
www.mtm-moving.ru

125362, str. Vishnevaya, 9,
Building 1, office № 504, 5 floor
BC «IMPERIAL PARK»
Moscow, Russia

ITGBL Local Agents

Country: Rwanda

Post: Kigali

Bureau: AF

Local Agents:

1) AGSO
BP 292
POC Pascal Romain
Phone: +250 252576573 / 788300906
e-mail: rwanda@agsmovers.com

3) SDV TRANSAMI
BP 1338
Kigali, Rwanda
Tel: 250 575584 POC:
Rodolphe Kembukuswa (rodolphe@sdv.co.rw)
Email: info@sdv.co.rw,

2) COIMEX
BP 2573
Kigali, Rwanda
Tel: 250 575584
Email: coimex@rwand1.com

ITGBL Local Agents

Country: Saudi Arabia

Post: Dhahran

Bureau: NEA

Local Agents:

3) International Commercial Business Est. (CBE)
P.O Box 1930 Dammam 31441 Kingdom of Saudi
Arabia
POC: Jamal Tyeb
jamal@cbemovers.com
Tel: 966 13 817 7726

2) Four Winds Saudi Arabia Limited
P.O. Box 5921, Dammam 31432
Kingdom of Saudi Arabia
POC: Mohammed kaiser Khan
Email: kaiser@fourwinds-ksa.com
Fax: 966 3 857 4841

1) East & West Express
P.O. Box 718, Dammam 31421
Kingdom of Saudi Arabia
Mohammed Yousufuddin Email:
Mohammed.Yousufuddin@ewexpress.com.sa
Tel: 966 3 8346647 X 207, 234
Fax: 966 3 8342327

ITGBL Local Agents

Post: Jeddah

Bureau: NEA

Local Agents:

2) Four Winds Saudi Arabia LTD
P.O. Box 4223, Jeddah 21491
Kingdom of Saudi Arabia
Tel: +966 2 654 7111
Fax: +966 2 6547222
Anis Al- Shanti, Branch Manager
Email: anis@fourwinds-ksa.com
Raoul R. Katigbak (Import rates inquiry and quote –
Personal Effects)
Email: impjed@fourwinds-ksa.com
Munadel Hudali (Import/ Export – Official shipment)
Email: sfjed@fourwinds-ksa.com
Dharn Murali (Export rates inquiry and quote –
Personal/official)
Email: expjed@fourwinds-ksa.com
Website: www.fourwinds-ksa.com

4) Orient Transport Company, Ltd.
P.O. Box 6983, Jeddah 21452
Palestine Street, 1st floor, Al-Ajlan Building
Kingdom of Saudi Arabia
POC: Omar Ismail, Import Customs
Email: omar.ismail@kuehnenagel.com
Tel: 966-2-644-6655
Fax: 966-2-660-0223

1) East and West Express
P.O. Box 1298, Jeddah 21431
Kingdom of Saudi Arabia
POC: Jameel Ahmed, Branch Manager
Email: jameelahmed@atco.com.sa
POC: P. Moidu/ Sr. Sales Executive
E-mail: EWEJEDSales@atco.com.sa
E-mail: moido@atco.com.sa
POC: Syed Hussain Khan/ Sea freight – import &
export
E-mail: sayed@atco.com.sa
POC: Mohammed Ameeruddin/ Air freight – import
& export
E-mail: Ameeruddin@atco.com.sa
POC: N. Skreekant/ Operations Manager
Email: sreekant@atco.com.sa
Tel: 966-2-691-2204
Fax: 966-2-691-3922
Website: www.atco.com.sa

3) Namma Cargo Services Co LTD
P.O. Box 6867, Jeddah 21452
Kingdom of Saudi Arabia
POC: Abdullah S. Al-Hejilan/ Deputy Regional
Manager
Email: a_hejilan@nammacargo.com
POC: Mohamed Afsar/ Import
Email: Afsar@nammacargo.com
POC: Stanley Menezes/ Freight Manager
E-mail: Stanley.m@nammacargo.com
Tel: 966-2-672-2645/ 672-2560/ 675-7950
Fax: 966-2-674-2799
Website: www.nammacargo.com

ITGBL Local Agents

Post: Riyadh

Bureau: NEA

Local Agents:

1) Four Winds, Saudi Arabia LTD
P.O. Box 8654, Riyadh 11492
Kingdom of Saudi Arabia
Website: www.fourwinds-ksa.com
POC: Mr. Rasheed Ali
Regional Manager
Tel: 966-11-454-4080/8215
Fax: 966-11-454-6656
Email: Rasheed@fourwindsksa.com
Gen email: impruh@fourwindsksa.com
POC: Mr. Celso M Detalo
Admin. Manager
Tel: 966-11-454-4080/8215
Fax: 966-11-454-6656
Email: celso@fourwinds-ksa.com

2) East & West Express
P.O. BOX 8077, Riyadh 11482
Kingdom of Saudi Arabia
Website: www.atco.com.sa
POC: Mr. Faisal Alamoudy
Regional Manager
Tel: 966-11-810-0760 X 100
Email: Faisal.alamoudy@atco.com.sa
POC: Mr. Anwar-UI-Haq Qadri
Scheduling Office
Tel: 966-11-810-0760X115
Fax: 966-11-214-0757;
Email: Anwar@atco.com.sa

3) Move One Relocations
P.O. Box 250670, Riyadh11391
Kingdom of Saudi Arabia
Web: www.moveoneinc.com
POC: Lamis Omar
Scheduling Office
Tel: 966-11-2884175
Cell: 966-548-082317

ITGBL Local Agents

Country: Senegal

Post: Dakar

Bureau: AF

Local Agents:

Transadi (POV only)
Transit-Transport -Manutention
29 Boulevard de la Libération
Dakar Senegal
Tel: 221-33-822-78-50
Email: contact@transadi.com;
Tel: 221-77-638-62-63 .

ASSAB FORWARDING
FASS PAILLOTE BAT 64C Apt.C
Postal code 13500
DAKAR SENEGAL
DUNS 559917436
OFFICE TEL 00 221 33 822 41 39
Mobile N° 00 221 77 644 03 26
Main contact email: maguette.dabo@assab-forwarding.com ; assabforwarding@gmail.com

salimata.mbaye@assab-forwarding.com;
saba.coulibaly@assab-forwarding.com

AGS Frasers Senegal
Av. Malick Sy
BP: 2704 - Dakar, Senegal
POC: Manager : Didier BERTAY
Cell Phone : 00 221 777401282
email manager-senegal@agsfrasers.com
*** Bonded Facility ***
Capable of handling all shipment types, including
POVs and GOVs

Worldwide Movers Senegal
SARL
Contact: Adja Issa Ngone
Bop
Address: CITE YOFF PALENE RESIDENCE No.7
Dakar, Senegal
Tel : +221-33-860 6000 Mob +221-
77-541-1495
Mail: office.senegal@wwmaf.co
Capable of handling all shipment types, including
POVs and GOVs

KAPIO GROUP
Contact: Balla
Ndiaye
Address: Ouest Foire, Face CICES B.P 4358
Dakar, Senegal
Office: +221 33869 36
26
Cel: +221 77 375 68
11
Email 1: kapiro@orange.sn
Email 2:
exploitation@kapiro.sn

Capable of handling all shipment types, including
POVs and GOVs

ITGBL Local Agents

Country: Serbia

Post: Belgrade

Bureau: EUR

Local Agents:

AGS Belgrade
Visnjicka 91
11060 Belgrade, Serbia
Tel: +381 11 2085917
Email: bojan.stojadinovic@ags-globalsolutions.com
Contact: Bojan Stojadinovic, Branch Manager
Website: www.agsmovers.com

Matrix Relocations D.O.O.
Zarka Obreskog 23
11273 Belgrade
Serbia
VAT: 100102359
Website: <https://matrixrelo.com/>
Operations:
Jovica Grujic - Head of Operations
Matrix Relocations (Serbia, Montenegro and Bosnia
and Herzegovina)
+381 11 848 0573 (d)
+381 11 848 68 68 (f)
+381 65 332 8341 (m)
jovica.grujic@matrixrelo.com

Move One Relocations D.O.O
Jurija Gagarina 32
11070 Belgrade, Serbia
POC1: Marija Milutinovic ,Operations coordinator
,mobile +381 63 216459
POC2: Danijel Lackovic ,Regional Manager -
BALKANS & CENTRAL ASIA ,mobile +385 91 444
2371
Tel: +381 11 4235525
Email 1: marija.milutinovic@moveoneinc.com
Email 2: danijel.lackovic@moveoneinc.com
Website: www.moveoneinc.com

Gosselin Mobility
Vision 4 Logistics d.o.o.
Ivana Đaje 14
Nikola Cvorovic – Head of moving department
11000 Belgrade, Serbia
Mobile no.: +381606677608 E-mail:
nikola.cvorovic@v4l.rs
Website: www.v4l.rs

Orbit Serbia
Maja Pašić
General Manager Orbit Serbia
: +381 61 62 73 133
: pasic.maja@orbit.rs
Web:www.beinoglou.gr www.orbit.rs

Santa Fe Relocation Services Belgrade D.O.O.
(Was Interdean)
Zitna 28
Belgrade - Dobanovci
Serbia
POC: Misa Matic
Email 1: misa.matic@santaferelo.com
Email 2: belgrade@santaferelo.com
Tel: +381 11 35 36 350
Fax: +381 11 35 36 352
Website: www.santaferelo.com

ITGBL Local Agents

Country: Shanghai

Post: Shanghai

Bureau: EAP

Local Agents:

2.Crown Worldwide (China) Co., Ltd.
No. 59, Lane 729-75 Sui De Road,
Putuo District Shanghai, 200331 PR China
POC: Jane Sha
Tel: 86-21-62508820 X 607
Email: jsha@crownww.com

4.AGS Shanghai
Rm. 217 Jingan Modern Industry Tower
68 Changping Rd.
Shanghai 200041, PR China
POC: Katherine Yang
Tel: 86-21-31262221
Fax: 86-21-62889837
Email: katherine.yang@ags-globalsolutions.com

3.Santa Fe Relocation Services
#1701-02, 17th Floor, Tower B, The Place
100 Zunyi Road, Shanghai 200051, PR China
POC: Jessiea Huang (inbound)/Becky Huang
(outbound)
Tel: 86-21-62339700
Fax: 86-21-62339005
Email: Jessiea.Huang@santaferelo.com /
becky.huang@santaferelo.com
(do not have ability to handle LCL shipment out of
Shanghai)

1.Asian Tigers K.D. Dat (China) Ltd. Shanghai
8F, Asionics Technology Bldg.
6, Lane 1279, Zhong Shan (W) Rd.
Shanghai 200051, PR China
POC: Jenny Xu
Tel: 86-21-32095561
Fax: 86-21-32095560
Email: jenny.xu@asiantigers-china.com

ITGBL Local Agents

Country: Shenyang

Post: Shenyang

Bureau: EAP

Local Agents:

Asian Tiger K.C. Dat(China)Ltd.-Dalian Office
Office Address: Room201,Unit 2,No.38 Xin Cheng Street, Shahekou District,Dalian,China
Warehouse Address: No.58 Building G3,Jishida Logistics Industry Park,No.100 Honghui Road,Yuhong District, Shenyang, China
Email : cynthia.gao@asiantigers-china.com
Phone Number: Cynthia 86-10-64151188 Ext.124 ,13911812797
Fax Number:86-10-6415 1188

SIRVA International Freight Forwarding (Shanghai) Co., Ltd Dalian Branch
Office Address: Shangding Building, Unit 1705, 4 Shanghai Road, Dalian 116006, China
Warehouse Address: Shenyang: #6 Zhonggong Street, Tiexi district, Shenyang.
Dalian: #192 Yaoxi Street, Ganjingzi district, Dalian.
Email : Henry.Shi@sirva.com
Phone Number: Henry 86-18640082991
Fax Number: N/A

Shenyang Chain Logistics Co.,LTD
Office Address: Room 1205,No.17 Jianshexi Road,Tiexi District ,Shenyang,China
Warehouse Address:No.16 Street,Tiexi District,Shenyang,China
Email : Chenyanfeng@chain-sy.cn
Phone Number: Chen Yanfeng 86-13840464246/86-24-31336490
Fax Number: 86-24-31336490

ITGBL Local Agents

Country: Sierra Leone

Post: Freetown

Bureau: AF

Local Agents:

4)EHS Sierra Leone
26 Pademba Road
Freetown
Sierra Leone
Tel:+23278571725/+23288797151
Email: ehsfnasales@limezone.net/www.ehs.fr
POC: Jimi Coker

2) SEA AND LAND SERVICES LTD.
SLSA Building, Cline Town
Freetown, Sierra Leone
POC: Mrs. Elma Johnson, Managing Director
Tel: 232 76 800 048
Email: elma.johnson@bollore.com

5)International Freight Forwarders
9 College Road
Cline Town
Freetown
Sierra Leone
Tel:+23276520046/+23279419241
Email: l.gbla@ifssl.sl
s.bangura@ifssl.sl
POC: Lamin Gbla/ Saidu Bangura

1) MAERSK Sierra Leone
7 Bathurst Street
Freetown, Sierra Leone
POC: James. M. Heyburn, Managing Director
Tel: 232 22 228 725
Email:Max.Kanu@maersk.com
Moses.Bangura@maersk.com
Thomas.Matturi@maersk.com

3) Premium Logistics
63 Bathurst Street
Freetown
Sierra Leone
Tel: 23276636659
Email: Info@premiumlogistics-sl.com
POC: Charles A. Samai

ITGBL Local Agents

Country: Singapore

Post: Singapore

Bureau: EAP

Local Agents:

The Family Movers(s) Pte Ltd
24 Penjuru Road, ALOG
Commodity Hub, #06-01
Singapore 609128
Tel: 65-6266-5225
POC: Ivan Ong / ivan.ong@familymovers.com

Asian Tigers K.C. Dat (S) Pte Ltd
6 Lok Yang Way, Jurong
Singapore 628625
Tel: 65-6261-8116
POC: Patrick Goh / Patrick.Goh@asiantigers-singapore.com
Charmaine Chua /
Charmaine.Chua@asiantigers-singapore.com

AGS Four Winds International Relocation Pte Ltd
31 Jurong Port Road, #06-10/11
Jurong Logistics Hub
Singapore 619115
Tel: 65-6777-1166
POC: Yannick Lothou / yannick.lothou@ags-globalsolutions.com
Jasmine Tan / jasmine.tan@ags-globalsolutions.com

Helu-Trans (S) Pte Ltd
39 Keppel Road, #02-04
Tanjong Pagar Distripark
Singapore 089065
Tel: 65-6225-5448
POC: Ronnie Heng / ronnieheng@helutrans.com
Randy Chua / randychiu@helutrans.com
Myra Sevilla / myrasevilla@helutrans.com

Unigroup Worldwide – Singapore Pte Ltd
31 Jurong Port Road, #07-12
Jurong Logistics Hub
Singapore 619115
Tel: 65-6266-5525
POC: Jalina Rasool / jalina_rasool@unigroup.com
Nazreen Khan /
Nazreen_khan@unigroup.com

Santa Fe Relocation Services (s) Pte Ltd
2 Bukit Merah Central, #09-04
Singapore 159835
Tel: 65-63138-5273
POC: Tobias Dietrich /
tobias.dietrich@santaferelo.com
Doris Lim / doris.lim@santaferelo.com

ITGBL Local Agents

Country: Slovak Republic

Post: Bratislava

Bureau: EUR

Local Agents:

Santa Fe Relocation
Mlynske Nivy 77,
821 05, Bratislava
Phone number: 02/204 008 44
Office Slovakia@Santaferelo.com
Email: Monika.Blahova@Santaferelo.com, 0907
709 622
Email: Adam.Zrelak@Santaferelo.com, 0911 216
922

FALCON Int. s.r.o
Panonska Cesta 9
Bratislava 851 04
homola@falcon-group.sk
+421 908 840077

4, MOVE One s.r.o Vajnorska 100-B
83104 Bratislava, Slovakia Email:
Erika.kruzlicova@moveoneinc.com
Phone: +421 2 63531303, +421 905 790 308

3, AGS Worldwide movers
Pristavna 10, Bratislava 82109, Slovakia
Email : justas.cemnolonskas@ags-
globalsolutions.com
Tel: +421 918 462578

Country: Slovenia

Post: Ljubljana

Bureau: EUR

Local Agents:

1) VATOVEC Relocation
Cufarjeva 5
1000 Ljubljana
Slovenia
T: +386 1 430 1340
F: +386 1 430 1344
E: vlado@vatovec.si
www.vatovec.si

Member of FIDI - IAM – FEDEMAC
** bonded facility **

2) Schenker d,d,
Brnčičeva 51
1231 Ljubljana
Phone: +386 1 5885 713
Fax: +386 1 5885 797
Mobile phone: +386 30 315 739
Email address: milan.zabjek@dbschenker.com
Web site <https://www.dbschenker.com/si-sl>

ITGBL Local Agents

Country: South Africa

Post: Cape Town

Bureau: AF

Local Agents:

1) Allied Pickfords,
14 Goddenough Ave,
Epping Industria 7460
Cape Town, South Africa
Tel: 27-21-534-2241
POC: Francois Marais
Email: francois.marais@pickfords.co.za Jeanne De
Jager
Email: jeanne.dejagger@pickfords.co.za
Bonded Facility

2) Crown Relocations, 31
Nourse Avenue Epping
2 Goodwood, Cape
Town Tel: 27-21-534-
9822 POC: Werner
Engelbrecht Email:
wengelbrecht@crownrelo.com

Post: Durban

Bureau: AF

Local Agents:

Stuttaford Van Lines
8 Ernest Clockie Road
Prospecton, 4110 Isipingo Beach Durban KZN,
South Africa
POC: Morgan Moodley
Tel: 27 31 902 3566
Fax: 27 31 902 8227 Email:
morgan.moodley@stuttafordvanlines.com

Crown Relo
No. 1 Drakenberger Drive
Longmeadow Business Estate, West
Modderfontein
Johannesburg, South Africa
POC: Margie Clark or Anita Wright
Tel: 27 11 372 1700
Fax: 27 11 372 1701
Email: mclark@crowrelo.com;
awright@crowrelo.com
Website: www.crownrelo.com

Allied Pickfords
2nd Street cnr Setter Street
Commercia
Glen Austin
Tel 011 847 3300
E mail nicky.cronje@pickfords.co.za
Contact Nicky Cronje
Bonded facility

ITGBL Local Agents

Post: Johannesburg

Bureau: AF

Local Agents:

Pickford Removals, Lords View Pickford Removals,
Lords View Industrial Park, oak Road, 1619
Chloorkop South Africa
Tel 011 847 3300;
POC Nicky Cronje
E mail nickycronje@pickfords.co.za
* HHE shipments * Bond facility

Stuttaford Van lines Lords view Industrial Park oak
road 1619 Chloorkop South Africa POC Adele
Steyn e mail adele.steyn@stuttafordvanlines.com
tel 27 11 206 1500

Elliott Mobility (Pty) Limited, 2
Travertime Ave, N1 Business Park, Centurion 0157
POC Lizette van Zyl lizette.v@elliottmobility.com
Telephone Number 011 256 3000

Post: Pretoria

Bureau: AF

Local Agents:

Pickford Removals, Lords View Industrial Park, oak
Road, 1619 Chloorkop South Africa
Tel 011 847 3300;
POC Nicky Cronje
E mail nickycronje@pickfords.co.za
* HHE shipments * Bond facility

Elliott Mobility (Pty) Limited, 2 Travertime Ave, N1
Business Park, Centurion 0157 POC Lizette van
Zyl e mail lizette.v@elliottmobility.com tel 27 11
256 3000

Stuttaford Van lines Lords view Industrial Park oak
road 1619 Chloorkop South Africa POC Adele
Steyn e mail adele.steyn@stuttafordvanlines.com
tel 27 11 206 1500

Country: South Sudan

Post: Juba

Bureau: AF

Local Agents:

AGS SOUTH SUDAN
GUILLAUME DRAGON
BRANCH MANAGER
ACCACIA VILLAGE JUBA, SOUTH SUDAN
Guillaume.Dragon@agsmovers.com.
+211-920-522-227

MEBS GLOBAL REACH LTD
KERI JULIUS
OPERATIONS MANAGER
JUBA RAHA NEXT TO SOUTH SUDAN CUSTOMS
H/Q
KJULIUS@MEBS-GLOBAL.COM
+211-920-477-704

ITGBL Local Agents

Country: Spain

Post: Barcelona

Bureau: EUR

Local Agents:

TRALLERO INTERNATIONAL
Calle Pablo Iglesias, 60-70
Pol. Ind. Granvia Sur
08908 L'Hospitalet de Llobregat – Spain
POC: Daniela Guendsechadze
Tel. +34 93421 7500
E-mail: daniela@trallero.com;
mercedes@trallero.com

SIT Transportes Internacionales
Calle osca s/n, nave 5
Pol. Indal. Las Salines
08830 Sant Boi de Llobregat, Spain
POC: Ana Belen Serrano
Tel: 34 93 630-5555
Fax: 34 93 630 5720
Email: anabelen.serrano@sitspain.com

Santa Fe Relocation
Tierra de Barros, 4
Pol. Indal Coslada
28820 Coslada, Spain
POC: Susana Alonso
Tel: 34 91 799-2232
Fax: 34 91 799-0179
Email: Susana.alonso@santaferelo.com

Post: Madrid

Bureau: EUR

Local Agents:

4) Transportes Fluiters, S.L.
Calle Barquillo, 9
28004 Madrid, Spain
Christian Moericke
Tel: 34 91 524 9170
E-mail: comercial@fluiters.es
Website: www.fluiters.es

2) Santa Fe Relocation Services, S.A.
Vía de las Dos Castillas, 33
Edificio Atica 3, 2nd Floor
28224 Pozuelo de Alarcón
Madrid, Spain
Susana Alonso
Tel: 34 68 583 0916
E-mail: susana.alonso@santaferelo.com
Website: www.santaferelo.com

3) SIT Grupo Empresarial, S.L.
Avda. Fuentemar, 13
22820 Coslada
Madrid, Spain
Inés Tabuenca
Tel: 34 91 671 0608
Email: ines.tabuenca@sitspain.com
Website: www.sitspain.com

1) Hasenkamp Relocation Services Spain, S.L.
Avda. del Sistema Solar, 21
Nave 4
28830 San Fernando de Henares
Madrid, Spain
Alberto Galasso
Tel: 34 91 669 4125
E-mail: a.galasso@hasenkamp.com
Website: www.hasenkamp.com/en/

ITGBL Local Agents

Country: Sri Lanka

Post: Colombo

Bureau: SCA

Local Agents:

Office Name: H. Don Carolis & Sons Pvt Ltd.
Street Address: 65, Station Passage
City: Colombo 2
Country: Sri Lanka
Province: Western
Postal Code: 00200
Company e-mail: packing@doncarolis.com
Company Phone: (+94) 112472949 or (+94) 112422405
Company Fax: (+94) 11 2422405
POC: Mr. Roshan
Rajendra/Packing & Shipping Manager
Cell#: (+94) 716911800
E-mail: rajendra@doncarolis.com

Office Name: Trans World Movers (Private) Limited
Street Address: 7th Floor, No.193, Danister de Silva Mawatha
City: Colombo 08
Country: Sri Lanka
Province: Western Province
Postal Code: 00800
Company e-mail: mangala@twmovers.com
Company Phone: (+94) 11 7730000
Company Fax: (+94) 11 2575642
POC: (Inward) Mr. Mangala Fernando
Cell#: (+94) 772200002
POC: (Outward) Mr. Mangala Fernando
Cell#: +94772200002

Office Name: E.B. Creasy Logistics Ltd.,
Street Address: 98, Sri Sangaraja Mawatha,
City: Colombo 10
Country: Sri Lanka
Province: Western
Postal Code: 01000
Company e-mail: logistics@creasy.lk
Company Phone: (+94) 114766007 – 8, (+94) 11 478780-9 or +94 11 2421311-4
Company Fax: (+94) 11 2438407
POC: Mr. Sarath De Silva/Manager Outward Cargo
Cell#: (+94) 773501825 E-mail: sarathdesilva@creasy.lk / sarathdesilva@ebcreasy.com
POC: Mr. M.A.M. Nawfel/Manager – Inward Cargo
Cell#: (+94) 773501824
E-mail: nawfel@creasy.lk / nawfel@ebcreasy.com

ITGBL Local Agents

Office Name: Horizon Relocations
Pvt Ltd.
Street Address: 99, Madampitiya
Road
City: Colombo 15
Country: Sri Lanka
Province: Western
Postal Code: 01500
Company e-mail:
imports@horizonrelocations.lk;
global@horizonrelocations.lk
Company Phone: (+94) 11
2546394 or (+94) 11 2546986
Company Fax: (+94) 11 2529429
POC: Mr. Clement De
Silva/Managing Director
Cell#: (+94) 712738917
E-mail:
global@horizonrelocations.lk

Country: Sudan

Post: Khartoum

Bureau: AF

Local Agents:

2) K.S. Ganbert & Sons (Sudan) Ltd.
Gamhuria Avenue
PO Box 615
Khartoum, Sudan
POC: Kastaki Ganbert
Tel: 249 183 771312
Fax: +249 183 784381
Mobile: +249 9 12302294
Email: move@ganbert.com
Email: Kastaki@ganbert.co.uk
Website: www.ganbert.com

1) Cannata International Compnay
New Extension Amarat Street
P.O. Box 8173
Khartoum, Sudan
POC: Paolo Salvatore, General Manager
Tel: 249183462097
Fax: 249183472920
Cell: 249912304680
Email: logistics@cannata.co
paolo@cannata.co

ITGBL Local Agents

Country: Suriname

Post: Paramaribo

Bureau: WHA

Local Agents:

1) Paramaribo Custom Broker
Kristalstraat 67, Paramaribo - Suriname
Tel: (597) 552632 / 552200 Fax:
(597)552631
POC: Mr. Clyde Cambridge
Tel: (597) 40 25 84/ (597) 47 00 37
Cell: (597) 850-1579
Email: pcb@pcb.sr / pcb@surimail.com

2) Cambridge International Transport
LAtourweg52-54 Paramaribo Suriname
POC Eartha Cambridge
Managing Director
Tel: 597 485 685
Fax: 597 486 458
caminter@sr.net

Country: Swaziland

Post: Mbabane

Bureau: AF

Local Agents:

Stuttafords Van Lines
Unit 4, Matsapha Industrial Park
Matsapha,
Eswatini
POC: Heleny Heenan, Branch Manager
Tel: 268 - 5185707
Fax: 268 - 5185706
Mobile : +268 78025120
Email: operations@stuttafordvanlines.co.sz
heleny.heenan@stuttafordvanlines.com

Elliott
International
Plot 178, Simunye Street
Matsapha Industrial Site
Matsapha
Eswatini
POC: Kate Ansley
Email:kate.removals@pandora.co.sz
Mobile + 268 7602 4330
Switchboard +268 2518 4270

ITGBL Local Agents

Country: Sweden

Post: Stockholm

Bureau: EUR

Local Agents:

Stadsbudskontoret AB
Lyftkransvägen 16
142 50 Skogås
Phone: +46 8 6450440
Org. no.: 556267-9745
POC: Jens Östergaard
jens@sbkmoving.com
Phone, work: +46 8 12 13 13 55
Mobile: +46 70 24 00 135

TBA Transporter AB
POC: Ola Lundvall
Okvistavägen 28c
SE -18640 Vallentuna
Info@tbatransporter.com
Phone: +46 8-630 05 50

Country: Switzerland

Post: Bern

Bureau: EUR

Local Agents:

1. Gosselin Moving
Brunnmattstrasse 5
3174 Thörishaus, Switzerland
POC: Cristian Rio
Mail: Cristian.rio@packimpex.ch
Tel.0041 (0) 58 356 14 19

2. Kehrli & Oeler AG Weyermannsstr. 10,
3008 Bern, Switzerland.
Phone: 41 31 388 81 12
POC: Mevlüt Güngör, M.Guengoer@KehrliOeler.ch

Post: Geneva

Bureau: EUR

Local Agents:

Santa-Fe Relocation Services
18, Chemin Grenet
1214 Vernier - Geneve, Switzerland
POC: Ms. Emilie Betis-Cosson
Tel: +41.22.939.1005
Email: emilie.betis-cosson@Santaferelo.com

Harsch Transports S.A.
10 Rue Baylon
1227 Carouge - Geneve, Switzerland
POC: Ms. Frédérique
Vigouroux
+41.22.389.4816
frederique.vigouroux@harsch.ch

Tel:
Email:

Pélichet 25, Chemin
Grenet 1214 Vernier-Geneve
Switzerland POC: Ms. Nadège
Romain Tel
:+41.22.827.8001 Email:
nadege.romain@pelichet.ch

ITGBL Local Agents

Country: Syria

Post: Damascus

Bureau: NEA

Local Agents:

2) Housami International
Transport and Clearance
Abou Shaer Building, PO Box 11523
Damascus - Free Zone, Syria
POC:--Mr. Wassim Housami, Owner
Email: wassim@housami.net.
Tel: 963 11 2127050
Fax: 963 11 212 7084
--Mr. Francisco Maddi
Commerical Manager
Tel: 963 11 2127050
Fax: 963 11 212 7084
f.maddi@housami.net
** bonded facility **

3)Nazha Travel, Tourism and Freight
(DHL Global Agent)
Victoria Bridge, Sabbagh Building,
PO Box 2170
Damascus, Syria
POC: Mr. Majid Nazha,
Commercial Director
Email: majid.nazha@nazhaco.com
Tel: 963 11 222 18 57/ 245 02 35
Cell: 963 933 232 414 (Mobile)
--Mr. Alaa Al Fares,
Vice Commercial Director
Tel: 963 11 222 18 57/245 02 35
Fax: 963 11 224 39 33
Cell: 963 933 814 822

1) 1.Darwish Logistics Ltd.
Free Zone - Inanna Building - 1st floor
P.O. Box 60690
Damascus, Syria
POC: Mr. Samer Darwish,
Managing Partner
Email: samer@darwishlogistics.com
Tel: 96311 211 1870 x102 --

Mr. Amer Darwish , General Manager
Email: amer@darwishlogistics.com

ITGBL Local Agents

Country: Taiwan

Post: Kaohsiung

Bureau: EAP

Local Agents:

1) Crown Van Lines Co., Ltd.
Mr. Tiger Sun's
4-4 Floor, Number 165, Min Sheng East
Road, Section 5, Taipei 10589, Taiwan
Tel: 886-2-2762-2500, extension: 249
Fax: 886-2-2761-2378
E-mail: mover@crownv.com

2) Asian Tigers Mobility - Taiwan
3 Floor, Number 170, Zhongshan North
Road, Section 2, Taipei 10452, Taiwan
Zeny Huang
Country Manager
Tel: 886-2-2592-3899 extension: 11
Fax: 886-2-2592-3155
Email: zeny.huang@asiantigers-taiwan.com

3) President Van Lines, Ltd
Howard Ho
Relocation Management
Number 100, 12 Floor.-3, Lin Shen North
Road Taipei 10441, Taiwan
Tel: 886-2-6618-7597 extension: 16
Fax: 886-2-6608-7197
E-mail: info@pvl.com.tw

Post: Taipei

Bureau: EAP

Local Agents:

2) Crown Van Lines, Ltd.
4F-4, No. 165
Min Sheng East Road, Section 5
Taipei, Taiwan 105
POC: Tiger Sun, Assistant Manager
Tel: 886-2-2762-2500 x248 Fax: 886-
2-2761-2378 Email: mover@crownv.com

1) President Van Lines, Ltd.
7F-2, No. 100
Lin Shen North Road
Taipei, Taiwan 104
POC: Robert Ho, President
Tel: 886-2-2541-2163
Fax: 886-2-2511-6479
Email: info@pvl.com.tw

3) Asian Tigers K.C. Dat Ltd. Taiwan Branch
3F, No. 170
Chung Shan N Road, Sec 2
Taipei, Taiwan
POC:Zeny Huang
Tel: 886-2-2592-3899
Cell: 886-937-187-067
Fax: 886-2-2592-3155
Email: dan.tattersfield@asiantigers-taiwan.com
inbound@asiantigers-taiwan.com
outbound@asiantigers-taiwan.com
sales@asiantigers-taiwan.com
Website: www.asiantigersgroup.com

ITGBL Local Agents

Country: Tajikistan

Post: Dushanbe

Bureau: SCA

Local Agents:

Move One Relocations (as Agent / Rep AES Move
Relocations, Dubai, UAE)
Poitakht Bussines Centre, 45, Tursunzoda street,
4th floor, office # 409
Dushanbe, Tajikistan
POC: Mrs. Tahmina Nurova
Email: tahmina.nurova@moveoneinc.com
Country Manager
Tel office: (992) 446403131
Cell: (992) 985327777
Nasiba Nurova, Operational Manager
(992) 918 817979
Email: nasiba.nurova@moveoneinc.com

Globalink Logistics Group Ltd. (as Agent /Rep for
Globalink Multimodal Transportation systems,
Dubai, UAE)
Rudaki Avenue 14, Hotel Serena, 6-7 floors,
Dushanbe 734000, Tajikistan
POC: Ms. Nilufar Khalilova or
Ms. Indira Dzhumasheva
Tel: T +992 37 2217790 |
F +992 37 2217767
Cell: 992 900 052 000 (Nilufar Khalilova)
Email: n.khalilova@globalinklogistics.com
Email: I.Dzhumasheva@globalinklogistics.com

Gosselin Mobility Tajikistan (as Rep for Gosselin
Moving Group, Antwerp, Belgium)
Mr. Azizbek Djumankulov
Email: a.djumonkulov@gosselin-moving.com
62 Druzhba Narodov Street
734024 Dushanbe
Tajikistan
+ 992 (90) 0072018
firdavs.raschidov@gmail.com
www.gosselinmobility.eu

Express Partner & Logistics LLC.
Mr. Behruz Zaynulloev, Business Development
Manager
45-Mirzo Tursunzade street, Business Center
POYTAKHT,
5th floor, Room # 508
Dushanbe 734000, Republic of Tajikistan
Phone: +992 918 616602
Email: info@expresspartner.tj

"DUNYO LLC"
Mr. Jamshed Rizoiev
Tel: +992 900071900
E-mail: jr@dunyocargo.com
Skype: dunyocargo
WhatsApp: +992927801111
Viber: +992935721900.

ITGBL Local Agents

Country: Tanzania

Post: Dar Es Salaam

Bureau: AF

Local Agents:

WORLDWIDE MOVERS (T) LTD
P.O.BOX 2486, DAR ES
SALAAM, TANZANIA
POC: Cletiuce Sowa
POC Telephone #: +255 784 555 996
POC Email address: sales@wwm.co.tz

CMTL GROUP LTD
P.O.BOX 79910, 5TH FLOOR
UBUNGO PLAZA, MOROGORO
ROAD, DAR ES SALAAM,
TANZANIA
POC: Memory Mavunda
POC Telephone #: +255 766 071 357
POC Email: mmavunda@cmtl.co.tz

TRANSPAC LOGISTICS (T) LIMITED
BANDARI ROAD, PLOT # 5
KURASINI, P.O. BOX 70448,
DAR ES SALAAM, TANZANIA
POC: Mathias Mollel
POC Telephone #: +255 715 461 118
POC Email address: tlogistic@gmail.com

AGS FRASERS INTERNATIONAL REMOVALS
P.O.BOX 31571 Sam Nujoma Rd,
Plot No.25 Mikocheni Dar es Salaam
POC: Baptiste di TRIA
POC Telephone #: +255 754 781 467
POC Email: managertanzania@agsmovers.com

LUMEN FREIGHT AND LOGISTICS LTD
P.O. BOX 80296, DAR ES
SALAAM, TANZANIA
POC: Filbert Hyera
POC Telephone #: +255 767 004 402
POC Email address: lumlogistics@gmail.com

ITGBL Local Agents

Country: Thailand

Post: Bangkok

Bureau: EAP

Local Agents:

3) Santa Fe (Thailand) Co., Ltd.
207 Soi Saeng Uthai, Sukhumvit 50 Road
Prakanong, Klongtoey
Bangkok 10110 Thailand
POC: Mr. Thomas Donatelli or Mr. Vibool
Puntumkhul
Tel: 662 742 9890-2, 4
Fax: 662 741 4089
Email: Thomas.donatelli@santafe.co.th;
vibool@santafe.co.th

1) Asian Tigers Thailand .
3388/74-77 Rama IV Road
Klongton, Klongtoey
Bangkok 10110 Thailand
Ms. Noppawan Cheammareng
Phone : +662 687 7820
email:
Noppawan.c@asiantigers.thailand.com
Ms. Wongwichitr Na
Songkhla
Phone : +662687 7891
email: wongwichitr.n@asiantigers-thailand.com

Email: info@asiantigers-thailand.com

Allied Pickfords (Thailand)
882/2 Loft Lane, La Salle Road
Sukhumvit 105, Bangna
Bangkok 10260, Thailand
www.alliedpickfordsthailand.com
Guy Ellis
Sales & Marketing Manager
Office: +66.2.361.3961 (ext. 614)
Mobile: +66.89.893.2750
Fax: +66.2.361.3962 or 63
Email: guy.ellis@alliedpickfordsthailand.com

2) JVK International Movers Ltd.
222 Krungthep Kreetha Road
Bangkok 10240
Thailand
Tel: 662-379-4646
Fax: 662-379-5050
E-mail: thailand@jvkmovers.com
POC: Ms. Orawan Voranij
Tel: (662) 379-4646
email: orawan@jvkmovers.com

ITGBL Local Agents

Post: Chiang Mai

Bureau: EAP

Local Agents:

Asian Tigers Transpo International, Ltd.
3388/74-77 Rama IV Road
Klongton, Klongtoey
Bangkok 10110 Thailand
POC: Preeya Cha-onpoj
Tel: (662) 687-7888
Email: info@asiantigers-thailand.com
Outbound from Thailand : Mrs. Noppawan Cheammarerng
Noppawan.c@asiantigers-thailand.com + 662 687 7820
Inbound to Thailand : Mrs. Pratumma Chaika
Pratumma.c@asiantigers-thailand.com + 662 687 7834

JVK International Movers Ltd.
222 Krungthep Kreetha Road
Huamark, Bankapi
Bangkok 10240 Thailand
POC: Ms. Orawan Voranij
Tel: (662) 379-4646
email: orawan@jbkmovers.com

Country: Togo

Post: Lome

Bureau: AF

Local Agents:

3) DHL INTERNATIONAL TOGO
1578 Blvd du 13 Janvier
BP 4202
Lome, Togo
POC: Kponton Carole
Azomedon Komii; Judith Agbodji
Tel: 228 22 21 67 25 / 22 23 28 04
Email: caroleKponton@dhl.com

1) AGS FRASERS Togo
89 Blvd du Mono
B.P. 12403
Lome, Togo
Tel: 228 22 211197
POC: Joele Luaces
Email: manager-togo@agsmovers.com

2) Kolta Demenagement International
546 Rue N0. 12, Tokoin Wuiti
BP 31183
Lome, Togo
POC: Jean Tsogbe
Tel: 228 22 26 12 81
Email: contact.kolta@yahoo.fr

ITGBL Local Agents

Country: Trinidad

Post: Port of Spain

Bureau: WHA

Local Agents:

1) Henderson Shipping Service
22 Gatacre Street, Woodbrook
Trinidad, West Indies
POC: Mr. Rolph Nathaniel
Tel: 868 235-3720
Cell: 868 678-7225
Email: rolph@hendersonshipping.com

2) Trinidad Removers and Forwarders Limited
Boundary Road
San Juan, Trinidad
POC: Mr. Peter Acham
Tel: 868 674-6444
Cell: 868 685-3226
Email: trinidadremovers@gmail.com

Country: Tunisia

Post: Tunis

Bureau: NEA

Local Agents:

Olympic Tunisia & Safe services
18 rue Fattouma Bourguiba, Residence Fares, bloc
A-22
La Soukra 2036 Tunis, Tunisia
-- Phone: +216-20-696-021; +216- 71-868-090
-- E-mail: selmin@olympictunisia.com
-- POC: Najoua SELMI General Manager

Dmngements JAF
address : 4, Rue de la Nouvelle Delhi
1002 Tunis, Tunisia
- Phone: 216-71-906-446; 216-20-25-24-25,
- E-mail: demjaf@planet.tn
- POC: Anis Moumene Manager

ITGBL Local Agents

Country: Turkey

Post: Adana

Bureau: EUR

Local Agents:

ASYA NAKLIYAT

POC Kanat BUYUKNISAN

Address: Ceyhan Yolu 12. Km 01310

Incirlik Adana TURKEY

Tel: +90.322.332.73.02

Fax:+90.322.332.98.65

Cell:+90.533.707.21.31

Email:
adn@asyanakliyat.com

Web:
www.asyanakliyat.com

ESEN NAKLIYAT

POC Aysegul INCEKALAN

Address: Esen International Moving Co. Ltd.

Ceyhan Yolu 12. Km No:400

Incirlik, Adana /Turkey

Tel: +90 850 215 27 99 Ext: 333

GSM: +90533-2592961

Email:
aysegul@esenmoving.com.tr

Email:
adana@esenmoving.com.tr

Web:
www.esenmoving.com.tr

*

ITGBL Local Agents

Post: ANKARA

Bureau: EUR

Local Agents:

2) Esen Nakliyat
Cetin Emec Bul. 8 Cad. No. 10/18
06450 A. Ovecler, Ankara, Turkey
POC: Saadettin Kayabasi, President
Tel: 90 312 472 2090
Email: esen@esenmoving.com.tr
Website: www.esenmoving.com.tr
Bonded Facility

1) Asya Nakliyat
Ataturk Bulvari No. 127 Kat 2
06640 Bakanliklar, Ankara, Turkey
POC: Ilhan Suntay, General
Manager
Tel: 90 312 417 4184
Email:
engin@asyanakliyat.com
ank@asyanakliyat.com
Website:
www.asyanakliyat.com
Bonded Facility

3) Istanbul Ekspres
Inonu Mah. Bati Bulvari, No: 83 06370
Batikent, Yenimahalle Ankara,
Turkey POC: Merve Onat
Tel: 90 312 278 2997
Email: merve.onat@istanbulekspres.com.tr

Website: www.istanbulekspres.com.tr
Bonded Facility

ITGBL Local Agents

Post: Istanbul

Bureau: EUR

Local Agents:

3) Istanbul Express
POC: Ersin Turhan
ISTANBUL EKSPRES International Movers
TURKEY
e-mail: ersin.turhan@istanbulekspres.com.tr
T. 90-212-217 49 68
F. 90-212-217 49 67

2) SunExpress INTERNATIONAL MOVERS
Icerenkoy Mah Ispirli Canip Sk
No : 23 / A Elif Ap ATASEHIR
ISTANBUL / TURKEY
POC: Arif Yildirim
Phone: 90 216 469 9663
Cell: 90 532 357 8900
www.sunexpressmovers.com
arif@sunexpressmovers.com

1) Asya Nakliyat
Inonu Cad., Mithat Pasa Apt. 92-
94, Kat 1 D 1
Gumussuyu 34427, Istanbul,
Turkey
POC: Ebru Demirel
Tel: 90 212 243 65 10
Email: ebru@asyanakliyat.com.tr

5) Esen International Transport and Trade Co.
Inonu Cad. Dumen Sok. Mutlu Apt.
No:7/5 Taksim/Istanbul
POC: Ercan Kayabasi and Suleyman Ozcan
Tel: 90 212 293 29 37
Fax: 90 212 293 29 31
istanbul@esenmoving.com.tr
www.esenmoving.com.tr

4) Bergen International Movers
Kore Sehitleri Cad. Kaya Aldigan
Sok. 3/6
Zincirlikuyu, Istanbul, Turkey
POC: Jan Lichtenberg or Gerrit
Lichtenberg
Tel: 90 212 275 1531
Fax: 90 212 243 2574
Email: Bergen@superonline.com

ITGBL Local Agents

Country: Turkmenistan

Post: Ashgabat

Bureau: SCA

Local Agents:

ES "Bir Dunya"
104, 1916 Str (Baba Annanov)
744000 Ashgabat Turkmenistan
Tel: +99312 439318/80/81
Fax: 99312 439317
info@birdunya.com
mariya.nurumbayeva@birdunya.com

GLOBALINK
Transportation & Logistics Worldwide
Company POC
Guljahan Gochmyradova International Business
Center,
2nd Floor, Ashgabat, Turkmenistan
Tel: +993 12 94 72 15
E-mail: g.gochmyradova@globalinkllc.com

ES "TURKMEN AK YOL" POC Vladimir
Takhiyev BC "Joshgun",
B.Turkmenistan ave.,108
Ashgabat, Turkmenistan
Mob: +993 64 01 92 59,
Tel: +993 12 21 97 95,
Fax: +993 12 21 97 94
E-mail: Vladtah@tay.tm,
info@tay.tm; project.department@tay.tm

ES "Meno Logistics Turkmen"
19/1 Garashsyzyk Ave
744000 Ashgabat Turkmenistan
Tel: +99312 480756; 480721;
Fax: +99312 480710
contact@menologistics.com;
serdar.ashirov@menologistics.com

IE "Beyik Yupek Yoly"
137, 10 Years Abadanchylyk Str
744000 Ashgabat Turkmenistan
Tel: +99312 483466/67
Fax: +99312 483468
info@greatsilkroad.tm
mele@greatsilkroad.tm
i.zarina@greatsilkroad.tm
b.alexander@greatsilkroad.tm

GOSSELIN GROUP POC Liliya
Turaeva Turkmenbashy ave., 2,15B,
Ashgabat, Turkmenistan
Tel/Fax: +993 12 39 41 89
Mobile: +993 62 44 17 85
E-mail: bookingsashgabat@gosselingroup.eu

ITGBL Local Agents

Country: Uganda

Post: Kampala

Bureau: AF

Local Agents:

4) Threeways Shipping Services (group) Ltd, Plot 87 Jinja Road, P.O. Box 12028, Kampala, Uganda. Telephone: +256 414 258780/7
POC: Ronald Kanyerezi, Manager-Projects, quality and Strategy or Jeff D. Baitwa, Group Managing director
Email: rkanyerezi@threewaysshipping.com or jbbaitwa@threewaysshipping.com

2) AGS Frasers International Removals Uganda Ltd. *
Plot 59b, 7th St. Industrial Area
POB 7792
Kampala, Uganda
POC: Mr. Jean Francois Philippon-Bue, Managing Director
Tel: 256 414 348337 or 254 712 782349
Fax: 256 414 348338
Email: info@ags-frasers-uganda.co.ug
Email: direction-uganda@agsmovers.com
* for all air freight to Entebbe

1) Global Freight Logistics, Ltd. *
Markfirst House
Jomo Kenyatta International Airport
POB 45787; GPO 00100
Nairobi, Kenya
POC: Mr. Arbi Musanni, Managing Director
Tel: 254 20 8277777 or 822238/723
Fax: 254 20 822722/170 Email: arbimussani@globalfreight.co.ke
Email: info@globalfreight.co.ke
* for all sea freight US-Mombasa port for transit to Kampala

3) SDV Transami Uganda, Plot No: M611, Ntinda Road,
P.O. Box 5501, Kampala, Uganda. Telephone: +256 414 336000
POC: Mr. Nicolas Rigal, Manager, Air and Sea freight.
Telephone; +256 752 722114.
Email: nicolas.rigal@bollere.com

ITGBL Local Agents

Country: Ukraine

Post: Kyiv

Bureau: EUR

Local Agents:

4)The Compass Worldwide Movers
35 Predslavinska St. Build 21, off. 317
03150 Kyiv Ukraine
POC: Alexei Swishev, General Manager
E-mail: Alexei@compasswm.kiev.ua
Tel:380-44-501-6182
Cell:380-67-466-3095
POC2:Helen Polyanska
Tel: 380-44-501-6182
Cell:380-66-280-4905
E-mail:Elena@compasswm.kiev.ua ,
mover@compasswm.kiev.ua

1)THE EURODEAN INTL MOVERS

37 Dovbusha St.

02092 Kyiv Ukraine

POC: Oleksiy Kotsyurba, Manager General

Tel: 380-44-576-6338, 576-7371, 576-8601

Cell: 380-67-465-5493 E-
mail:O.Kotsyurba@eurodean.ua POC2:
E-mail: operation2@eurodean.ua

5) Gosselin Mobility Ukraine
7, Zroshuvalna str.
02099 Kyiv, Ukraine

POC: Vlad Vasylenko, Managing Director

E-mail: V.Vasylenko@gosselin-moving.com

Tel: +380 44 303 9127

Cell: +380 67 401 3331

POC2: Oleksii Fedchun , Operations Manager

Tel: +380 44 285 16 65

Cell: +38067 465 33 22

E-mail: O.Fedchun@gosselin-moving.com

Tel: +380 44 303 9127

Cell: +380 67 401 3331

POC2: Andriy Leontiev, Operations Manager

Tel: +380 44 576 43 93

Cell: +380 67 507 96 69

E-mail: A.Leontiev@gosselin-moving.com

ITGBL Local Agents

2)THE INTERDEAN-UKRAINE

Hnata Khotkevycha St, 34
Kyiv, Ukraine, 02000

POC: Marina Chornokozha,

General Manager

Tel: 380-44-576-7370

Cell:380-67-658-1012

E-mail:

Marina.Chornokozha@interdean.ua

POC2: Alyona Buianova,

Operations Manager

Tel: 380-44-576-7370,

Cell: 380 68 351 6633

Email: alyona.buianova@interdean.ua

Website:www.interdean.com

3) The Kimet Plus Ltd.

10 Starokyivska Street

04116 Kyiv, Ukraine

POC: Alexander Pakharenko,

General Manager

E-mail: pakharenko@kimetp.com

Tel: 380-44-236-6177, 483-2420;

483--2461

Cell:380-50-386-4346

POC2:George Pakharenko,

Operations Manager

Tel: 380-44-236-6177, 483-2420;

483--2461

Cell: 380-50-412-2235

E-mail: service@kimetp.com

POC2:George Pakharenko,

Operations Manager

Tel: 380-44-236-6177, 483-2420;

483--2461

Cell: 380-50-412-2235

E-mail:kimet@merlin.net.ua

ITGBL Local Agents

Country: United Arab Emirates

Post: Abu Dhabi

Bureau: NEA

Local Agents:

Delight International Movers, L.L.C.
P.O. Box 51634,
Abu Dhabi,
United Arab Emirates
POC: Mr. Manoj Kumar
Tel: +971 2 6902900 / +971 56 536 2195
Email: support001@delightmovers.com

GAC Shipping & Logistics LLC
P.O. Box 110053,
Abu Dhabi
United Arab Emirates
POC: Mr. Manu Jerome
Tel: +971 2-4186-431
Email: manu.jerome@gac.com
moving.abudhabi@gac.com

ITGBL Local Agents

Post: Dubai

Bureau: NEA

Local Agents:

3) Gulf Agency Company (Dubai) LLC
PO Box 17041, Jebel Ali Free Zone
Dubai, United Arab Emirates
POC: Shawn Wood
Manager - International Moving
Tel: 971 4 881 8090
Mob.: 971 54 7917650
Dir : 971 4 805 9343
Email: Shawn.Wood@gac.com
Website: www.gac.com

4) Interem Relocations
PLOT M-00539, STREET 732, NEAR LIPTON
ROUND ABOUT 13, P.O. BOX 61243, JEBEL ALI,
DUBAI - UAE
Telephone : +971-4-8070584, Fax : +971-4-8070580
General E-mail :
albert@freightsystems.com MR. Albert
Lopez-rahul.interem@freightsystems.com MR.
ALBERT LOPEZ- albert-home@freightsystems.com

6) Delight International Movers, LLC
Warehouse C 12, Dubai Industrial City, Dubai –
PO Box 115529
Operating Office: Plot S 40312, Jebel Ali Free Zone
South, Dubai – PO Box 122852
- POC – Shankar Ram – Relocation Manager
- Tel: 971-4-8219219
- Fax: 971-4-8818209
- Cell: 971-55-5719872
- Email address- shankar@delightmovers.com
- Website. Www.delightmovers.com

2) DASA GOING BEYOND
Office Court Building 307/308
P. O. Box 60883
Dubai, United Arab Emirates
POC: Simone Percy
Marketing Manager/Global
Accounts
Tel: +971 4 3344545
Fax: +971 4 3344546
Cell: +971 50 3564140
E-mail: simone@dasa.ae
Web site: www.dasadx.com

5) I S S Relocation LLC
208, Office Court Building, Oud Metha Road,
Dubai, UAE – PO Box No. 122511
POC: Abhilash Nair / CEO
Tel: +971 (0) 4 234 8100
Fax: +971 (0) 4 238 6670 / UAE Toll Free 800
MOVE
Cell: +971505172621 – Mr. Abhilash /
+971 56 686 3052 – Mr. Sandeep
Email address: abhilash.nair@iss-relocations.com

1) AGS Worldwide Movers
PO Box 27049
Dubai, United Arab Emirates
POC: Mr. Zia Husain, Managing Director
Tel: +971-4-4541 531
Fax: +971-4-4541 532
Mobile: +971-55-2029 112
Email: Zia.husain@agsmovers.com
Web-site: www.agsmovers.com

ITGBL Local Agents

Country: United Kingdom

Post: Croughton

Bureau: EUR

Local Agents:

See London

Post: London

Bureau: EUR

Local Agents:

Arrowpak International Movers, Ltd.
Sherwood House
Norwood Road
Brandon, Suffolk IP27 0PB
POC: Lucy Done
Phone: 44 (0) 1842 816326
Email: Lucy@arrowpak.co.uk
Website: www.arrowpak.co.uk

McGimpsey Brothers Removals
International Relocation Centre
Greenway Enterprise Park Bangor
Newtownards
BT23 7SU
Belfast
United Kingdom

Catriona Mann
catriona@mcgimpseys.com
+44(0)28 9145 6222

P+F Safepac Co Ltd.
Safepac House
Field Road
Mildenhall
Bury St.
Edmunds
IP28 7AP
United Kingdom
POC: Nick Pearson
Email: nick@safepac.co.uk
Tel: 44 (0) 1638 713323

****Bonded Warehouse****

Arrowdene Moving and Storage
38 Howlett Way
Thetford
Norfolk
IP24 1HZ
POC: Stewart Saleh
Tel: 44 (0) 1842 753411
Email: stewart@arrowdene.co.uk
Tel 00 44 1842 753411
Fax 00 44 1842 754574

ITGBL Local Agents

Country: Uruguay

Post: Montevideo

Bureau: WHA

Local Agents:

3) URUVAN
Marsella 2769
POC: Maria Jose Albarracin
Tel: 598 2208 2627
Email: mariajosealbarracin@uruvan.com.uy

2) IMB MUDANZAS INTERMOVE
ADDRESS: FELIX OLMEDO 3568
POC MARTIN BARRANDEGUY
PHONE: 598 2309-7877
EMAIL: martin@imb.com.uy

1) Autogiro Campos Hnos.
Pozos del Rey 1379
POC: Maria Estela Campos and Jorge Campos
Tel: 598 2924 1577
Fax 598 2924 1682
Email: mecampos@autogiro.com.uy and
camposj@autogiro.com.uy

ITGBL Local Agents

Country: USA

Post: DA_DC

Bureau: USA

Local Agents:

Jk Moving Services
44112 Marcure Circle
Sterling, VA 20166
POC: Christa Moore
Tel: 703-996-1292
Email: Christa.moore@jkmoving.com
POC: David Henderson
Tel: 703-260-3015
Email: David.henderson@jkmoving.com

Able Moving & Storage
8050 Wellingford Drive
Manassas, VA 20109
POC: Kimisha Dabney
Tel: 703-330-3723
Email: Kdabney@ablemoving.com
POC: Angie Hall
Tel: 703-330-3772
Email: Ahall@ablemoving.com

Eagle Van Lines, Inc.
5041 Beech Place
Temple Hills, MD 20743
POC: Anthony Williams
Tel: 202-439-3052
Email: Anthonyw@eaglevanlines.com
POC: Anthony Williams
Tel: 202-439-3052
Email: Anthonyw@eaglevanlines.com

Paxton Van Lines
5300 Port Royal Road
Springfield, VA 22151
POC: Mary Anderson
Tel: 703-426-5376
Email: Mary@paxton.com
POC: Freddy Paxton
Tel: 703-321-7600
Email: Freddy@paxton.com

Hilldrup Moving & Storage
4022 Jefferson Davis Highway
Stafford, VA 22554
POC: John Seal
Tel: 703.441.7951
Email: John.seal@hilldrup.com
POC: Joyce Lopez
Tel: 703-441-7224
Email: Joyce.lopez@hilldrup.com

Quality Midwestern Holdings, Inc.
10595 Furnace Road
Lorton, VA 22079
POC: Candice Scott
Tel: 703-495-8900 EXT 204
Email: Candice@qsmoving.com
POC: Ryan Yun
Tel: 703-495-8900 EXT 216
Email: Ryun@qsmoving.com

Western Express Forwarding LLC
9900 Fallard Court
Upper Marlboro, MD 20772
POC: Chris Duello
Tel: 301-720-0053
Email: Chrisd@weestern-express.com
POC: Stephanie Hopkins
Tel: 202-888-4802
Email: Shopkins@western-express.com

ITGBL Local Agents

Joe Moholland, Inc.
15481 Farm Creek Drive
Woodbridge, VA 22191
POC: Rob Garr
Tel: 703-494-2021
Email: Rgarr@jmm333.com
POC: Candice Tafara
Tel: 703-494-2021
Email: Ctafara-henderson@jmm333.com

Perry Moving & Storage
7247 National Drive
Hanover, MD 21076
POC: Amanda Brinnerman
Tel: 240-972-0051
Email: Amanda@PerryMoving.com
POC: Tracie Cohee
Tel: 443-776-3752
Email: Tcohee@PerryMoving.com

Victory Van Lines, Inc.
110 Terminal Drive
Sterling, VA 20166
POC: Joelyn Fenske
Tel: 703-461-6454
Email: JFenske@victoryvan.com
POC: Kylie Alexander
Tel: 703-461-6467
Email: KAlexander@victoryvan.com

Post: VPCBA

Bureau: USA

Local Agents:

Country: Uzbekistan

Post: tashkent

Bureau: SCA

Local Agents:

2) Gosselin Caucasus & Central Asia
Yakkasaray District
Bolshaya Mirobadskaya Str., #33
Tashkent, Uzbekistan
POC: Pim Rottiers, Coordinator for Central Aisa
POC: Fayzulin Farid, Assistant to Manager
Tel: 99871 3678329
Email: pimr@uzbekistan.gosselinwvm.com
Email: normad@silkroad.bcc.com.uz

3) Move One Logistics, LLC
46B, 4th Driveway, Halqobod
Yunusobod District
Tashkent 100084
POC: Atabek Alimdjanov, Manager
Email: atabek.alimdjanov@moveoneinc.com
Tel: +998-71-235-1843
Cel: +998-90-998-0877

1) Globalink Caspian
47, 6-Proezd
Abdulla Kahhara Str.
Tashkent, 700025 Uzbekistan
POC: Olga Vinogradova or Elizaveta Irgasheva
Tel: 99871 3614084/85/86; 3613865
Email: O.Vinogradova@globalinkllc.com
Email: e.irgasheva@globalinkllc.com

ITGBL Local Agents

Country: Venezuela

Post: Caracas

Bureau: WHA

Local Agents:

3) Clover Internacional, C.A.
Av. Luis de Camoens,
Edif. Centro Clover Piso 3,
Zona Industrial La Trinidad, Caracas
Contact: Tania Tomadin
Email: mariberth.alvarez@clovergroup.com.ve
Tif. (0212) 903.12.86
Cel (0424) 258.86.17
www.clovergroup.com

1) Mudanzas Internacionales Global
Calle Las Tinajas, Edif. Global
El Llanito 1050
P.O. Box 51554
Caracas, Venezuela
POC: Juerg Degenmann
Tel: 58-212-2571923 / 257-0050
Fax: 58-212-256-0052
Email: management@miglobal.com

2) Equixpress, CA
Calle 3-B Esquina con calle 1-1 Edif. Danni-Rossi,
Mezzanina
Zona Industrial La Urbina Sur.
Caracas, Venezuela
POC: Elena I. Mari
Tel: 58-212-2425580
Fax: 58-212-2425641
Cell: 58-416-6228169
Email: emari@equixpress.com

ITGBL Local Agents

Country: Vietnam

Post: Hanoi

Bureau: EAP

Local Agents:

2) Royal International Movers Ltd
Address: Suite 703, 7th floor, Kim Anh Tower,
78 Duy Tan street, Dich Vong Hau Ward, Cau
Giay district, Hanoi 10000, Vietnam
Tel: 84-24-39425999,
Fax: 84-24-39426000
Email: Info@rim-vietnam.com/Rim@fpt.vn

1) JVK Indochina Movers (Vietnam) Ltd
- Hanoi Branch
Address: 6 To Ngoc Van, Quang An
Ward, Tay Ho District Hanoi 10000,
Vietnam
Tel: 84-24-3826-0334
Fax: 84-24-3715-0650
E-mail: joanna.dowling@jvkasia.com/
ha.hanoi@jvkasia.com
www. Jvkasia.com

6) Trans Pacific Logistics Co., Ltd
Address: No 23 lane 61/2 Lac Trung street, Hai Ba
Trung dist. Hanoi 10000, Vietnam
Tel: 84-24 38210909 / 38210910
Fax: 84-24 36364174
Email: Transcosea@fpt.vn
Website : www.tplvn.com

5) Crown Relocations - Hanoi Branch
Address: 5th Floor, No9, Xuan Dieu Street,
Tay Ho District, Hanoi 10000, Vietnam
Tel: 84-24 3936 6741/42/43
Fax: 84-24 3936 6740
Email: nperez@crowrelo.com/
trucnguyen@crowrelo.com
www.crownrelo.com

7) Santa Fe Relocation Vietnam
Address: Room. 821, Vietnam Trade Union Hotel
14 Tran Binh Trong Street, Tran Hung Dao Ward,
Hoang Kiem District, Hanoi 10000, Vietnam
Tel : 84-24 39410805/06
Email : Stephanie.ralainarivo@santaferelo.com /
hanh.vu@santaferelo.com

3) Asian Tigers (Vietnam)
Ltd - Hanoi Branch
Address: 1st Floor, 78 Xuan Dieu Street, Tu Lien
Ward, Tay Ho District, Hanoi 10000, Viet Nam
Tel: 84-24- 3768 5882
Fax: 84-24 3768 5884
Email: pascal.jore@asiantigers-vietnam.com/
info.hanoi@asiantigers-vietnam.com
Website: www.AsianTigersGroup.com

4) Allied Pickfords Movers (Vietnam) Ltd
Address: 12A, Ho Xuan Huong Street,
Nguyen Du Ward, Hai Ba Trung District,
Hanoi 10000, Vietnam
Tel: 84-24- 62752824,
Fax: 84-24-62752825
Email:
david.whitehead@alliedpickfords.com.vn/
hue.ngothi@alliedpickfords.com.vn
http/vn.alliedpickfords.com
hue.ngothi@alliedpickfords.com.vn
http/vn.alliedpickfords.com

ITGBL Local Agents

Post: Ho Chi Minh City

Bureau: EAP

Local Agents:

JVK INDOCHINA MOVERS (VIETNAM) LTD.
ADDRESS: SAIGON PORT BUILDING, FLOOR
6TH
3 NGUYEN TAT THANH ST., DISTRICT 4 HO CHI
MINH CITY, VIETNAM
PHONE: +84 (028) 3826-7655
CONTACT: NICOLE LIEMPHETCHARAT –
REGIONAL DIRECTOR
PHONE: 403-707-8257 (CANADA)
EMAIL: NICOLE.L@JVKASIA.COM
PHUONG NGUYEN (Ms) – OPERATIONS
MANAGER
PHONE: + 84 (028) 3826-7655
EMAIL: PHUONG.HCM@JVKASIA.COM

ROYAL INTERNATIONAL MOVERS LTD.
ADDRESS: SUITE 703, 7TH FLOOR, KIM ANH
TOWER
78 DUY TAN ST., CAU GIAY DISTRICT
HA NOI, VIETNAM
PHONE: +84 (024) 3942-5999
CONTACT: ROY MINH – COUNTRY MANAGER
CELLPHONE: +84 90 341 2513
EMAIL: MINH@RIM-VIETNAM.COM

AGS WORLDWIDE MOVERS
ADDRESS: 1ST FLOOR, THE SENATOR
BUILDING,
41-43 XUAN THUY ST.,
THAO DIEN, THU DUC CITY,
HO CHI MINH CITY, VIETNAM
PHONE: +84 (028) 3521-0071
CONTACT: KEVIN HAMILTON – GENERAL
MANAGER
CELLPHONE: +84 76 722 7786
EMAIL: KEVIN.HAMILTON@AGS-
GLOBALSOLUTIONS.COM
NGO LE QUE ANH (Ms.) – OPERATIONS
MANAGER
DIRECT: +84 (028) 3521-0494
EMAIL: NGO.LE.QUE.ANH@AGS-
GLOBALSOLUTIONS.COM

CROWN WORLDWIDE LTD.
ADDRESS: PEARL PLAZA, UNIT 24-04, 24TH
FLOOR,
561A DIEN BIEN PHU ST.,
WARD 25, BINH THANH DISTRICT
HO CHI MINH CITY, VIETNAM
PHONE: +84 (028) 3840-4237
CONTACT: JAMIE ROSSALL – COUNTRY
MANAGER
CELLPHONE: +84 90 345 0901 / DIRECT: +84
(028) 3840 4237 EMAIL:
JROSSALL@CROWNRELO.COM
MAI TRAN (Ms.) – OPERATIONS MANAGER
CELLPHONE: +84 90 373 0687
EMAIL: MTRAN@CROWNRELO.COM

ITGBL Local Agents

Country: Yemen

Post: Sanaa

Bureau: NEA

Local Agents:

1) Marib Travel & Tourism (Cargo Division)
P.O. Box 161
Sana'a, Republic Of Yemen.
Telephone: 00-967-1-441 109 or 00-967-441-126
Fax: 00-967-440-733
Email: cargo@marib-tours.com
General Manager: Mr. Waleed Al -Khayat
Cell phone #: +967 73322-2079

3) Five Star Logistics Co LTD
P.O.Box.19847
Sana'a, Republic Of Yemen.
Telephone: 00967-1-450238 /239 Fax: 00967-1450894
Email: info@fstarlogistics.com
General Manager: Mr. Arshad Ali Bajwa
Mobile: 00967-771717646 / 00967 - 734699777

2) GAS Aviation Services
P.O. Box 12519,
Sana'a, Republic Of Yemen.
Telephone: +967 1 412318 (15lines) Fax: +967 1 417067
Email: baz-grp@y.net.ye
General Manager: Mr. Khaled Bazara
Cell phone #: +967 71173-0800

Country: Zambia

Post: Lusaka

Bureau: AF

Local Agents:

AGS Chaka
BUHENDWA | Branch Manager – AGS Zambia
Tel: +260 969 866 866 Email: manager-zambia@agsmovers.com Skype:
Manager AGS Zambia
www.agsmovers.com

Josphat Murape
Managing Director
Stuttafords (Z) Ltd
P.O. Box 30336, Lusaka
Plot 7434 B Washama Rd Villa Ellizabeth
Tel: +260211240412/3; Fax: +260211240410
Mobile: +260976749389
Email: admin@stuttafords.co.zm or stuttszambia@gmail.com
Web: www.stuttafordsremovalszambia.com

ITGBL Local Agents

Country: Zimbabwe

Post: Harare

Bureau: AF

Local Agents:

1) Glens Removals and Storage
27 Watts Road
New Ardbennie
Harare, Zimbabwe
POC: Josphat Murape
Tel: 263 4 620 711 -1
Email: jmurape@glens.co.zw ****bonded facility****

2) KEYLOGISTICS
8 Telford Road
Graniteside
Harare
Zimbabwe
Tel: 263 4 751 753 / 752 656
Elizabeth Hayter- evhayter@gmail.com
Aubrey Canary -aubreyc@keylogistics.co.zw

4)AGS Frasers 23,
Kenmark Crescent – Bluffhill Industrial Park
Faber Road, Bluff Hill, Harare, Zimbabwe
PO Box WGT 1060, Westgate, Harare
Telephone: Tel: (+263) 4 331 176 / 190
E-mail: manager-zimbabwe@agsmovers.com
POC: Yaan Jondeau

3)World Wide Movers
2 Conald Road
Graniteside
Harare
Zimbabwe
Tel: 00 263 4 755 020 – 3
Email: dmellor@worldwidemovers.co.zw

Section 10, EDI Implementation Guide



EDI Implementation Guide for ITGBL Carriers Managing DoS Personal Effects Shipments

April 2022

SENSITIVE BUT UNCLASSIFIED



INTRODUCTION

This document establishes the required format and data contents of the EDI file for ITGBL move updates. All carriers participating in the program **MUST** follow the guidelines provided below.

PURPOSE

The US Department of State implemented an EDI function for all ITGBL carriers in order to receive in-transit updates in a timely manner and reduce data entry that was traditionally communicated on paper. The collection of this data via EDI will provide increased visibility of personal effects shipments for posts and Despatch Agencies around the globe. Validation of the file will be performed at the line level (WO level) to ensure each line meets the 53 position criteria and a valid match between SCAC and WO number. If one row does not meet the criteria the entire file is not rejected, but only that one row.

FREQUENCY

A file will need to be sent daily and must include all Work Orders that have not been completed, even if there are no updates for the WO. Once the Work Order is complete and the shipment has been delivered, the Work Order should be included one last time with the delivery date and any remaining information. Once that information has been provided the Work Order no longer needs to be included in the daily file.

FILE DELIVERY

The file must be sent as an e-mail attachment to ALMOPSRLC@state.gov. The subject of the e-mail must be EDI Trans File – [enter SCAC here]. It must be emailed to the e-mail box prior to 7:00 P.M. EST daily for it to be ran that night.



REJECTED FILES/ERRORS

An e-mail will be sent daily to each carrier providing them with a list of errors that occurred in the previous night's file load. Each carrier will need to provide at least one preferred e-mail address to receive the error logs. The e-mail will include the following information:

- Email Subject: "DoS EDI File – [Date file was loaded]"
- Carrier's SCAC
- Work Order number correlating to the issue
- Date the file was loaded
- Reason for the error

The carrier **MUST** make the necessary corrections for all EDI ERRORS received for the next business day's file.

If no errors are found in a file, an e-mail will be sent to the carrier confirming the file name that was successfully uploaded and that no errors were found.

EDI FILE FORMAT / GENERAL REQUIREMENTS

Below is a listing of the general requirements that will apply to all values provided in the EDI file. Failing to meet these requirements may result in an error loading the file due to data corruption.

- All dates must follow the format of MMDDYYYY
- Any value containing a comma must be qualified in the EDI file with double quotations (like some ocean port names)
 - For example, "Shipping Lines, Inc"
- All weights must be whole numbers
- Number or date fields cannot contain commas
- For booking information, please provide updates for the primary (final) leg of the move to destination (ocean liner, airline, primary trucking leg, etc.)
- Can only provide details for one container per WO. We ask for the information of the container containing the majority of the shipment
- The only fields that can carry decimal points are 'Actual Cube' and 'Cube'; All other numbers must be whole



- If any values provided go over the allotted field length specified below, we will reject that value and add it to the carrier error log
- File must be a comma delimited csv file
- File type must be ASCII
- File will include 53 positions, all of which are outlined below
- The primary driving value in each file will be the SCAC and Work Order combination
- Each file can contain multiple Work Orders to be updated
- A Work Order can only have one update record per file. All files containing multiple re-cords for the same Work Order will have those records rejected
- All file names should include the carrier SCAC and date sent (SCAC – MMDDYYYY)

Validation of the file will be performed at the line level (WO level) to ensure each line meets the 53 position criteria and a valid match between SCAC and WO number. If one row does not meet the criteria the entire file is not rejected, but only that one row.

FILE POSITION MAPPING

- Once reported, any field that is noted as **REQUIRED FIELD** must **ALWAYS** remain on the subsequent spreadsheet sent. Please do **NOT** delete!

| Position | Field | Field Type | Field Length | Constraints | Time Frame |
|----------|---------------|------------|--------------|--|---|
| 1 | SCAC | Character | 4 | Required for all rows. Validation of the row in the EDI file will be performed against the SCAC and Work Order combination. | Must always be included during the entire EDI Feed at all times. |
| 2 | Work Order | Character | 10 | Required for all rows. Validation of the row in the EDI file will be performed against the SCAC and Work Order combination. Only ITGBL work orders should be included (if the work order is non-ITGBL, it will be rejected). | Must always be included during the entire EDI Feed at all times. |
| 3 | Survey Date | Date | 8 | Required field. Must be less than or equal to Pack Begin Date. Pack Begin Date is Field 9. | Must be reported within one (1) Calendar Day of the completion of work or the issuance of the Work Order, whichever is later. |
| 4 | Survey Weight | Number | 6 | Required field. Must always be included during the entire EDI Feed. | Must be reported within one (1) Calendar Day of the completion of work or the issuance of the Work Order, whichever is later. |



| | | | | | |
|----|-----------------------------|-----------|----|---|---|
| 5 | Actual Pieces | Number | 7 | Required field if the Actual Weight is provided. Must be reported alongside fields 6, 7 and 8. | Must be reported within three (3) Calendar Days for UAB and seven (7) Calendar Days for HHE, CNS and POV from the pack-out end date. |
| 6 | Actual Gross | Number | 6 | Required field. Must be reported along-side fields 5, 7 and 8. | Must be reported within three (3) Calendar Days for UAB and seven (7) Calendar Days for HHE, CNS and POV from the pack-out end date. |
| 7 | Actual Net | Number | 6 | Required field. Must be less than or equal to Actual Gross. Must be reported alongside fields 5, 6 and 8. Relevant for all shipments, including UAB & POV. | Must be reported within three (3) Calendar Days for UAB and seven (7) Calendar Days for HHE, CNS and POV from the pack-out end date. |
| 8 | Actual Cube | Number | 10 | Required field with other Actual measurement values. Must be reported alongside fields 5, 6 and 7. | Must be reported within three (3) Calendar Days for UAB and seven (7) Calendar Days for HHE, CNS and POV from the pack-out end date. |
| 9 | Pack Begin Date | Date | 8 | Required field. Actual measurement information for the shipment will not go through without this field (Fields 5-8). | Must be reported within three (3) Calendar Days for UAB and seven (7) Calendar Days for HHE, CNS and POV from the pack-out end date. |
| 10 | Pack End Date | Date | 8 | Required field. Actual measurement information for the shipment will not go through without this field (Fields 5-8). Must be equal to or after Pack Begin Date. | Must be reported within three (3) Calendar Days for UAB and seven (7) Calendar Days for HHE, CNS and POV from the pack-out end date. |
| 11 | Arrival Date (Delivery End) | Date | 8 | Required field. Must be greater than pack begin and end dates. This is the final delivery of the shipment to the destination/residence. Must be reported via EDI only after delivery has occurred. Please DO NOT put a date in Field 11 for any undelivered shipments. | Must be reported within two (2) days of the final delivery at Post/Residence. Must remain blank until AFTER the shipment has been delivered. |
| 12 | Available Delivery Date | Date | 8 | Required Field. Cannot be prior to Pack End or greater than Arrival Date (field 11). | Must be reported within two (2) days of being within the carrier's possession at destination. |
| 13 | Origin Agent | Character | 30 | Origin agent's information should be added. | Must be reported within 24 hours of booking details being available. |



| | | | | | |
|----|---|-----------|----|---|---|
| 14 | Pre-Advisement Permission Requested Date (origin) | Date | 8 | Pre-advisement Permission Requested Date at Origin. This field is to be left blank for outbound shipments from the U.S. | Must be reported no later than one (1) day when pre-advisement is requested from the origin . |
| 15 | Pre-Advisement Permission Granted Date (origin) | Date | 8 | Cannot be prior to Pre-Advisement Permission Requested Date (origin - field 14).This field is to be left blank for outbound shipments from the U.S. | Must be reported no later than one (1) day when pre-advisement is requested from the origin. |
| 16 | Destin Agent | Character | 30 | Destination Agent's Information. | Must be reported within 24 hours of booking details being available. |
| 17 | Pre-Advisement Permission Requested Date (destin) | Date | 8 | Preadvisement Permission Requested-Date at Destination. This is a required field for all outbound shipments from the U.S. | Must be reported no later than one (1) day after the pack-out begin date when pre-advisement is requested from the destination. |
| 18 | Pre-Advisement Permission Granted Date (destin) | Date | 8 | Cannot be prior to Pre-Advisement Per-mission Requested Date (destin-field 17). This is a required field for all outbound shipments from the U.S. | Must be reported within one (1) day when the pre-advisement permission date is granted from the destination. |
| 19 | Origin SIT Reason | Character | 4 | Based on code mapping. Options will range 1-6. <u>Please see Appendix A.</u> If no value is provided, we will default a value. | Must be reported within two (2) business days of delivery into SIT. |
| 20 | Origin SIT In Date | Date | 8 | Required field in order to enter Origin SIT Reason. <u>Please see Appendix A.</u> | Must be reported within two (2) business days of delivery into SIT. |
| 21 | Origin SIT Out Date | Date | 8 | SIT Reason and SIT-IN Date are required in order to enter the SIT-OUT Date. Cannot be before SIT-IN Date. | Must be reported within two (2) business days of pick-up from SIT. |
| 22 | Destin SIT Reason | Character | 4 | Based on code mapping. Options will range 1-5. <u>Please see Appendix A.</u> If no value is provided, we will default a reason. | Must be reported within two (2) business days of delivery into SIT. |
| 23 | Destin SIT In Date | Date | 8 | Required to enter Destination SIT Reason. <u>Please see Appendix A.</u> | Must be reported within (two 2) business days of delivery into SIT. |
| 24 | Destin SIT Out Date | Date | 8 | SIT Reason and SIT-IN Date are required in order to enter the SIT-OUT Date. Cannot be before SIT-IN Date. <u>Please see Appendix A.</u> | Must be reported within two (2) business days of pick-up from SIT. |
| 25 | Other SIT Reason | Character | 4 | Based on code mapping. Options will range 1-6. <u>Please see Appendix A.</u> If no value is provided, we will default a value. | Must be reported within two (2) business days of delivery into SIT. |
| 26 | Other SIT In Date | Date | 8 | Required in order to enter SIT Reason. <u>Please see Appendix A.</u> | Must be reported within two (2) business days of delivery into SIT. |



| | | | | | |
|----|--|-----------|----|---|---|
| 27 | Other SIT Out Date | Date | 8 | SIT Reason and SIT-In Date are required in order to enter the SIT-Out Date. <u>Please see Appendix A.</u> | Must be reported within two (2) business days of pick-up from SIT. |
| 28 | Booking # | Character | 25 | Required field. | Must be reported within three (3) calendar days for UAB shipments and seven (7) calendar days for Surface Shipments from the date permission to ship was granted. |
| 29 | House BOL | Character | 25 | Report when available. | Report when available for any Surface and/or AIR shipments. |
| 30 | Pro # | Character | 30 | Required for domestic/truck shipments including CANADA shipments. Pro Numbers MUST be able to be used for tracking. | Report when available. |
| 31 | Subcontractor | Character | 50 | Name of the company performing the work. | Must be reported within three (3) Calendar Days for UAB and seven (7) Calendar Days for HHE, CNS and POV from the permission date granted from post or pack-out end date, whichever is greater. |
| 32 | Airway/Master BOL | Character | 25 | Required for AIR and SURFACE shipments. MBOL numbers MUST be able to be used for tracking. | Must be reported within three (3) Calendar Days for UAB and seven (7) Calendar Days for HHE, CNS and POV from the permission date granted from post or pack-out end date, whichever is greater. |
| 33 | Terminal Delivery Date | Date | 8 | Required field. Cannot be greater than Depart Date or Vessel Cutoff date. | Must be reported within two (2) Calendar Days of the actual terminal delivery date. |
| 34 | Vessel Name for SURFACE or Airline for AIR shipments | Character | 25 | Report when available. | Must be reported within three (3) Calendar Days for UAB and seven (7) Calendar Days for HHE, CNS and POV from the permission date granted from post or pack-out end date, whichever is greater. |
| 35 | Vessel Cutoff Date | Date | 8 | Required Field. Cannot be greater than Depart Date. | Must be reported within three (3) Calendar Days for AIR shipments, and seven (7) Calendar Days for SURFACE shipments. |
| 36 | Voyage # for Surface or Flight # for AIR shipments | Character | 15 | Report when available. | Must be reported within three (3) Calendar Days for UAB and seven (7) Calendar Days for HHE, CNS and POV from the permission date granted from post or pack-out end date, whichever is greater. |



| | | | | | |
|----|------------------------|-----------|----|---|---|
| 37 | Vessel Code/ Tail # | Character | 12 | If this value cannot be provided for security reasons, please leave this value null | |
| 38 | Flag | Character | 3 | Value must be set to either USA or FFC. | Must be reported within three (3) Calendar Days for UAB and seven (7) Calendar Days for HHE, CNS and POV from the permission date granted from post or pack-out end date, whichever is greater. |
| 39 | Depart Date | Date | 8 | This is the depart date for the primary trans-shipment leg in route. | Must be reported within three (3) Calendar Days for UAB and seven (7) Calendar Days for HHE, CNS and POV from the permission date granted from post or pack-out end date, whichever is greater. |
| 40 | Origin Port | Character | 25 | For airports, provide the 3-letter airport code. For ocean ports, provide the city name. See attached "ACTIVE TRANSPORTATION PORTS" spreadsheet for updated codes. | Must be reported within three (3) Calendar Days for UAB and seven (7) Calendar Days for HHE, CNS and POV from the permission date granted from post or pack-out end date, whichever is greater. |
| 41 | Origin Port Type | Character | 1 | Will use code to distinguish between air and ocean ports. Code for ocean port = 1. Code for airport = 2. This field is required to enter an Origin Port. | Must be reported within three (3) Calendar Days for UAB and seven (7) Calendar Days for HHE, CNS and POV from the permission date granted from post or pack-out end date, whichever is greater. |
| 42 | Origin Terminal/Pier | Character | 51 | In order to avoid multiple port name errors in fields # 40 (Origin Port), please enter the corresponding Origin Port name in field # 42 (Origin Terminal/Pier) that coincides with 3 letter code or city name provided in the "ACTIVE TRANSPORTATION PORT" spreadsheet. | |
| 43 | Arrival Date | Date | 8 | This is the Arrival date of the primary trans-shipment leg. Cannot be less than Depart Date. | Must be reported within three (3) Calendar Days for UAB and seven (7) Calendar Days for HHE, CNS and POV from the permission date granted from post or pack-out end date, whichever is greater. |



| | | | | | |
|----|----------------------|-----------|-----|---|---|
| 44 | Destin Port | Character | 25 | For airports, provide the 3-letter airport code. For ocean ports, provide the city name. See attached "ACTIVE TRANSPORTATION PORTS" spreadsheet for updated codes. | Must be reported within three (3) Calendar Days for UAB and seven (7) Calendar Days for HHE, CNS and POV from the permission date granted from post or pack-out end date, whichever is greater. |
| 45 | Destin Port Type | Character | 1 | Will use code to distinguish between air and ocean ports. Code for ocean port = 1. Code for airport = 2. This field is required to enter a Destin Port. Must be reported within three calendar days for UAB and seven calendar days for HHE, CNS and POV from the permission date granted from post or pack-out end date, whichever is greater. | Must be reported within three (3) Calendar Days for UAB and seven (7) Calendar Days for HHE, CNS and POV from the permission date granted from post or pack-out end date, whichever is greater. |
| 46 | Destin Terminal/Pier | Character | 51 | In order to avoid multiple port name errors in fields # 44 (Destin Port), please enter the corresponding Destin Port name in field # 46 (Destin Terminal/Pier) that coincides with 3 letter code or city name provided in the "ACTIVE TRANSPORTATION PORT" spreadsheet. | |
| 47 | Container Type | Character | 4 | Required field. Value based on code mapping with options 1-11. Please see Appendix B. | Report when available. |
| 48 | Container # | Character | 15 | Required field. | Report when available. |
| 49 | Pieces | Number | 7 | Required field. This is the number of containers NOT shipment measurement. | Report when available. |
| 50 | Weight | Number | 6 | Required field. This is total gross weight of the container NOT the weight of the shipment. | Report when available. |
| 51 | Cube | Number | 6.3 | Required field. This is the cube of the container NOT the cube of the shipment. | Report when available. |
| 52 | Seal Number | Character | 15 | Seal number is required if container information is provided. Cannot be populated unless required container information is provided. | Report when available. |
| 53 | Seal Date | Date | 8 | Seal date is required if container information is provided. Cannot be populated unless required container information is provided. | Report when available. |



APPENDIX A

Storage in Transit (SIT) must be reported for ALL days the shipment is sitting and waiting for transit, including the first 30 days. No exceptions! TSPs can report separate occurrences for SIT via EDI. Examples of three of the most frequent occurrences are listed below for reference:

- **When a TSP requests Pre-advisement, SIT should reflect the below:**

SIT Type: Origin

Reason: Post

SIT In Date: 03/10/2022 (This is the date the carrier sent out the pre-advisement request to Post).

SIT Out Date: 03/14/2022 (This is the date pre-advisement was granted by Post).

- **When a shipment is awaiting customs clearance, SIT should reflect the below:**

SIT Type: Destin

Reason: Customs

SIT In Date: 03/25/2022 (This is the date the shipment is placed on HOLD while awaiting customs clearance).

SIT Out Date: 04/03/2022 (This is the date the shipment clears customs).

- **When a shipment has cleared customs, but the employee is awaiting housing, SIT should reflect the below:**

SIT Type: Other

Reason: Housing

SIT In Date: 04/04/2022 (This is the date the TSP is notified by post that the employee is awaiting housing assignment).

SIT Out Date: 04/10/2022 (This is the date the TSP is notified that the employee has been assigned housing).

Note: Should a shipment enter SIT on more than 3 occurrences, an email should be sent to the TMDI@state.gov mailbox with the subject line "Shipment in SIT for more than 3 reasons" detailing the dates and reasons for each SIT for advisement.

SIT Reason Code Mapping

Origin SIT Reasons

| Carrier Provided Value | ILMS Reason Code |
|------------------------|------------------|
| 1 | Arrival |
| 2 | Credential |
| 3 | Entitlement |
| 4 | Housing |
| 5 | Post |
| 6 | Customs |

Destin SIT Reasons

| Carrier Provided Value | ILMS Reason Code |
|------------------------|------------------|
| 1 | Arrival |
| 2 | Credential |
| 3 | Entitlement |
| 4 | Housing |
| 5 | Post |
| 6 | Customs |

Other SIT Reasons

| Carrier Provided Value | ILMS Reason Code |
|------------------------|------------------|
| 1 | Arrival |
| 2 | Credential |
| 3 | Entitlement |
| 4 | Housing |
| 5 | Post |
| 6 | Customs |



APPENDIX B

Container Type Mapping

| Carrier Provided Value | ILMS Container Type Value |
|------------------------|---------------------------|
| 1 | 20 FT |
| 2 | 20 RC |
| 3 | 40 FT |
| 4 | 40 HI |
| 5 | 40 RC |
| 6 | 45 FT |
| 7 | 45 HI |
| 8 | FLAT |
| 9 | HICU |
| 10 | OPEN |
| 11 | OTHR |

SECTION 11
Reserved

Section 12

14 FAM Exhibit 611.6 Limitations

14 FAM Exhibit 611.6 Special Crating

(CT:LOG-257; 03-29-2019)

Special crating of personal effects is considered for international shipments. Special crating is generally not considered for CONUS to CONUS shipments to include CONUS shipments into storage.

Documented value is an official appraisal with the appraised value listed by item/set, insurance policy insuring item/set for a specific value, or a receipt or proof of purchase.

Items that **may** be approved for crating:

- (1) High value (see [14 FAM 643.3](#)) artwork, including vases, pictures, paintings, or sculpture that will not fit into standard packing boxes, or is documented by an official appraiser that it requires special handling requirements;
- (2) Glass, marble, and slate tabletops or mirrors that will not fit within a standard storage vault or liftvan;
- (3) Crystal chandeliers;
- (4) Baby grand pianos;
- (5) Pool tables slate tabletops (including CONUS to CONUS and CONUS to storage shipments); and
- (6) Flat screen TVs (greater than 63").

Items **not** approved for crating:

- (1) Household furniture, including upholstered or leather sofas and chairs, wall units, paneled room dividers, media centers, china hutches or cabinets without glass fronts/doors;
- (2) Clocks;
- (3) Hat/coat racks;
- (4) Lamps;
- (5) Mattresses;
- (6) Athletic/exercise equipment;
- (7) Bicycles;
- (8) Electronic equipment;
- (9) Ladders or tools;
- (10) Yard maintenance equipment or yard accessories;
- (11) Model ships, airplanes, cars, etc.;
- (12) Fish tanks;
- (13) Playground equipment;
- (14) Toys, including rocking horses and dollhouses;
- (15) Surfboards and paddleboards;
- (16) Taxidermy or stuffed animals;
- (17) Upright/electric piano;
- (18) Musical instruments; and
- (19) Hot tubs

SENSITIVE BUT UNCLASSIFIED

SECTION 13

DOS Claims Report

The DOS Claims Report is an Excel workbook. To access it, please click [DOS Claims Report](#) to download.

General Services Administration Domestic 500A–2023 Tariff



Names rates and charges on shipments of household goods transported under the General Services Administration's (GSA's) Centralized Household Goods Traffic Management Program (CHAMP)

Applicable 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

**Issued by:
General Services Administration
Employee Relocation Resource Center
1800 F Street NW
Washington, DC 20405**

Issued: August 24, 2023

Effective: November 1, 2023

Supplements Issued

| Version No. | Supplement No. | Description | Issued | Effective | Page No. |
|--------------|----------------|--|----------|-----------|-------------------|
| GSA500A-2019 | 1 | Changed effective date from November 1, 2019 to January 1, 2020 | 10/30/19 | 01/01/20 | Various |
| GSA500A-2018 | 1 | Appendix B – Baseline rates and charges were not changed; however, when not applicable, any trailing digits appearing after a decimal that were shown when a cell was selected and displayed in the "formula bar" at the top of the Excel spreadsheet were deleted | 8/28/18 | 11/1/18 | |
| GSA500A-2016 | 1 | <p>Added "Supplements Issued" table</p> <p>Definitions – Removed "As used in this HTOS" from definition of "Shipment"</p> <p>Appendix B – Additional Rates tab – Under "Notes" for Item No. 28 removed "Per CWT" and replaced with "Per Occurrence"</p> | 12/15/16 | 12/16/16 | <p>2</p> <p>9</p> |

Revisions Made in New Issuances of the GSA500A

| Version No. | Item No. | Description | Issued | Effective | Page No. |
|---------------------|-------------------|--|----------------|----------------|-----------|
| GSA500A-2023 | Appendix A | Updated examples based on increased baseline rates and charges in Appendix B | 8/24/23 | 11/1/23 | 68 |
| | Appendix B | Increased all baseline rates and charges by 6.327616355% | | | 79 |
| GSA500A-2022 | Various | Replaced references to “Rand McNally” with “Google Maps” | 8/26/22 | 11/1/22 | Various |
| | Item 17 | Several edits made to Item 4 | | | 25 |
| | Item 17-2 | Updated verbiage related to expiration of storage-in-transit (SIT) and conversion to owner’s expense | | | 29-30 |
| | Appendix A | Updated examples based on increased baseline rates and charges in Appendix B | | | 68 |
| | Appendix B | Increased all baseline rates and charges by 8.688587754% | | | 79 |
| GSA500A-2021 | Item 44 | Added Juneteenth National Independence Day as a U.S. Federal Holiday | 8/24/21 | 11/1/21 | 39 |
| | Appendix A | Updated examples based on increased baseline rates and charges in Appendix B | | | 69-77 |
| | Appendix B | Increased all baseline rates and charges by 7.137983767% | | | 78 |
| GSA500A-2018 | 46 | Clarification and HTOS reference added | 8/23/18 | 11/1/18 | 40 |

Revisions Made in New Issuances of the GSA500A

| Version No. | Item No. | Description | Issued | Effective | Page No. |
|--------------|-----------|---|---------|-----------|----------|
| GSA500A-2017 | 20 | Paragraph 2 removed | 9/27/17 | 01/01/18 | 30 |
| | 33 | Majority of Paragraph 2 removed and HTOS reference added for application of shuttle service | | | 35 |
| | Section 2 | Application of Transportation Charges - clarification added to 4) and Notes 1 and 3 for shipments moving from or to Alaska and intra-state Alaska | | | 43-44 |
| | 125 | HTOS reference added for application of shuttle service | | | 53 |
| | 227 | Clarification added for shipments moving from or to Alaska and intra-state Alaska | | | 65-66 |
| | 228 | Note 1 removed | | | 66 |

| Table of Contents | |
|--|-------------|
| Section | Page |
| Acronyms and Abbreviations | 7 |
| Definitions | 8 |
| Introduction | 13 |
| Section 1: Rules and Regulations | 15 |
| Item 1 – Application of Tariff | 16 |
| Item 2 – Available for Future Use | 16 |
| Item 3 – Prior Rates | 16 |
| Item 4 – Weighing and Weights | 17 |
| Item 5 – Expedited Service, Exclusive Use of Vehicle or Space Reservation for a Portion of Vehicle | 19 |
| Item 6 – Consolidation of Shipments | 20 |
| Item 7 – GSA Approved Transportation Service Providers (TSPs) | 21 |
| Items 8 – 11 – Available for Future Use | 21 |
| Item 12 – Cancellation of Tariff Pages, Items or Portions Thereof | 21 |
| Item 13 – Available for Future Use | 21 |
| Item 14 – Inspection of Articles | 21 |
| Item 15 – Available for Future Use | 21 |
| Item 16 – Fuel Policy | 22 |
| Item 17 – Storage-in-Transit (SIT) | 24 |
| Item 17-1 – Attempted Delivery to Residence from SIT | 28 |
| Item 17-2 – Notification by TSP when Status of a SIT Shipment Changes | 29 |
| Item 18 – Governing Publications | 30 |
| Item 19 – Available for Future Use | 31 |
| Item 20 – Late Payments and Interest Penalties | 31 |
| Item 21 – Available for Future Use | 31 |
| Item 22 – Hourly Rates | 32 |
| Items 23 – 24 – Available for Future Use | 32 |
| Item 25 – Minimum Charge | 32 |
| Item 26 – Available for Future Use | 32 |
| Item 27 – Warehouse Pickup and Delivery Service | 32 |
| Item 28 – Stopoffs (Extra Pickups and Extra Deliveries) and Diversion | 33 |
| Items 29 – 31 – Available for Future Use | 34 |
| Item 32 – Prohibited and Restricted Articles | 34 |
| Item 33 – Impractical Operations and Application of Shuttle Service | 35 |
| Item 34 – Available for Future Use | 36 |
| Item 35 – Third Party Charges | 36 |
| Items 36 – 39 – Available for Future Use | 38 |
| Item 40 – Annual General Price Adjustment | 38 |
| Items 41 – 43 – Available for Future Use | 39 |
| Item 44 – Definition of Holidays | 39 |
| Item 45 – Transit Time Penalty | 40 |
| Item 46 – Collection of Freight Charges on Household Goods Shipments Involving Loss or Destruction-in-Transit | 41 |
| Items 47 – 49 – Available for Future Use | 41 |

| | |
|---|----|
| Item 50 – Effective Date Governing Application of Rules, Rates and Charges of this Tariff | 41 |
| Items 51 – 55 – Available for Future Use | 41 |
| Item 56 – Rates Based on Minimum Weight or Minimum Volume | 41 |
| Item 57 – Available for Future Use | 42 |
| Item 58 – Removal or Placement of Property From or To Inaccessible Locations | 42 |
| Item 59 – Travel Time-Extra Driver | 42 |
| Items 60 – 99 – Available for Future Use | 43 |
| Item 100 – Classification of Articles (Commodity Description) | 43 |
| Section 2: Transportation Charges and Additional Services | 44 |
| Items 101 – 104 – Available for Future Use | 46 |
| Item 105 – Packing and Unpacking Services | 46 |
| Items 106 – 119 – Available for Future Use | 49 |
| Item 120 – Extra Labor, Special Services and Waiting Time | 50 |
| Items 121 – 124 – Available for Future Use | 53 |
| Item 125 – Shuttle Service | 54 |
| Items 126 – 129 – Available for Future Use | 55 |
| Item 130 – Light and Bulky Article Classification and Weight Additives | 55 |
| Items 131 – 134 – Available for Future Use | 58 |
| Item 135 – Origin and Destination Service Charge | 58 |
| Items 136 – 144 – Available for Future Use | 59 |
| Item 145 – Export and Import of Canadian Shipments | 59 |
| Items 146 – 174 – Available for Future Use | 60 |
| Item 175 – Overtime Loading and Unloading Service | 60 |
| Items 176 – 184 – Available for Future Use | 61 |
| Item 185 – Storage-in-Transit (SIT) | 61 |
| Items 186 – 189 – Available for Future Use | 62 |
| Item 190 – Full Value Protection Service | 62 |
| Items 191 – 199 – Available for Future Use | 63 |
| Item 200 – Transportation – Related Move Management Services | 63 |
| Items 201 – 209 – Available for Future Use | 63 |
| Item 210 – Pickup and Delivery Transportation Charges on SIT Shipments | 63 |
| Items 211 – 218 – Available for Future Use | 65 |
| Item 219 – TSP Supervisory Personnel | 65 |
| Items 220 – 224 – Available for Future Use | 65 |
| Item 225 – Pickup and Delivery Service Applicable to Third Party and Self-Storage Warehouses | 65 |
| Item 226 – Available for Future Use | 66 |
| Item 227 – Alaska Shipments | 66 |
| Item 228 – Shorthaul Factor | 67 |
| Appendix A – How to Use this Tariff | 68 |
| Appendix B – Baseline Rate Tariff Files (Refer to the Microsoft Excel Workbook at http://www.gsa.gov/portal/content/103864) | 79 |

Acronyms and Abbreviations

| | | | |
|---------|--|--------|------------------------------------|
| BL | Bill of Lading | SDF | Storage-in-Transit Discount Factor |
| BLH | Base Linehaul Charge | SIT | Storage-in-Transit |
| BLIO | Bill of Lading Issuing Officer | Tariff | GSA500A Tariff |
| CHAMP | Centralized Household Goods Traffic Management Program | TSP | Transportation Service Provider |
| Cu. Ft. | Cubic Feet | UAB | Unaccompanied Air Baggage |
| CWT | Hundredweight | U.S. | United States |
| DLF | Destination Linehaul Factor | USPS | United States Postal Service |
| DOE | U.S. Department of Energy | | |
| DSC | Destination Service Charge | | |
| ERRC | Employee Relocation Resource Center | | |
| FTR | Federal Travel Regulation | | |
| GBL | Government Bill of Lading | | |
| GPA | General Price Adjustment | | |
| GSA | General Services Administration | | |
| GSA500A | General Services Administration Domestic 500A Tariff | | |
| HHG | Household Goods | | |
| HTOS | Household Goods Tender of Service | | |
| LDF | Linehaul Discount Factor | | |
| LH | Linehaul Charges | | |
| MMS | Move Management Services | | |
| MOA | Memorandum of Agreement | | |
| NADA | National Automobile Dealers Association | | |
| OLF | Origin Linehaul Factor | | |
| OSC | Origin Service Charge | | |
| PBP&E | Professional Books, Papers & Equipment | | |
| POD | Point Of Debarkation | | |
| POE | Point Of Embarkation | | |
| POV | Privately Owned Vehicles | | |
| RFO | Request For Offers | | |

Definitions

A

Advanced Charges (Third Party Charges) – A charge advanced by the TSP for services of others (companies not owned by the TSP or its Agent or their personnel, drivers or crew) engaged at the request of the Bill of Lading Issuing Officer, or required by Federal, State or local law.

Agency – The party responsible for the payment of the Bill of Lading, usually the employer of the Owner. Any reference in this Tariff made to “Agency” will be understood to mean Federal shipping agency, Federal ordering agency, Federal civilian agency or Federal agency.

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.

Article – See Item.

B

Base Linehaul Charge (BLH) – The charge element for the transportation of a shipment is based on the total weight of the shipment from origin address as identified on the Bill of Lading to the destination address as identified on the Bill of Lading, through any stops along the way (refer to Item 28).

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 HHG shipments under this Tariff. (Refer to Federal Management Regulation (FMR) Part 117 (41 CFR Part 102-117) for GBL terms and conditions for all Government shipments moving under this Tariff.)

Bill of Lading Issuing Officer (BLIO) – The individual or his/her 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.

C

Calendar Days – Consecutive days of the week, Sunday through Saturday, without regard to Federal, state, and overseas, locally observed holidays.

Certified Scale – Means any scale inspected and certified by an authorized scale inspection and licensing authority, and designed for weighing motor vehicles, including trailers or semi-trailers not attached to a tractor, or designed as a platform or warehouse type scale.

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 this 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 this Tariff, responsibility for the shipment remains with the TSP to whom the Bill of Lading was issued.**

Cube – A measure of the volume of an item.

D

Designated Representative – A person(s) authorized by the Owner to act on his/her behalf or a person(s) authorized by the BLIO to act on his/her behalf.

Destination Linehaul Factor (DLF) – An additional linehaul component that accounts for varying transportation costs associated with each destination Service Area as based on the destination address as identified on the Bill of Lading.

Destination Service Charge (DSC) – Includes elevator service, stair and excess distance carries, and the additional transportation charge (ATC). Applies on a hundredweight basis for each destination Service Area based on the destination address as identified on the Bill of Lading to compensate the TSP for handling and servicing the shipment at each location.

Domestic Transportation – The movement of a relocated Government employee’s HHG 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 the District of Columbia and Alaska but excluding Hawaii) and points in Canada.

E

Extended Storage – Service for long-term storage, other than storage-in-transit, of personal property at the Owner's or Government's expense. Also known as non-temporary storage, extended storage applies to domestic shipments in storage over 150 days and international shipments in storage over 180 days.

G

General Services Administration (GSA) – The Agency responsible for the administration of this Tariff and the Centralized Household Goods Traffic Management Program (CHAMP).

H

Household Goods (HHG) – The personal effects of Government employees and their dependents (Refer to Item 100).

Household Goods Tender of Service (HTOS) – The HTOS is the document governing the requirements of the GSA's CHAMP.

Hundredweight (cwt) – A pricing unit used in transportation equal to 100 pounds.

I

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.

Item (Or Article) – The terms "item" and "article" used in this Tariff 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.

L

Linehaul Charges (LH) – The charges associated with the loading, transporting, and unloading of a shipment.

Linehaul/Transportation Discount Factor (LDF) – The inverse of the percentage filed by the TSP for linehaul/transportation used to calculate linehaul associated charges (1.00 – filed % = LDF).

O

Origin Linehaul Factor (OLF) – An additional linehaul component that accounts for varying transportation costs associated with each origin Service Area as based on the origin address identified on the Bill of Lading.

Origin Service Charge (OSC) – Includes elevator service, stair and excess distance carries, and the additional transportation charge (ATC). Applies on a hundredweight basis for each Origin Service Area as based on the origin address as identified on the Bill of Lading to compensate the TSP for handling and servicing the shipment at each location.

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.

P

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 his/her immediate family for the primary purpose of providing personal transportation. (Refer to the Federal Travel Regulation (FTR) (41 CFR Part 302) for complete details.)

S

Shipment – 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.

Shorthaul Factor (SH) – An additional linehaul component for shipments moving 800 miles or less (via all modes combined).

Storage-in-Transit (SIT) – Temporary storage of a HHG shipment placed in a warehouse facility, other than extended storage, incidental to final delivery.

SIT Discount Factor (SDF) – The inverse of the percentage filed by the TSP for SIT used to calculate SIT associated charges (1.00 – filed % = SDF).

T

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 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.

U

Unaccompanied Air Baggage (UAB) – The necessary personal items that are taken to an Owner's new duty station before his/her 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.

W

Waterhaul (WH) – An additional weight based transportation component that takes into account the varying transportation costs associated with shipments to/from Alaska via motor-water-motor mode (does not apply to Intra-State Alaska).

Introduction

The General Services Administration's Domestic 500A (GSA500A) Tariff (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 for the account of the U.S. Government – GSA – 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. It contains two components: 1) the Tariff rules, regulations and governing provisions as published in this electronic document, and 2) a Microsoft Excel Workbook shown in the Baseline Rate Tariff Files (Appendix B), listing the applicable baseline rates and charges applicable for transportation and accessorial (additional) services. References to this Tariff include both components.

GSA does not endorse any third party software or products that utilize information or data found in either this Tariff and/or Appendix B to compute shipment costs. GSA is not responsible for any discrepancies between such third party software or products and those contained in this Tariff and/or Appendix B. Only the rates, charges and provisions provided by GSA will be the final authority for payment.

Distance-based rates and charges between points in the U.S. are determined by PC*Miler issued by ALK Technologies, Inc. based on the applicable **5-digit postal zip codes** obtained from the National 5-Digit Zip Code and Post Office Directory issued by the United States Postal Service (USPS). However, for shipments with an origin and/or destination within Canada, mileage distances will be determined by Google Maps mileage, in lieu of ALK Technologies, Inc.

To simplify the application of charges, this Tariff incorporates many of the commonly applied individual Additional Services charges into a single Origin/Destination Service Charge that applies in addition to the transportation charges. The Service Areas and their associated Services Cost Schedules and other non-mileage based rates and charges for services performed at points in the U.S. are determined based on the applicable **3-digit postal zip code** issued by the USPS. Services performed at points in Canada are based on a single cost schedule for all points in Canada.

The shipment charges are based on the shipment weight, the distance the shipment is transported and the additional services provided at each location. To determine the distance, first, use the 5-digit postal zip code applicable at the points of origin and destination to determine the mileage between the two points. Second, use the 3-digit postal zip code to determine the appropriate origin and destination Service Areas and their associated Services Cost Schedules to determine the rates and charges applicable for additional services performed at each location.

Transportation Charges **(Refer to Section 2 for Application of Transportation Charges)**

The transportation charges in this Tariff include one shipment loading at the point of origin, vehicle transportation to the point of destination and shipment unloading at destination. Transportation charges do not include the additional services listed in Section 1 and 2 of this Tariff.

Transportation charges named apply for the transportation of HHGs:

1. Between points in the U.S. (including the District of Columbia and Alaska but excluding Hawaii); and
2. Between points in the U.S. (including District of Columbia and Alaska but excluding Hawaii) and points in Canada.

Unless otherwise specifically provided in this Tariff, all rules, rates and charges in effect on the date the shipment is picked up shall apply. In addition, any transportation and storage discounts that apply are based on the date the shipment is picked up, unless otherwise specifically provided in this Tariff.

Additional Services **(Refer to Section 2 for Application of Additional Services)**

Additional Services rates and charges apply for services that are requested by the Bill of Lading Issuing Officer (BLIO) as necessary to complete the shipment. Appendix B of this Tariff names the applicable Additional Services rates and charges.

Limitation of Action

All claims and actions at law by the issuing Transportation Service Provider for recovery of its charges on shipments subject to the provisions of this Tariff will be filed in accordance with 49 U.S.C. Sec. 14705.

Section 1: Rules and Regulations

Item 1

Application of Tariff

1. This Tariff applies for the transportation of household goods (HHG) shipments between all 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 transported under the General Services Administration's (GSA's) Centralized Household Goods Traffic Management Program (CHAMP). **This Tariff has no application for shipments that are not transported under GSA's CHAMP program.**

This Tariff is published and made available to all users. It contains two components: 1) the Tariff rules, regulations and governing provisions as published in this electronic document, and 2) a Microsoft Excel Workbook shown in the Baseline Rate Tariff Files, Appendix B (Appendix B), listing the applicable baseline rates and charges applicable for transportation and accessorial (additional) services. References to this Tariff include both components.

2. In submitting a rate offer(s), the Transportation Service Provider (TSP) represents to the Federal Government that services shall be performed in accordance with the rules and regulations of this Tariff, the applicable GSA Household Goods Tender of Service (HTOS) and applicable GSA Request for Offers (RFO), each as amended or superseded. By submitting a rate offer, the TSP also affirms that it possesses the required Operating Authority to transport HHG shipments from, to or between places set forth in the TSPs individual rate offer(s). The GSA's Employee Relocation Resource Center (ERRC) reserves the right to place a TSP in temporary non-use, revoke any TSP's approval to participate in CHAMP, or terminate a TSP's performance if found to have filed a rate offer(s) in a location in which they do not possess the appropriate authority.

Item 2

Available for Future Use

Item 3

Prior Rates

For rates in effect prior to the effective date of the implementation of this Tariff, please refer to the GSA500A-2022. Items not brought forward, revised or renumbered are hereby cancelled and designated as *Available for Future Use*.

Item 4

Weighing and Weights

1. TSPs transporting shipments shall determine the weight of each shipment transported prior to the assessment of any charges depending on the shipment weight. Except as otherwise provided in this Item, the weight shall be obtained on a scale meeting the definition of a certified scale as provided in 49 CFR 375.103.

2. Weighing Procedure

a. Except as otherwise provided in this Item, the weight of each shipment shall be obtained by determining the net weight – 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 this same vehicle after the shipment is loaded; or, the difference between the gross weight of the vehicle with the shipment loaded and the tare weight of the same vehicle after the shipment is unloaded.

b. 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 persons 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.

c. The fuel tanks on the vehicle shall be full at the time of each weighing or, in the alternative, no fuel may be added between the two weighings when the tare weighing is the first weighing performed.

d. 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.

e. 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)).

f. The Owner (or his/her designated representative) or the Bill of Lading Issuing Officer (BLIO) (or his/her designated representative) shall have the right to observe all weighings of the shipment. If requested by the Owner or the BLIO, the TSP must advise said party of the time and specific location where each weighing will be performed and must give that party a reasonable opportunity to be present to observe the weighing or reweighing. Waiver of the opportunity to observe any weighing or reweighing does not affect any right of the Owner or the Agency under applicable regulations or otherwise.

g. 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.

h. Professional Books, Papers and Equipment (PBP&E) shall be weighed separately on a platform or other type scales. Where an adequate scale is unavailable, a constructive weight of 7 pounds per cubic foot will apply for approved PBP&E.

3. Weight Tickets

a. TSP shall obtain a separate weight ticket for each weighing required under this Item except when both weighings are performed on the same scale, one weight ticket may be used to record both weighings. Every weight ticket must be signed by the weigh master performing the weighing and must contain the following information:

- 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 Bill of Lading; and
- 6) The TSP's shipment registration or Bill of Lading number.

b. The original weight ticket or tickets relating to the determination of the weight of a shipment must 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 must be accompanied by true copies of all weight tickets obtained in the determination of the shipment weight. This also applies to weight tickets to support reweighs as identified in Paragraph 4 of this Item.

4. Reweighing of Shipments

a. TSPs, upon request of the Owner or the BLIO, must accomplish requested reweighs prior to the actual commencement of unloading the shipment for delivery or into storage. TSP must inform the Owner and BLIO of the reweigh and allow either party the opportunity to witness the reweigh. Waiver of the opportunity to observe any weighing or reweighing does not affect any right of the Owner or Agency under these regulations or otherwise. Reweighing of the shipment shall be performed on a scale different from the one on which the original weighing occurred.

b. 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 storage. If a reweigh is not performed, the TSP MAY NOT invoice for more than 18,000 pounds.

c. When a shipment is reweighed in accordance with Paragraph 4.a. or b. of this Item, the lower of the two net scale weights shall be used for determining the applicable charges and copies of both sets of weight tickets must be submitted to the Agency responsible for the payment of the charges prior to invoicing for charges.

d. The TSP may bill the Agency for the cost of the reweigh scale charge but no reweigh service charge will apply.

Item 5

Expedited Service, Exclusive Use of Vehicle or Space Reservation for a Portion of Vehicle

When the BLIO or Agency orders a specific vehicle service, i.e., Expedited Service, Exclusive Use of Vehicle or Space Reservation for a Portion of Vehicle, the TSP will provide the service in accordance with the provisions below:

1. Expedited Service:

a. Expedited Service as used herein means tendering delivery of a shipment of less than 5,000 pounds on or before a specified date.

b. Expedited Service is subject to the availability of equipment for a particular service desired. An Agency may obtain expedited service on a shipment of less than 5,000 pounds and transportation charges shall be computed on the basis of 5,000 pounds and Tariff rates applicable to 5,000 pounds. The TSP shall not be required to provide Exclusive Use of Vehicle under this Paragraph. For exclusive use of vehicle, refer to Paragraph 2 of this Item.

Bill of Lading to be marked or stamped:

() EXPEDITED SERVICE ORDERED BY AGENCY
DELIVER ON OR BEFORE _____

c. Except in case of the fault of the Owner, BLIO or Agency, in the event the shipment is not tendered for delivery on or before the delivery date, this Item shall not apply. In such case, the charges for the shipment shall be subject to all other applicable rules and provisions of this Tariff.

2. Exclusive Use of a Vehicle:

a. Subject to the availability of equipment, the BLIO or Agency may order Exclusive Use of a Vehicle of specific cubic capacity, for transportation of a shipment. Transportation charges shall be based on actual weight subject to minimum charges as

follows:

1) If the capacity of vehicle ordered is 1,400 cu.ft. or less, the minimum charge shall be based on 9,800 pounds.

2) If the capacity of vehicle ordered is in excess of 1,400 cu. ft., the minimum charge shall be based on 7 pounds per cubic foot of total vehicle space ordered.

b. If at time of loading such shipment, the TSP does not have available a vehicle of capacity ordered, the TSP may substitute a vehicle or vehicles of an equivalent or greater capacity. Transportation charges and minimum therefore shall be the same as would apply had the TSP furnished a vehicle of the capacity ordered.

Bill of Lading to be marked or stamped:

() EXCLUSIVE USE OF A _____ CU.FT. VEHICLE ORDERED

3. Space Reservation for Portion of Vehicle:

Subject to availability of equipment, the BLIO or Agency may reserve a portion of the capacity of a vehicle by ordering a specific quantity of space and accepting transportation charges based on the actual weight of the shipment subject to the minimum weights as follows:

| | |
|-----------------------|--|
| 300 cu.ft. or less | 2,100 Pounds |
| More than 300 cu. ft. | 700 Pounds per each 100 cu. ft. or fraction thereof ordered |

Bill of Lading to be marked or stamped:

() SPACE RESERVATON _____ CU.FT. ORDERED

Item 6 Consolidation of Shipments

The term "shipment" means property tendered by one Agency, and accepted by the TSP for loading the same day or consecutive days, at one place or origin (except as otherwise provided in Item 28), for one Owner, at one destination (except as otherwise provided in Item 28), and covered by one Bill of Lading. The name of only one Agency and one Owner shall appear on the Bill of Lading, but the Bill of Lading may also specify the name of a party (or more than one party when Item 28 is applicable) to notify of the arrival of the shipment at destination(s). (Refer to Item 17 for computation of charges on a portion of a shipment stored in transit.)

Item 7
GSA Approved Transportation Service Providers (TSPs)

TSPs participating in this Tariff must be approved to participate in GSA's CHAMP. Refer to [Approval Requirements](#) for additional information.

Items 8 – 11
Available for Future Use

Item 12
Cancellation of Tariff Pages, Items or Portions Thereof

Normally, this Tariff will be updated and revised on an annual basis by the reissue of the publication. If it becomes necessary in the opinion of GSA to issue interim updates or revisions, the updates and revisions will be accomplished by issuing a Supplement(s) to the Tariff. The provisions of any Supplement(s) issued, which amend or cancel portions of the Tariff, will be incorporated into the next subsequent annual reissue of the Tariff.

Item 13
Available for Future Use

Item 14
Inspection of Articles

1. When the TSP or its agent believes it necessary that the contents of packages be inspected, they shall make such inspection, cause it to be made, or require other sufficient evidence to determine the condition and contents of the property.
2. TSP will not accept the following:
 - a. Property which by its inherent nature is liable to impregnate, contaminate or otherwise cause damage to other property or equipment.
 - b. Articles which cannot be taken from or delivered to the premises without damage to the articles or the premises.

Item 15
Available for Future Use

Item 16 Fuel Policy

1. Except as specified below, the amount of the Fuel Surcharge to apply will be calculated (as provided herein) based on the distance between the origin address as identified on the Bill of Lading and the destination address as identified on the Bill of Lading, and if applicable, the distance between the Storage-in-Transit (SIT) facility and the shipment origin as identified on the Bill of Lading (when SIT is performed at origin) or the distance between the SIT facility and the shipment destination address as identified on the Bill of Lading (when SIT is performed at destination) as determined by using the governing distance guide(s) identified in Item 18.

a. The provisions of this Item shall apply on any applicable transportation segment transported by truck between points in the U.S. (including the District of Columbia and Alaska but excluding Hawaii) and between points in the U.S. (including the District of Columbia and Alaska but excluding Hawaii) and Canada (excluding mileage traversed through Canada on shipments traveling between Alaska and the Lower 48 states [including the District of Columbia] via all-motor service) (refer to NOTE 1).

b. The amount of the Fuel Surcharge will be based on the mileage specified by ALK Technologies, Inc. However, for shipments originating from or destined to points in Canada, the amount of the Fuel Surcharge will be based on the mileage specified by Google Maps (refer to Item 18).

c. For shipments originating in or destined to other international points, the amount of the Fuel Surcharge will be calculated as provided in Paragraph 1 of this Item based on the distance between the port of embarkation or debarkation and the origin or destination of the shipment within the U.S.

2. The “national U.S. average” price per gallon of diesel fuel will be determined based on the price stated by the U. S. Department of Energy (DOE), U. S. Energy Information Administration’s (EIA’s) survey of “Retail On-Highway Diesel Prices on the first Monday of each calendar month.” This price will be obtained by calling the DOE Fuel Hot Line at 202-586-6966 or via the DOE website at:

<http://www.eia.gov/petroleum/gasdiesel/>

3. If the first Monday of the calendar month is a Federal holiday, the price will be determined based on the stated DOE price that is available on the next subsequent business day.

4. The applicable Fuel Surcharge will be subject to the adjustment each month as provided in Paragraphs 2 and 3 of this Item and the applicable diesel fuel price obtained from the DOE will apply on the fifteenth (15th) day of the same month. The Fuel Surcharge will apply for shipments loaded beginning on the 15th day of the month and

remain in effect through the 14th day of the following month.

For example, if the reported price of self-service diesel fuel determined on Monday, June 4th is \$3.499 per gallon, the Fuel Surcharge based on that price would apply for shipments loaded as of June 15th through July 14th. Then, if the reported price of diesel fuel on Monday, July 2nd increased to \$3.699 per gallon, the Fuel Surcharge based on the new amount would apply for shipments loaded as of July 15th through August 14th.

5. The amount of the Fuel Surcharge to apply will be calculated based on the per gallon price of diesel fuel, determined as provided herein, that **exceeds \$2.999 per gallon** multiplied by the billable distance (miles) and factored by the miles-per-gallon amount under the following formula:

**Total Billable Miles DIVIDED by 5.0 Miles-Per-Gallon MULTIPLIED BY
An amount equal to the DOE National U.S. Average Diesel Fuel Price LESS \$2.999
EQUALS the amount of the Fuel Surcharge to apply.**

Example:

| | |
|-------------------|--------------------------------|
| Miles: 750 | $750/5 = 150$ gallons |
| DOE Fuel: \$4.595 | $\$4.595 - 2.999 = 1.59$ |
| Fuel Surcharge: | $150 \times \$1.59 = \238.50 |

6. To eliminate rounding issues, calculations will be truncated at 2 decimals for the gallons consumed, the difference in the cost of fuel, and the calculation of the charge. No rounding up or down will take place in determining the calculation.

Examples:

Gallons Consumed

| | | |
|------------|-------------------|---------------------|
| 1194 miles | $1194/5 = 238.80$ | 238.80 will be used |
|------------|-------------------|---------------------|

Fuel Cost

| | | |
|-------------------|-------------------------------|---------------------|
| DOE price \$4.711 | $\$4.711 - \$2.999 = \$1.712$ | \$1.71 will be used |
|-------------------|-------------------------------|---------------------|

Calculation

| | |
|------------------------------------|-----------------------|
| $\$1.71 \times 238.80 = \408.348 | \$408.34 will be used |
|------------------------------------|-----------------------|

7. Notwithstanding any other provisions of this Tariff, the Fuel Surcharge as identified in this Item WILL APPLY on SIT shipments when such shipments are delivered to or removed from the SIT location during the period that a Fuel Surcharge was in effect. At the time of billing, the TSP must provide documentation of the distance between the SIT facility and the shipment origin as identified on the Bill of Lading (for SIT at origin) or the distance between the SIT facility and the shipment destination as identified on

the Bill of Lading (for SIT at destination), using the billable mileage as identified in the appropriate distance/mileage guide as identified in Item 18. The TSP must also provide documentation identifying the date of the pickup to SIT or the date of the delivery out of SIT.

NOTE 1: Shipments to/from Alaska are only authorized a Fuel Surcharge for the portion driven in Alaska if they are picked up/delivered over 50 miles from the named Alaskan points. Shipments from/to Fairbanks, Alaska are not authorized additional transportation charges between Anchorage, Alaska and Fairbanks, Alaska and TSPs are not authorized a Fuel Surcharge when the shipment is picked up/delivered 50 miles or less from Fairbanks, Alaska. For these shipments, the waterhaul charge includes transportation between Tacoma, Washington and Fairbanks, Alaska. Shipments that are picked up/delivered over 50 miles from the nearest named Alaskan point are authorized a Fuel Surcharge if applicable.

NOTE 2: If a Privately Owned Vehicle (POV) is transported on the same truck with the household goods, the TSP will not be entitled to charge a separate Fuel Surcharge for the POV. If the POV is not going to be transported with the household goods, then prior to the commencement of loading, the TSP must notify the Agency responsible for payment of the charges that a separate Fuel Surcharge may be required and written approval from the Agency must be obtained. If the POV is transported via a car hauler and the car hauler charges a Fuel Surcharge, that Fuel Surcharge can be passed through to the Agency as a separate line item. The TSP must provide a copy of the original bill to the Agency for reimbursement. If the POV is transported via a separate household goods truck/trailer, the TSP may calculate a Fuel Surcharge using the standard procedures identified in this Item.

NOTE 3: In the event the shipment is transported from origin to port or port to destination on an ocean line through Bill of Lading, the TSP is not entitled to a Fuel Surcharge in accordance with this Item and can only pass through any fuel surcharge amount that may be generated from the ocean line. The TSP must provide a copy of the original bill to the Agency for reimbursement.

Item 17

Storage-in-Transit (SIT)

1. Storage-In-Transit (SIT) of property covered by this Tariff is the holding of the shipment or portion thereof in the facilities or warehouse used for storage by the TSP or its agent pending further transportation and will be effected only at specific request of the BLIO and as shown on the Bill of Lading or under the conditions specified in Paragraph 15 of this Item. The facilities or warehouses used by the TSP or its agent 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. Unless approved by the BLIO in writing, the use of trailers, vans, public warehouses and self-storage units is prohibited.

2. The TSP must provide SIT at destination unless SIT at origin is specified on the Bill of Lading or authorized in writing by the BLIO. Shipments shall not be placed in SIT at a location in excess of fifty (50) miles from the destination address as identified on the Bill of Lading (or origin address as identified on the Bill of Lading if SIT at origin is specified on the Bill of Lading or approved in writing by the BLIO) and shall be at the TSPs' or agent's nearest available SIT facility or warehouse to the destination address as identified on the Bill of Lading unless otherwise specified on the Bill of Lading or authorized by the BLIO in writing. 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.

3. All SIT and related charges shall be based on the **destination address** as identified on the Bill of Lading (or origin address as identified on the Bill of Lading if SIT at origin is specified on the Bill of Lading or approved in writing by the BLIO) without regard to the actual storage location.

4. A shipment or portion thereof may be placed in SIT one or more times for an aggregate period not to exceed 150 days (unless otherwise noted or cited differently in an appropriate travel regulation). When not removed from SIT at midnight of the 150th day, liability of the TSP shall terminate after such time, the property shall then be subject to the rules, regulations and charges of the warehouseman, and the Owner shall be responsible for all future storage charges (refer to Item 17-2).

5. When SIT is at origin (as either specified on the Bill of Lading or with written approval of the BLIO), charges may be billed after SIT is effected as follows:

a. Transportation charges between the origin address as identified on the Bill of Lading and warehouse location where SIT is effected (refer to Item 210).

b. Storage charges due at time of billing.

c. Charges for additional services, third party charges and other lawful charges.

6. When SIT is at other than origin, charges must be billed at the time SIT is effected, as follows:

a. Transportation charges between the origin address as identified on the Bill of Lading and the destination as identified on the Bill of Lading, regardless of where the shipment is actually stored.

b. At the time of billing under this Paragraph, storage charges due the TSP may be billed. Storage charges for subsequent days of storage that property remains in SIT may be billed as they become due.

c. Charges for additional services, third party charges and other lawful charges.

7. Delivery of shipments to residence from SIT at origin, en route or at destination will be made on the date requested, if possible. If the TSP is unable to perform delivery on that date, every effort will be made to deliver as soon as possible subject to the following:

a. If shipment is not removed from storage by the 5th working day (excluding Saturday, Sunday and Holidays) after the requested delivery date(s), storage charges will cease to accrue after such date.

b. If shipment is removed from storage prior to the 5th working day after the requested delivery date(s), storage charges will cease to accrue the day the shipment is removed.

8. The transportation charges to apply on a shipment when only a portion of a shipment is stored in transit en route to destination will be the applicable transportation rate based on the total weight of the entire shipment, for total distance between pickup and delivery as identified by the origin and destination addresses specified on the Bill of Lading, plus additional service charges applicable to each portion of the shipment, as applicable. The total charges for any picked-up and/or delivered portions shall apply from the point of origin to destination address as identified on the Bill of Lading regardless of the storage locations.

9. The transportation charges to apply on a portion of a SIT shipment delivered from storage location to destination will be the applicable transportation rate based on the actual weight of such portion, subject to the minimum weights provided in this Tariff and Paragraph 13.

10. On property consigned to SIT where an overflow of property requires a split shipment delivered to the storage location on different dates, the charges for such property shall be as follows:

a. Transportation charges from initial point of pickup to delivery address as identified on the Bill of Lading based on the combined weight of the property stored in transit and computation of transportation charges will be as provided herein.

b. Storage charges in effect on the date of initial pickup will be assessed separately on each portion of shipment stored in transit, except the 1,000 minimum weight will apply to the combined weight of property stored in transit. Storage will be rated separately for each portion added, subject to the provisions of this Item and Item 185.

c. All subsequent charges will be based on the combined weight of the property stored in transit.

11. When the BLIO provides notice to the TSP that the destination has changed from the original Bill of Lading, such change must be recorded on the Bill of Lading (Correction Notice) and a copy provided to the TSP. When the interstate character of the shipment is terminated at the storage location before expiration of the time limit specified in Paragraph 4 of this Item, transportation and other lawful charges shall apply per Paragraph 5 or 6 of this Item, whichever is applicable.

12. When household goods have been placed into SIT at the TSP's or agent's storage location, both the TSP and the warehouseman must have in their possession records showing the following:

- a. An itemized list of the property with the Bill of Lading number noted thereon.
- b. The shipment's point of origin and destination.
- c. The condition of each article when received at and forwarded from the storage location.
- d. The dates when all charges, advances or payments were made or received.
- e. Dates property was delivered to and forwarded from the storage location.

13. During the SIT period, the Owner may withdraw a portion of the property. When the selection of items requires un-stacking and/or re-stacking of the shipment or a portion of the shipment, charges for such handling shall be assessed in accordance with Item 120. Charges for transportation furnished, if any, for the portion selected for delivery shall be assessed on same basis as would apply to that portion as an individual shipment. With reference to the portion of the shipment, which remains at the storage location, the BLIO may elect in writing to terminate the SIT service and place the remaining property in storage with the warehouseman in possession, in which event the storage location will be considered the destination of the property. If the Owner elects to have the remaining portion remain in SIT, the following shall be applicable:

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

14. During the SIT period, the Owner, if approved in writing by the BLIO, may add property to that already in SIT. Charges for such property added shall be as follows:

- a. Transportation charges on the addition apply from the initial point of pickup and warehouse location.
- b. Storage charges as provided in Item 185 will apply on the addition, subject to a 1,000 pound minimum charge.
- c. All subsequent charges including SIT will be based on the total weight of the combined property.

15. If delivery cannot be made at the address specified on the Bill of Lading because of impractical operation as defined in Item 33, or for any reason other than the fault of the TSP, and neither the Owner or BLIO designates another address at which delivery can be made, TSP will place the property in SIT pursuant to the provisions of this Item and the BLIO must be promptly notified accordingly.

16. When property is placed in SIT, the TSPs limitations on liability also apply to the party in possession of the property.

Refer to Item 210 for the Application of SIT Pickup and Delivery Transportation Charges

NOTE 1: 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.

NOTE 2: 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.

NOTE 3: Each portion of the shipment will be rated at the applicable rate in effect on the date of the pickup of the initial shipment, based on the total weight of the entire shipment.

NOTE 4: Refer to Item 17-2 for provisions governing Notification by TSP When Status of a SIT Shipment Changes.

**Item 17-1
Attempted Delivery to Residence from SIT**

(17-1A) – Attempted Delivery – 50 Miles or Less

(17-1B) – Attempted Delivery – Over 50 Miles

(17-1C) – Attempted Delivery – 1st Day

(17-1D) – Attempted Delivery – 50 Miles or Less – Overtime

(17-1E) – Attempted Delivery – Over 50 Miles – Alaska

TSP compensation for attempted delivery to residence from SIT when failure to deliver is not the fault of the TSP will be as follows:

1. Round Trip distance from the storage facility to residence and return:
 - a. If total mileage is 50 miles or less, Item 210, Pickup or Delivery Transportation Charges on SIT Shipments will apply.
 - b. If total mileage is greater than 50 miles, the transportation rate in the applicable linehaul rate section will apply.
2. **SIT:** A second first day storage charge will apply when the shipment is returned to SIT at the warehouse location and the same SIT control number will apply. Storage

charges will continue to apply at the additional daily rate until shipment is removed or delivered from storage, except as provided in Item 17, Paragraph 7.

3. **Waiting Time:** The provisions of Item 120 WILL APPLY if TSP is required to wait at residence.

NOTE 1: If the shipment remains on the same vehicle until delivered the second first day storage charge as identified in Paragraph 2 of this Item will not apply.

NOTE 2: The provisions of this Item **will not** apply;

a. When the delivery is attempted after 5:00 p.m. or before 8:00 a.m. unless prior approval is received in writing from the BLIO; or

b. When the delivery is attempted between the hours of 8:00 a.m. and 5:00 p.m. but at a time other than that previously requested or agreed to by the Owner; or

c. If delivery is not attempted or Owner is not otherwise contacted, within 90 minutes of the prearranged and agreed to delivery time.

Item 17-2

Notification by TSP When Status of a SIT Shipment Changes

1. 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 provided in Item 17 for SIT, 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.

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.

2. 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 in Paragraph 1.a., b. and c. of this Item 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 Tariff provisions with respect to SIT until the end of the day following the date upon which notice is given.

3. 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 extended storage location to include the telephone number, mailing address and/or email address.
4. For shipments converted to Owner's expense, the TSP will refund any prepayments due to the nonperformance of the service (e.g., Item 105A (Unpacking), 135B, etc.).
5. The provisions of this Item will apply and take precedence over corresponding provisions of Item 17.

Item 18 Governing Publications

This Tariff is governed by the following publications:

| Title of Publication | Issuing Agency or Entity |
|---|--|
| GSA Approved TSPs and their Respective Approved Scopes of Operations | GSA |
| All GSA Governing Publications (e.g., HTOS, RFO, etc.) | GSA |
| National 5-Digit Zip Code and Post Office Directory | United States Postal Service (USPS) |
| ALK Technologies, Inc. – for Distances between Domestic Points (refer to NOTES) | ALK Technologies, Inc. |
| Google Maps – for Distances between Points in the United States and Canada (refer to NOTES) | Google Maps |

The application of this Tariff is governed by the postal zip code of each area or place within the U.S. as assigned by the U.S. Postal Service (USPS) in the National 5-Digit Zip Code and Post Office Directory. The first three (3) digits of the applicable postal zip code define the applicable geographic service areas for rate application purposes and the determination of non-mileage related charges (refer to Appendix B). For Canada,

the Province is used to determine the applicable geographic service areas for determination of non-mileage related charges (refer to Appendix B).

NOTE 1: This Tariff uses mileage distances specified by PC*Miler issued by ALK Technologies, Inc. to rate shipments between points in the U.S. All mileage determinations are based on the applicable 5-digit zip code as obtained from the National 5-Digit Zip Code and Post Office Directory issued by the USPS.

NOTE 2: For shipments with an origin and/or destination within Canada, Google Maps mileage will be used in lieu of ALK Technologies, Inc.

NOTE 3: If the USPS changes a 3-digit code area of a postal zip code after the effective date of this Tariff, the old 3-digit code area shall continue to apply for shipment rating purposes until a new corresponding 3-digit code area is incorporated into a revised edition or supplement to this Tariff.

NOTE 4: References to specific publications also refers to the subsequent reissues and/or amendment of/to these publications.

Item 19 Available for Future Use

Item 20 Late Payments and Interest Penalties

1. The Agency shall pay TSP applicable Tariff rates and charges due for transportation services rendered 30 days after receipt of a TSP's proper transportation bill (invoice).
2. The interest penalty payment will be computed based on the percentage interest rate determined by the Secretary of the Treasury for interest payments pursuant to the Contract Disputes Act of 1978 (41 U.S.C. § 7109(b)).
3. Interest penalty amounts which remain unpaid at the end of any 30 day period shall be added to the initial applicable transportation bill and, thereafter, additional applicable interest penalties shall apply to an amount equal to the transportation bill plus remaining unpaid penalties.

Item 21 Available for Future Use

Item 22 Hourly Rates

Charges based on time shall be computed by multiplying the hourly rate by the time involved. Unless otherwise provided, fractions of an hour will be disposed of as follows:

1. When the time involved is 15 minutes or less, the charge shall be for one quarter of an hour.
2. When in excess of 15 minutes but not more than 30 minutes, the charge shall be for one half hour.
3. When in excess of 30 minutes but not more than 45 minutes, the charge shall be for three quarters of an hour.
4. When in excess of 45 minutes, the charge shall be for one hour.

Items 23 – 24 Available for Future Use

Item 25 Minimum Charge

Except as otherwise specifically provided for in this Tariff, or as amended, shipments transported under the provisions of this Tariff weighing less than 1,000 pounds shall be accepted only at a weight of 1,000 pounds and applicable rates and charges based on weight shall be subject to a 1,000 pound minimum.

NOTE: All shipments subject to weighing provisions as provided in Item 4.

Item 26 Available for Future Use

Item 27 Warehouse Pickup and Delivery Service

1. When a shipment is delivered to or picked up from a warehouse (including third party warehouse and self-storage/mini-warehouse locations), the charges for transportation include only the unloading or loading at door, platform, or other point convenient or accessible to the vehicle.

2. Refer to Item 225 for application of charges to apply when the TSP enters the warehouse (including third party warehouse and self-storage/mini-warehouse locations) at the BLIO's request, for the purpose of removing items stored from or placing items into the warehouse (including third party warehouse and self-storage/mini-warehouse locations) (refer to Item 17 for application of SIT charges).

Item 28

Stopoffs (Extra Pickups and Extra Deliveries) and Diversions

(28A) – Stopoff - Extra Pickup

(28B) – Stopoff - Extra Delivery

(28C) – Diversion Charges

1. Self-storage/mini-warehouse locations. Extra pickup charges will not apply when the only pickup/delivery is from a self-storage or mini-warehouse.

2. **Stopoffs and Diversions.** This Item contains the provisions that apply when a shipment is diverted or when additional stops are made to perform extra pickups or deliveries.

3. **Stopoffs.** At the request of the BLIO, in writing and/or on the Bill of Lading, extra stops or calls will be made at locations necessary to accomplish the extra pickup or extra delivery of portions of the shipment.

a. Extra stops or calls are additional pickups made after the first pickup or additional deliveries made prior to the final delivery of the shipment. Each such extra stop or call shall constitute an extra pickup or delivery. An extra stopoff fee will apply for each extra pickup or delivery that is performed, in addition to the transportation and additional service charges provided in Paragraph 3. b. and c. of this Item.

b. Transportation charges on shipments with extra pickups or extra deliveries are determined based on the weight of the total shipment, including any additional weight picked-up or delivered at any stopoff(s), and will be rated based on the mileage from the origin address identified on the Bill of Lading to the destination address identified on the Bill of Lading VIA any stopoff point(s).

c. The rates for additional services performed in conjunction with any extra pickup(s) will be based on the additional service rates applicable at the shipment origin address as identified on the Bill of Lading. The rates for additional services performed in conjunction with any extra delivery(s) will be based on the additional service rates applicable at the shipment destination address as identified on the Bill of Lading.

4. **Diversions.** Upon instructions made and confirmed in writing by the BLIO, a

shipment will be diverted subject to the following terms and conditions:

a. The term “diversion” as used herein means either:

- 1) A change in the destination (while en route) to a destination outside of a 30 mile radius of the original destination address as identified on the Bill of Lading; or
- 2) A change in the route at the request of the BLIO.

b. When the TSP receives an order for diversion, diligent effort will be made to locate the shipment and effect the change desired, but the TSP is not responsible for failure to effect the change ordered unless such failure is due to error or negligence on the part of the TSP.

c. The transportation charges on shipments diverted to a new destination, while the vehicle is en route to or upon arriving at the original destination as identified on the Bill of Lading will be based on the total transportation charge from the shipment origin as identified on the Bill of Lading to the point where the shipment was diverted, plus the transportation charge from the point where the shipment was diverted to the final destination.

d. On shipments diverted to a warehouse for SIT at a location other than the original destination as identified on the Bill of Lading, the warehouse will be considered the destination point and transportation charges to the warehouse will be assessed under the provisions of Paragraph 4. c. of this Item. Charges for storage and further transportation will apply based on the rates and charges named in this Tariff.

e. These provisions are not applicable if diversion instructions are received prior to the movement of the shipment or if the shipment is in SIT at destination. For delivery out of destination SIT, shipments will be rated according to charges for further transportation in Item 210 and subject to the discounts in effect on the Bill of Lading that brought the shipment into SIT.

Refer to Appendix B for Stopoff and Diversion Charges

Items 29 – 31 Available for Future Use

Item 32 Prohibited and Restricted Articles

1. TSP will not accept for shipment property liable to contaminate or otherwise damage equipment or other property, nor will TSP accept for shipment articles which cannot be taken from the premises without damage to the article or the premises. TSP will not

accept perishable articles including frozen foods, articles requiring refrigeration or perishable plants except as provided in Paragraphs 2, 3 or 4 of this Item.

2. Frozen food will be accepted for transportation provided;

a. The food is contained in a freezer, which at time of loading is at normal deep freeze temperature;

b. The shipment is to be transported not more than 150 miles and/or delivery accomplished within twenty-four hours from time of loading;

c. No storage of shipment is required; and

d. No preliminary or en route servicing by use of dry ice, electricity or other preservative methods is required of the TSP.

3. Perishable plants will be accepted for transportation provided:

a. The shipment is to be transported not more than 150 miles and/or delivery accomplished within twenty-four hours from time of loading;

b. No storage is required; and

c. No preliminary or en route servicing or watering or other preservative methods are required of the TSP.

4. TSP will not be responsible for any perishable article included in a shipment without the TSP's knowledge.

5. TSP WILL NOT ACCEPT for shipment under any circumstances tanks or bottles designed to contain butane or propane, including tanks and containers for gas barbecue grills, torches, tools or appliances. This prohibition also includes tanks or bottles that have been certified as empty.

Item 33

Impractical Operations and Application of Shuttle Service

1. **Impractical Operations.** Nothing in this Tariff shall require the TSP to perform any service at any point or location where, through no fault or neglect of the TSP, the furnishing of such services is impractical because:

a. Conditions of roads, streets, driveways, alleys or approaches thereto would subject operations to unreasonable risk of loss or damage to life or property;

b. Loading or unloading facilities are inadequate;

c. 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) Jeopardize the ability of the TSP to render linehaul or pickup or delivery or any other service from, to or at other points or locations;

d. TSP's hauling contractors, TSP's employees or TSP's agents are precluded, for reasons beyond TSP's control, from entering premises where pickup or delivery is to be made; or

e. Local, state or Federal restrictions, regulation 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 a third party, refer to Item 35.

2. Application of Shuttle Service.

a. Refer to Section 5.12.1, Provision of Shuttle Service of GSA's applicable HTOS for the application of shuttle service.

b. Refer to Item 125, when applicable, for details on shuttle service charges which shall be in addition to all other transportation or accessorial charges.

Item 34 Available for Future Use

Item 35 Third Party Charges

(35A) – Third Party Service

(35B) – Service Charge – Florida Keys and Points in Canada

1. This Item applies, unless otherwise specified herein, when prior approval has been provided in writing by the BLIO for the TSP to obtain services of others (companies not owned by the TSP or its Agent or their personnel, drivers or crew) for the completion of the move or as may be required by Federal, State or Local law. These services include, but are not limited to third party service charges, parking permits, agricultural inspections and any other services not otherwise identified in this Tariff but requested and approved in writing by the BLIO as necessary for the completion of the move. All such Third Party Charges must be supported by paid receipts and will apply in addition

to all other applicable Tariff charges provided that prior approval for services has been authorized in writing by the BLIO.

2. Exception: Prior approval is NOT REQUIRED for the payment of toll (bridge and ferry) charges advanced by the TSP for expenses incurred by the TSP as a result of transiting bridges or ferries that are subject to officially assessed Federal, state, county or local use fees (refer to NOTE 1). All such charges must be supported by paid receipts and will apply in addition to all other applicable Tariff charges.

Refer to Appendix B for Service Charges

NOTE 1: Except as otherwise specifically provided herein, tolls are restricted to bridges or ferries that are subject to officially assessed Federal, state, county or local use fees. Third Party Charges will not apply for highway, turnpike or other related service charges. The charges for these costs must be included in a TSP's transportation charge. Shipments, however, transported from or to Plantation Key, FL or Islamorada, FL and points south and west in the Florida Keys and the Canadian points identified in Appendix B, will be subject to a transportation service charge. This charge shall apply in addition to any applicable bridge and ferry charges, based on the weight at which the linehaul transportation charges are computed. Tolls should be based on the weight of the shipment, subject to the applicable minimum weights.

NOTE 2: When only a portion of a shipment is transported over a bridge or ferry, the charge will be based on the weight of such portion, subject to applicable minimum weights.

NOTE 3: When the origin or destination of the shipment, or a portion thereof, is located at a point accessible only by the use of a ferry, the following provisions apply:

a. The actual ferry charges will be billed by the TSP to the Agency as Third Party Charges as provided herein.

b. When TSP's normal linehaul vehicle/equipment cannot be accommodated by the ferry system, shuttle service will be provided, subject to the charges and provisions named in Item 33, Paragraph 2 and Item 125.

c. Waiting time charges as provided in Item 120 will apply commencing with the arrival of the TSP's vehicle/equipment at the ferry point of embarkation, during the vehicle/equipment crossing and terminating when the vehicle/equipment disembarks from the ferry. The allowable free waiting time provisions provided in Item 120 will not apply during the ferry waiting and transportation period described herein.

NOTE 4: Fuel surcharge is not authorized and shall not be billed or paid on Third Party Services.

NOTE 5: Third Party Charges do not apply to servicing washers and other household articles that require bracing/stabilization (and debracing/destabilization) of moveable parts IN or ON such appliances. The cost of this service is considered to be part of the

TSP's transportation charge. Refer to Item 120, Paragraph 6 for an exception to front load washing machines and associated pedestals.

NOTE 6: Crating is not authorized as a Third Party charge (refer to Item 105, Part 3 for exceptions). When crating is accomplished in combination with a Third Party Service (i.e. pool table disassembly), the TSP will be reimbursed for the cost of the crate, not to exceed the authorized cost for same size crate utilizing Item 105. The TSP must provide documentation identifying the crate dimension and separate costing for the crate. TSPs will only be paid according to the charges in Item 105. Crating DOES NOT APPLY to flat screen televisions with screen sizes 60 diagonal inches and below (refer to Item 105).

Items 36 – 39 Available for Future Use

Item 40 Annual General Price Adjustment

1. This Item provides for the mechanism by which GSA may choose to apply a General Price Adjustment (GPA) to the rates and charges contained in this Tariff.
2. Unless otherwise provided, effective November 1st of each calendar year, the rates and charges in this Tariff shall, upon taking other factors into consideration, as appropriate, be subject to a GPA as determined by the specified U.S. Department of Labor indices for a preceding 12 month annual basing period, April to April. GSA will provide notification to TSPs on changes, if any, to the rates and charges contained in Appendix B in conjunction with such adjustment.
3. Applicable U.S. Department of Labor indices are as reported on the Bureau of Labor Statistics (www.bls.gov) website as follows:
 - a. **CPI Index** information is based on the Consumer Price Index, for All Urban Consumers (CPI-U). Not seasonally adjusted, U.S. City Average, for All Items (less Food and Energy), Series ID cuur0000SA0L1E.
 - b. **CEU Index** information is based on the average hourly earnings of production workers in the National Employment Index for Hours and Earnings, Not seasonally adjusted, for Transportation and Warehousing, specialized freight trucking, under NAICS Code 4842, Series ID ceu4348420008.
4. The GPA will be based on the increase in the CEU times .41 (representing the labor portion of TSP's expenses) plus the increase in the CPI times .59 (representing the reciprocal of .41) as specified in Paragraph 3 of this Item.

5. To determine the GPA to apply, if any:

a. First, determine the unadjusted indexes for each index (CPI and CEU) applicable at the beginning and at the end of the specified 12 month basing period (April to April).

b. Second, to determine the percentage increase in the CEU, subtract the ending CEU from the beginning CEU and divide that answer by the beginning CEU and then multiply that answer times .41.

c. Third, to determine the percentage increase in the CPI, subtract the ending CPI from the beginning CPI and divide that answer by the beginning CPI and then multiply that answer times .59.

d. Finally, add the two weighted subtotals together to determine the GPA percentage increase/decrease that may apply. The GPA and background calculations will be rounded to the 9th decimal place. All final costs will be rounded to the second decimal place (i.e. background data is \$1.245343423, will round to \$1.25).

For example (X = index number to be determined as provided herein):

| | | | | | | | | |
|-------------|--------------------------|----|--------------------------|-------------------------------|-------|-----------------------------|---|------------------------|
| CPI Index = | $\frac{\text{April}}{X}$ | to | $\frac{\text{April}}{X}$ | $\frac{\% \text{ Change}}{X}$ | times | $\frac{\text{Factor}}{.59}$ | = | $\frac{\text{GPA}}{X}$ |
| CEU Index = | X | | X | X | | .41 | | X |

6. The GPA, if applicable, will apply for all shipments loading beginning November 1st through the following October 31st, based on the April-to-April annual basing period; for example, the April 2017 to April 2018 basing period will be applied on November 1, 2018.

7. Notwithstanding any other provisions of this Tariff, the GPA WILL NOT APPLY to the charges advanced for the performance of Third Party Services, Item 35 or Full Value Protection Service, Item 190.

Items 41 – 43 Available for Future Use

Item 44 Definition of Holidays

1. Except as otherwise specifically provided in this Tariff, reference to the term “holiday” shall be the date such Canadian, U.S. Federal or officially declared State holidays are observed.

2. When a holiday falls on a Saturday, the holiday will be observed on the preceding Friday. When a holiday falls on a Sunday, the holiday will be observed on the following Monday.

3. Charges for holidays in this Tariff shall apply only when service is rendered on an observed holiday. Any service performed on a weekend or holiday where the TSP is seeking additional compensation must be pre-approved by the BLIO.

4. For reference only – U.S. Federal Holidays are:

| | |
|---|--|
| New Year's Day | January 1 st |
| Martin Luther King, Jr. Day | The 3 rd Monday in January |
| Washington's Birthday | The 3 rd Monday in February |
| Memorial Day | The last Monday in May |
| Juneteenth National Independence Day | June 19 th |
| Independence Day | July 4 th |
| Labor Day | The 1 st Monday in September |
| Columbus Day | The 2 nd Monday in October |
| Veterans Day | November 11 th |
| Thanksgiving Day | The 4 th Thursday in November |
| Christmas Day | December 25 th |
| January 20 th of each fourth year after 1965 - Inauguration Day at any point in the District of Columbia, Montgomery and Prince Georges Counties in Maryland, Arlington and Fairfax Counties in Virginia, and the cities of Alexandria and Falls Church in Virginia. | |

5. For reference only – Canadian Holidays are:

| | |
|-----------------------|---|
| New Year's Day | January 1 st |
| Good Friday | The Friday before Easter |
| Victoria Day | The Monday before May 24 th |
| St. Jean Baptiste Day | June 24 th (Quebec Only) |
| Canada Day | July 1 st |
| Civic Day | The 1 st Monday in August |
| Labor Day | The 1 st Monday in September |
| Thanksgiving Day | The 2 nd Monday in October |
| Armistice Day | November 11 th |
| Christmas Day | December 25 th |
| Boxing Day | December 26 th |

Item 45 Transit Time Penalty

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 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, except when the last day of the transit time falls on a Saturday, Sunday or Federal Holiday, then the next Government working day will be considered the last day of transit, subject to Section 8.4.1., Late Delivery Reduction of GSA's applicable HTOS.

Item 46
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., Exceptions to TSP Liability of GSA's applicable HTOS.

Items 47 – 49
Available for Future Use

Item 50
Effective Date Governing Application of Rules, Rates and Charges of
this Tariff

1. Except as otherwise specifically provided in this Tariff, all rules, rates and charges in effect on the date shipment is picked up shall apply.
2. Refer to specific provisions in Item 17 for effective dates governing the application of these provisions.

Items 51 – 55
Available for Future Use

Item 56
Rates Based on Minimum Weight or Minimum Volume

1. Except as otherwise specifically provided for in this Tariff, transportation charges for shipments of individual Owners as described in Item 100 are based on minimum weights or volume. TSP must indicate on the Bill of Lading the minimum weight or volume – base rate and the minimum charges applicable to the shipment.
2. If the TSP fails to comply with the provisions of Paragraph 1 of this Item the minimum weight or volume provisions will not apply, and in lieu thereof, the actual

weight or actual volume of the shipment will be used to determine the applicable transportation charges.

Item 57 Available for Future Use

Item 58 Removal or Placement of Property from or to Inaccessible Locations

It is the responsibility of the Owner to make property available to the TSP and to remove and place property from or to attics, basements and other locations where the location of property and goods to be shipped or delivered is 1) not accessible by a permanent stairway (does not include ladders of any type), 2) is not adequately lighted, 3) does not have a flat continuous floor, or 4) does not allow a person to stand erect. If the BLIO requests and TSP agrees to the removal or placement of property from or to such areas not readily accessible, Item 120, Extra Labor charges, will apply for this service. Approval in writing by the BLIO is required prior to the performance of service.

Item 59 Travel Time-Extra Driver

(59A) Extra Driver – Per Hour

(59B) Extra Driver, Return – 500 Miles or Less

(59C) Extra Driver, Return - 501 to 1,000 Miles

(59D) Extra Driver, Return – 1,001 to 1,500 Miles

(59E) Extra Driver, Return – 1,501 Miles and Over

1. Linehaul transportation rates in this Tariff do not include the services of more than one driver. Upon request of the BLIO in writing, TSP will furnish an extra driver if operational considerations permit.

2. Charges for the extra driver, if furnished, will be as follows, and shall be in addition to all other applicable Tariff charges:

a. Rate applies per hour for the extra driver's service based on the time vehicle departs from the point of the loading until the time vehicle arrives at point of unloading.

b. In addition to the charge identified in Paragraph 2.a. of this Item, mileage

charges will apply for transportation for the return of extra driver to point of loading.

Refer to Appendix B for Travel Time-Extra Driver Charges

NOTE: This Item WILL NOT APPLY when TSP, for its own convenience, utilizes an extra driver.

**Items 60 – 99
Available for Future Use**

**Item 100
Classification of Articles (Commodity Description)**

1. The description of property to which rates, charges, rules and regulations apply is that class of property defined by 49 U.S.C. Section 13102 (10) (A) and (B), as amended.

2. **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 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 carrier, by the householder; or

b. Arranged and paid for by another party.

SECTION 2: TRANSPORTATION CHARGES AND ADDITIONAL SERVICES

Application of Transportation Charges

Transportation charges in this Tariff include the loading of the shipment at the point of origin, vehicle transportation to the point of destination and the unloading of the shipment at destination **but do not include** the Additional Services identified in Sections 1 and 2 of this Tariff.

The Transportation Charges are shown in three (3) separate Sections contained in the Baseline Rate Tariff Files, Appendix B (Appendix B):

- 1) **Section 3** contains the Linehaul transportation charges applicable between all points in the United States (U.S.) (including the District of Columbia but excluding Alaska and Hawaii) and between all points in the U.S. (including the District of Columbia and Alaska but excluding Hawaii) and Canada.
- 2) Sections 4 and 5 are Reserved and Available for Future Use.
- 3) **Section 6** contains Waterhaul (Ocean) transportation charges applicable between the Port of Tacoma, Washington and any point within a 50 mile radius of the TSP's Port Facility at the named point(s) in Alaska.
- 4) **Section 7** contains additional transportation mileage charges applicable between the named points in Alaska identified in Section 6 and points in Alaska that are more than a 50 mile radius of the TSP's Port Facility at the named point(s) in Alaska identified in Section 6 and are on the Alaskan Road system and either the origin or destination of the shipment is in the U.S. (including the District of Columbia but excluding Hawaii).

Transportation charges apply for shipments of household goods (HHG) consisting entirely of articles embraced in Item 100 and apply based on the actual weight of the shipment plus the weight additives named in Item 130, when applicable, subject to the minimum weights provided in the rules of the Tariff.

Distance-based rates and charges between points in the U.S. are determined by PC*Miler issued by ALK Technologies, Inc. based on the applicable **5-digit postal zip codes** obtained from the National 5-Digit Zip Code and Post Office Directory issued by the U.S. Postal Service (USPS).

Exception: For shipments with an origin and/or destination within Canada, mileage distances will be determined by Google Maps mileage, in lieu of ALK Technologies, Inc.

Unless otherwise specifically provided in this Tariff, all rules, rates and charges in effect on the date the shipment is picked up shall apply. In addition, any transportation and storage discounts that apply are based on the date the shipment is picked up, unless otherwise specifically provided in this Tariff.

NOTE 1: Compensation methodology for all shipments between the U.S. (including the District of Columbia but excluding Hawaii) and Alaska will be based on the Linehaul transportation charges identified in Section 3 to/from the Port of Tacoma, Washington plus the Ocean Waterhaul table charges identified in Section 6 to/from the named points in Alaska identified in Section 6.

NOTE 2: TSPs electing to use the Alcan Highway will be compensated based on compensation methodology identified in NOTE 1, above.

NOTE 3: Refer to Item 227 for additional information on Alaska shipments.

Application of Additional Services

Additional Services rates and charges apply for services that are requested by the Agency and/or the Bill of Lading Issuing Officer (BLIO) or are necessary to complete the shipment. Appendix B of this Tariff names the applicable Additional Services rates and charges.

Except as may otherwise be specifically provided for, the Additional Services rates and charges provided for in this Section 2 apply throughout the U.S. (including the District of Columbia and Alaska but excluding Hawaii) and Canada and are in addition to all other rates and charges in this Tariff.

All shipments moving pursuant to GSA's CHAMP under the provisions of this Tariff are deemed to be released at an amount equal to \$6.00 times the weight of the shipment (in pounds) or the declared lump sum value, whichever is greater (refer to Item 190 for provisions to apply).

To simplify the application of charges, this Tariff incorporates many of the commonly applied individual Additional Services charges into a single Origin/Destination Service Charge that applies in addition to the transportation charges. The Service Areas and their associated Services Cost Schedules and other non-mileage based rates and charges for services performed at points in the U.S. are determined based on the applicable **3-digit postal zip code** issued by the USPS. Services performed at points in Canada are based on a single cost schedule for all points in Canada.

If the USPS changes a 3-digit code area of a postal zip code after the effective date of this Tariff, the old 3-digit code area shall be used for rating purposes until a new corresponding 3-digit code area is incorporated into a revised edition or a supplement to this Tariff, including Appendix B.

**Items 101 -104
Available for Future Use**

**Item 105
Packing and Unpacking Services**

(105A) – Full Packing and Unpacking Service

(105B) – Pack Regular Crate

(105D) – Debris Removal Within 30 Days

(105E) – Unpack Regular Crate

(105J) – Storage Inspection Fee (in lieu of Full Packing Service ONLY)

Packing

1. This Item applies when the TSP furnishes the cartons and performs the packing of some or all of the articles in the shipment. This Item applies on a hundredweight basis for complete (full-pack jobs) shipments. Overtime labor rates will only apply after the TSP has the pre-approval in writing from the BLIO. Regular time and overtime rates apply, based on the time of the day and day of the week that the service is performed. The rates contained in Appendix B include the containers, cartons and packing materials.

2. The Agency will pay for Full Packing and Unpacking Service only when packing is performed and the TSP has provided the applicable service at origin and destination. TSP's rates/discounts off the Tariff will apply to the total of full pack/unpack service.

3. For shipments that are terminated after packing has begun but before shipment departs the origin pickup address:

a. In order to be paid for services rendered, the TSP is required to submit a legible inventory, signed by the Owner or his/her designated representative and approved by the BLIO, of all items packed, disassembled, or prepared for movement. TSP will be compensated for packing/unpacking charges based on all items packed, disassembled or prepared for movement and listed on the inventory by cubic foot of the Items. The cubic feet will be converted to a weight basis using 7 pounds per cubic foot.

b. Unpacking charges (if applicable) will apply based on the destination address as identified on the Bill of Lading.

**Refer to Appendix B for the Applicable Charges
Defined in Parts 1, 2, and 3 of this Item**

Except as otherwise provided, the charges for the services provided in this Item apply based on the location where the service is provided as identified by the origin or

destination address shown on the Bill of Lading and the TSP performs packing, unpacking, debris removal, crating or uncrating service described herein for the shipment.

Part 1: Full Packing and Unpacking Service

Full Packing and Unpacking Service includes all of the cartons, containers and packing service required and provided by the TSP to pack the shipment for transportation (refer to NOTE 7 of this Item).

Full Packing and Unpacking Service rates apply based on the net weight of the shipment and include all cartons and containers (refer to NOTE 9 of this Item) furnished by the TSP. Full Packing and Unpacking Service consists of packing and unpacking of all such cartons and containers and debris removal on the day of delivery. Owner is authorized to retain all cartons and containers, but may elect to surrender all or a portion of cartons and containers to the TSP at delivery for removal. Debris removal of such cartons and containers for up to 30 calendar days after delivery will only be performed when authorized by the BLIO and must be pre-approved in writing (refer to Part 2 of this Item).

Full Packing and Unpacking Service charges do not include crating service (refer to Part 3 of this Item) and will not apply on shipments that the TSP does not pack (e.g. shipments released from extended storage, shipments from SIT where the Bill of Lading has been terminated). In lieu of Full Packing Service, an inspection fee per actual net cwt will apply for shipments that pickup from storage warehouse and are already packed (refer to Appendix B, Item 105J for the charge to apply).

The charges in this Part 1 apply based on the net shipment weight. The weight of motor passenger vehicles (automobiles, pick-up trucks, vans, sport utility vehicles and dune buggies) and any weight additives applicable in Item 130 will be deducted from the shipment weight prior to determining the Full Packing and Unpacking Service charges contained in this Part.

Part 2: Debris Removal Service

a. Debris Removal Charges apply when 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.

b. Debris Removal Service applies in conjunction with Owner-unpacked cartons; a debris removal charge WILL NOT APPLY for the cartons unpacked by the TSP at the time of delivery.

c. Debris removal service performed after delivery must be performed within thirty (30) calendar days of delivery date and be preapproved in writing by the BLIO.

Part 3: Crating Service

a. Crating Service charges apply when the TSP is requested in writing by the BLIO to provide crates (specially constructed for mirrors, paintings, glass or marble tops and

similar fragile articles) based on the gross measurement of the crate (subject to a minimum charge based on four (4) cubic feet). The packing service charge for crates applies per cubic foot and includes the construction and packing of such crates, which remain the property of the Owner. Separate charges apply for the unpacking of crates.

b. When the Owner furnishes crate(s) for TSP to pack items, TSP may only charge labor for the sealing of crate and for uncrating.

c. In the event the TSP does not possess qualified personnel to construct such crates (specially constructed for mirrors, paintings, glass or marble tops and other similar fragile articles), TSP may request written preapproval from the BLIO to obtain Third Party Services to perform the construction of such crates; the request to the BLIO must include an estimate of the anticipated crating charge. If written preapproval from the BLIO is received, TSP may engage a Third Party for the construction of such crate(s) and the charges of the Third Party Provider, as supported by the paid receipt, will apply in lieu of the charges provided in Appendix B. However, the BLIO has the right to negotiate the crating charges, in whole or in part, based on the circumstances of the use of Third Party Services.

NOTE 1: When Item 105J (Reinspection Fee) applies in lieu of Full Packing Service of Item 105A (Full Pack), the appropriate full unpack amount due will be based on the applicable rate named for unpacking service in Appendix B.

NOTE 2: Unless prior written authorization is obtained from the BLIO, all crating shall be done at the origin residence as identified on the Bill of Lading. All uncrating shall be done at destination residence as identified on the Bill of Lading.

NOTE 3: Extra Stops. On shipments picked up or delivered at more than one location, the requested pickup address as identified on the Bill of Lading and the requested delivery address as identified on the Bill of Lading shall be the basis for determination of rates and charges under this Item.

NOTE 4: Overtime Hours. The TSP must have prior, written approval from the BLIO for overtime hours. Container Service charges for packing, unpacking, debris removal and crating/uncrating apply when service is performed during regular service hours, which, for purposes of this Item, are defined between 8:00 a.m. and 5:00 p.m. Monday through Friday (excluding holidays). When service is performed on Saturdays, Sundays or holidays, or between the hours of 5:00 p.m. and 8:00 a.m. Mondays through Fridays, charges for overtime service will apply subject to written preapproval by the BLIO. When performed for the TSP's convenience, overtime shall not apply. Overtime for debris removal or crating service, if applicable, will be paid in accordance with overtime labor rates in Item 120D. Overtime for Full Pack/Unpack Service will be paid under the labor rates in Item 175.

NOTE 5: Determining Weights. TSPs may substitute the manufacturer's weight for automobiles, pick-up trucks, vans, motorcycles, sport utility vehicles, dune buggies and specialty motor vehicles 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 N.A.D.A.'s Official Used Car 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 a shipment.

NOTE 6: Cartons Furnished by Owner. Container Service rates in this Item apply ONLY for cartons and containers that are furnished by the TSP.

NOTE 7: Rates Not Applicable for Cartons or Containers ONLY. The rates provided DO NOT APPLY for any containers that are supplied but not packed by the TSP.

NOTE 8: Repacking Shipper Cartons and/or Containers Under Full Packing Service. When the TSP, to ensure safe transportation, determines it 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 beyond the applicable Full Packing Service rates.

NOTE 9: No additional compensation will be provided for Flat screen television cartons and/or containers. Subject to written authorization by the BLIO, crating charges may apply only to flat screen televisions in excess of a 60 inch diagonal screen size. TSPs may utilize the Owner's previously used shipping container, if available and serviceable, at no cost to the Agency. The Owner shall be responsible for the servicing of such televisions at origin and destination, including all associated connection and disconnection and mounting and unmounting costs. (Flat screen televisions include Plasma, LED, Liquid Crystal Display (LCD) and other types of televisions which are four inches or less in depth and incapable of standing alone without a form of support.)

NOTE 10: Memory Foam, Tempur-Pedic® or comparable mattresses, will be shipped utilizing best commercial practices and in accordance with the Manufacturer's instructions. Crating is not authorized for shipping mattresses unless prior written authorization is obtained from the BLIO.

NOTE 11: When awarded a Code C shipment, unless authorized and preapproved in writing by the BLIO, any crating performed is at the discretion of the TSP and at no additional cost to the Agency.

Items 106 – 119 Available for Future Use

Item 120
Extra Labor, Special Services and Waiting Time

(120A) – Extra Labor Regular

(120B) – Special Services

(120C) – Waiting Time Labor Regular

(120D) – Extra Labor Regular – Overtime

(120E) – Special Services – Overtime

(120F) – Waiting Time Labor – Overtime

(120G) – Servicing of Front Load Washing Machines and Associated Pedestals

1. **Extra Labor, Special Services and Waiting Time.** This Item applies when the TSP provides extra labor, special services (such as disassembling or assembling unusual articles) or waiting time, when prior approval, in writing, is obtained from the BLIO. Refer to Appendix B for applicable charges.

2. The hourly rates named in Appendix B will apply for services performed by the TSP, except as otherwise specified herein. Rates apply based on the location where the service is performed, pursuant to the Stopoff provisions of Item 28.

3. **Extra Labor.** Extra Labor charges apply when the TSP performs any services that are required by the BLIO that are not included in the transportation charge and for which there are no other applicable charges in this Tariff.

a. Extra labor charges apply per worker per hour on both a regular time and an overtime basis.

b. Regular time rates apply when service is provided between 8:00 a.m. and 5:00 p.m. Monday through Friday, excluding holidays (refer to Item 44 for definition of holidays).

c. Extra Labor Overtime (Item 120D) is a part of the total Extra Labor service and is not accounted for under the Item 175, Overtime Loading and Unloading Service. Extra Labor Overtime hours apply when extra labor service is performed:

- 1) Between 5:00 p.m. and 8:00 a.m. Monday through Friday, excluding Holidays;
- 2) During any hour on Saturdays, Sundays or Holidays; or
- 3) During any hour on Good Friday when service is provided in New York City area (Zip Codes: 100, 101, 102, 103, 104, 105, 106, 107, 108, 109, 110, 111, 112, 113, 114, 115, 116, 117, 118, 119, 124, 125, 126 and 127).

4. **Removing and/or Disassembling and Reassembling.** The transportation charges

in this Tariff **do not include** any special services or labor required to:

a. Remove any article(s) embedded in the ground OR secured to a building (i.e., floor, ceiling, roof or wall); or

b. Disassemble or reassemble any article(s), including, but not limited to, steel utility cabinets, swing sets, sky rides, jungle gyms, German schranks, steel shelving, pool tables, elongated work tables, counters or other articles of unusual nature, in order to ensure their transportation.

c. Subject to written preapproval by the BLIO, TSP will provide such services at the applicable rates identified in Appendix B. If the TSP is unable to furnish or secure the necessary equipment or qualified personnel, the TSP will, upon written preapproval of the BLIO, arrange for such service as provided for in Item 35, Third Party Charges. Charges advanced by the TSP pursuant to Item 35 will apply in lieu of the charges named in this Item. (If the TSP bills for the service under this Item, then Item 35, Third Party Charges will not apply.)

5. Appliance and Other Household Articles – Service and Re-Service.

The transportation charges in this Tariff include ONLY service performed by the TSP to accomplish the bracing/stabilizing (and de-bracing/destabilizing) of moveable parts IN or ON appliances and other household articles (including, but not limited to, refrigerators, deep freeze cabinets, cooking ranges, dishwashers, washing machines, clothes dryers, stereo systems, radios, record players, television sets and air conditioners), which if not properly serviced prior to loading could be damaged in or incident to transit. Third Party Servicing DOES NOT APPLY to household goods appliances or articles that require bracing/stabilization (and de-bracing/destabilization) of moveable parts IN or ON such appliances. The cost of this service is considered to be part of the TSP's transportation charge.

It is important to note that the servicing and re-servicing of appliances and other household articles DOES NOT include:

a. 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

b. 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.

c. Subject to written preapproval by the BLIO, TSP will provide such special services or labor described in a. and b. above at the applicable rates identified in Appendix B, subject to the TSP's ability to furnish qualified personnel. If the TSP is unable to furnish or secure qualified personnel, the TSP will, upon written preapproval of the BLIO, arrange for such service as provided for in Item 35, Third Party Charges. Charges advanced by the TSP pursuant to Item 35 will apply in lieu of the charges named in this Item. (If the TSP bills for the service under this Item, then Item 35, Third Party Charges will not apply.)

6. Servicing of Front Load Washing Machines and Associated Pedestals.

a. TSPs may charge a not-to-exceed flat fee for servicing front load washing machines. This flat fee includes the cost of the washer pack (unless provided by the Owner) and all labor associated with the installation and removal of the pack. The term *washer pack* refers to any device especially designed for the safe transport of front load washers.

b. For washing machines and/or dryers with a pedestal, the TSP may charge a not-to-exceed flat fee for servicing the pedestal associated with a washing machine and/or dryer. This flat fee is to cover additional labor associated with servicing pedestal-variety type machines.

c. A combination washer/dryer will be considered as one (1) article.

d. Refer to Item 120G of Appendix B for applicable charges.

7. **Rigging, Hoisting and Lowering Service.** If, in the judgment of the TSP, it is necessary to use rigging, hoisting or lowering services in order to accomplish the pickup or delivery of the shipment, or any portion thereof, the TSP will perform such services at the rates identified in Appendix B, subject to prior, written approval by the BLIO and the TSP's ability to furnish the necessary equipment and qualified personnel to perform the service. If the TSP is unable to furnish or secure the necessary equipment or qualified personnel, the TSP will, upon written preapproval of the BLIO, arrange for such service as provided for in Item 35, Third Party Charges. Charges advanced by the TSP pursuant to Item 35 will apply in lieu of the charges named in this Item. (If the TSP bills for the service under this Item, then Item 35, Third Party Charges will not apply.),

8. **Waiting Time.** Charges for waiting time apply on an hourly basis for each hour that the TSP provides waiting time service.

a. Waiting time is a service that is subject to the availability of the TSP to perform such service and is only applicable if requested and preapproved in writing by the BLIO and performed beyond the free waiting times indicated in this Item.

b. Charges for waiting time, when not the fault of the TSP and when requested and preapproved in writing by the BLIO, apply between the hours of 8:00 a.m. and 5:00 p.m. ONLY (refer to Paragraph 8.e. of this Item), subject to an allowance of two hours of free waiting time at destination. After the expiration of the two hours of free waiting time, additional waiting time will be provided at the charges named herein, subject to the TSP's convenience. If the TSP is unable to provide additional waiting time, the shipment may be placed into SIT, pursuant to Item 17, and the BLIO must be promptly notified accordingly.

c. The TSP is responsible for coordinating the pickup with the Owner and one hour free waiting time shall be allowed at origin.

d. When the shipment is delivered from SIT under the provisions of Item 210 of this Tariff and delivery was scheduled and confirmed by the BLIO and/or the Owner the allowable free waiting time is one hour (also, refer to Item 17-1).

e. Charges will apply per hour for each vehicle, each driver and each helper furnished by the TSP, providing that waiting time will only apply for helpers after delivery has been scheduled and attempted and then only for the balance of that same day. If the BLIO requests waiting time before it is necessary to obtain helper(s), the labor charges for helpers will not apply. Helpers are defined to include co-drivers and permanent helpers.

f. Charges do not apply on Sundays or on Holidays, except when a Sunday or holiday pickup or delivery is specifically requested by the BLIO (refer to Item 44 for definition of Holidays).

g. When the origin or destination of the shipment, or a portion thereof, is located at a point accessible only by the use of ferry, the following provisions apply:

1) The actual ferry charges will be paid by the TSP and billed to the Agency as an additional charge when supported by a paid receipt;

2) When TSP's normal linehaul equipment cannot be accommodated by the ferry system, shuttle service will be provided, subject to the charge and provisions named in Item 33, Part 2 Application of Shuttle Service, and Item 125 Shuttle Service; and

3) Waiting time charges as provided herein will apply commencing with the arrival of the TSP's vehicle at the ferry point of embarkation, during the vehicle crossing, and terminating when the vehicle disembarks from the ferry. The allowable free waiting time provisions will not apply during the ferry waiting and transportation period described herein.

Refer to Appendix B for Extra Labor, Special Services and Waiting Time Charges

NOTE: When applying charges for fractions of an hour for all services provided for in this Item, refer to Item 22 Hourly Rates.

**Items 121 – 124
Available for Future Use**

Item 125 Shuttle Service

(125A) – Shuttle Service – 25 Miles or Less

(125B) – Shuttle Service – Over 25 Miles (Additional Distance Charge)

(125C) – Shuttle Service – 25 Miles or Less – Overtime

(125D) – Shuttle Service – Over 25 Miles – Overtime

1. **Shuttle Service (refer to Section 5.12.1, Provision of Shuttle Service of GSA's applicable HTOS for the application of shuttle service).** This Item applies when it is physically impossible for the TSP to perform pickup of the shipment at the origin address named on the Bill of Lading or to complete the delivery of the shipment at the destination address as named on the Bill of Lading with normally assigned linehaul vehicle/equipment. This Item requires preapproval in writing by the BLIO and must contain the supporting documentation as identified in Section 5.12.1, Provision of Shuttle Service of GSA's applicable HTOS.

2. Applicable rates and charges named in Appendix B shall apply for all shuttle pickup or delivery requested and approved in writing by the BLIO and subject to the provisions of Item 33 and Section 5.12.1, Provision of Shuttle Service of GSA's applicable HTOS.

3. Except as otherwise provided, Shuttle Service charges apply at the point where the service is performed, pursuant to the Stopoff provisions of Item 28. The rates and charges shown 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 (Item 120) and Stopoffs and Diversions (Item 28).

4. **Shuttle Service Charges.** The charges provided are applicable when Shuttle Service is performed at job sites (residence or storage locations) that are within 25 miles of the location (storage facility or rental facility) from where the shuttle vehicle is provided or obtained.

a. When Overtime Shuttle Service is requested in writing by the BLIO, overtime charges apply when service is performed between 5:00 p.m. and 8:00 a.m., Monday through Friday, or at any time on Saturdays, Sundays and holidays. Overtime charges will not apply when service is performed for TSP's convenience. The Overtime Shuttle Service charges provided for herein are applicable ONLY for shuttle service operation; refer to Item 175 for additional overtime charges that may also be applicable.

b. Charges apply based on the weight of the shipment, or portion thereof (plus weight additives of Item 130, when applicable) that is transferred to/from linehaul equipment to/from a smaller truck, subject to a minimum weight of 1,000 pounds. When an automobile(s), truck(s) or other vehicle(s) is included in the shipment, the weight of such vehicle(s), unless physically shuttled on the auxiliary vehicle, shall be

deducted from the weight of the shipment when determining the applicable charges under this Item.

5. Additional Distance Charge (over 25 miles). If the distance between the job site (residence or storage locations) and the location (storage facility or rental facility) from where the shuttle vehicle is provided or obtained is over 25 miles, an additional charge applies for each 25 miles or fraction thereof. This charge is in addition to the shuttle charge otherwise provided for in the Item. If the distance between the job site (residence or storage locations) and the location (storage facility or rental facility) from where the shuttle vehicle is provided or obtained is 25 miles or less, the Additional Distance Charge does not apply.

Refer to Appendix B for Shuttle Service Charges

Items 126 – 129 Available for Future Use

Item 130 Light and Bulky Article Classifications and Weight Additives

1. Light and Bulky Articles. When a shipment includes light or bulky articles as listed below, an additional loading and unloading charge shall apply, subject to preapproval in writing from the BLIO.

The rates named herein include BOTH the complete loading/unloading service and the handling and blocking of the articles named herein; the rate applies once per shipment when a complete loading/unloading service is required; the rate applies a second time if the shipment requires SIT which requires a complete loading/unloading service (except when SIT is performed for TSP convenience).

Exception: Bulky item charges do not apply on shuttles when the TSP transfers from one vehicle to another.

(130A) – AUTOMOBILES, sedan, coupe, convertible, roadster, hatchback, lift-back, station wagons; TRUCKS, pickup, any size, without mounted campers or camper shells; DUNE BUGGIES and SPECIALTY MOTOR VEHICLES (not otherwise provided for herein) (except go-carts and three or four-wheel all terrain cycles).

(130B) – MOTORCYCLES; MOTORBIKES; GO-CARTS; THREE OR FOUR-WHEEL ALL TERRAIN CYCLES; RIDING MOWERS; or TRACTORS (less than 25 horsepower); SNOW MOBILES; MOTORIZED GOLF CARTS; JET SKIS; WINDSURFERS; TRAILERS, INCLUDING UTILITY AND POP-UP TRAILERS less than

14 feet in length; and CANOES, SKIFFS, ROWBOATS, DINGHIES, SCULLS AND KAYAKS less than 14 feet in length (mounted or un-mounted on trailers) (excluding toys and articles capable of being transported in standard cartons as defined in Item 105).

BOATS, CANOES, SKIFFS, ROWBOATS, KAYAKS, SAILBOATS AND BOAT TRAILERS (See above and also refer to Weight Additives in this Item).

(130C) – FARM EQUIPMENT; FARM IMPLEMENTS; FARM TRAILERS or TRACTORS (25 horsepower and over); STRETCH LIMOUSINES (Auto); TRUCKS, pickup any size, with campers or camper shells mounted thereon; VANS, any size and SPORT UTILITY VEHICLES.

(130D) – TRAILERS, INCLUDING UTILITY and POP-UP TRAILERS 14 feet or over in length (except boat trailers, travel camper trailers/mini-mobile homes, see Weight Additives in this Item).

CAMPERS or CAMPER SHELLS MOUNTED on pickup trucks, apply above classification for trucks, pickup with campers or camper shells mounted thereon (except travel camper trailers/mini-mobile homes, see Weight Additives in this Item).

CAMPERS or CAMPER SHELLS, NOT MOUNTED on pickup trucks (See Weight Additives in this Item).

(130E) – BATH TUBS; HOT TUBS; SPAS; WHIRLPOOL BATHS AND JACUZZIS (measuring less than 65 cubic feet in dimension) (transported set-up, not dismantled).

(130F) – PLAYHOUSES, TOOL SHEDS, UTILITY SHEDS; ANIMAL HOUSES/KENNELS; DOLL HOUSES (transported set-up, not dismantled) (excluding toys and articles capable of being transported in standard cartons as defined in Item 105).

(130G) – PIPE ORGANS, GRAND PIANOS, HARPSICHORDS and all other types of PIANOS and ORGANS (any size); GUN SAFES, GUN CABINETS and GUN LOCKERS (excluding toys and articles capable of being transported in standard cartons as defined in Item 105).

(130H) – LARGE-SCREEN TELEVISIONS, 40 INCHES AND OVER (EXCLUDES FLAT SCREEN TELEVISIONS (refer to NOTE 7)), SATELLITE TELEVISION/RADIO RECEIVING DISCS/DISHES, INCLUDING MOUNTS, STANDS AND ACCESSORIAL EQUIPMENT (excluding toys and articles capable of being transported in standard cartons as defined in Item 105).

(130I) - GRANDFATHER CLOCKS OR GRANDMOTHER CLOCKS (transported set-up, not dismantled).

Refer to Appendix B for Light and Bulky Article Charges

2. Weight Additives. When a shipment includes any of the following items(s), the transportation charges will be based on the net scale weight of the shipment, plus a

weight additive calculated in accordance with the below:

(130W-a) - AIRPLANES, GLIDERS (except hang gliders) or ULTRALIGHTS: 120 pounds per linear foot of total length of the fuselage.

(130W-b) - CAMPER SHELLS, any size, not mounted on trucks; BOATS and SAILBOATS less than 14 feet in length (mounted or un-mounted on trailers); and CANOES, SKIFFS, ROWBOATS, DINGHIES, SCULLS and KAYAKS 14 feet and over in length (mounted or un-mounted on trailers): 700 pounds.

(130W-c) - BOATS and SAILBOATS 14 feet and over in length: 2500 pounds.

(130W-d) - BOAT TRAILERS any length: 1600 pounds.

(130W-e) - TRAVEL CAMPER TRAILERS/MINI-MOBILE HOMES (other than utility and pop-up trailers); CAMPERS (excluding camper shells) NOT MOUNTED ON TRUCKS; or HORSE TRAILERS: 7000 pounds.

(130W-f) - BATH TUBS, HOT TUBS, SPAS and WHIRLPOOL BATHS and JACUZZIS (measuring 65 cubic feet and over in dimension) (transported set-up, not dismantled): 700 pounds (refer to NOTE: 3).

NOTE 1: Classification/Weight Additive provisions are applicable on boats, sailboats, canoes, skiffs, rowboats, dinghies, sculls, and kayaks without regard to whether such articles are mounted or un-mounted on trailers. The Weight Additive named above for boat trailers any length applies in addition to these provisions.

NOTE 2: When shipment contains two or more articles subject to the weight additive, the total weight additive for that shipment will be the sum of the individual additives for each bulky article calculated separately.

NOTE 3: Except as otherwise provided, in determining lengths for the purpose of this Item, all fractions of a foot will be disregarded.

For Bath Tubs, Hot Tubs, Spas, Whirlpool Baths and Jacuzzis, the determination of dimension will be arrived at by measuring the outside of the Item and multiplying the Item's width times the length times the height (in inches) and dividing the result by 1728 (the number of cubic inches in a cubic foot); round the total up to the next whole number to determine the total number of cubic feet.

For example, 74 inches wide times 84.5 inches long times 33 inches high equals 206349 inches divided by 1728 equals 119.41 cubic feet, which rounds up to 120 cubic feet.

NOTE 4: The length of boats, canoes, skiffs, rowboats, kayaks, sailboats or jet skis shall be determined by the straight center line distance between the top center point of the transom and a point perpendicular with the foremost part of the bow. Manufacturer's "length overall" or "center line length" shall apply as the correct length for the purposes of this Item in lieu of physical measurement by TSP.

NOTE 5: On shipments having movement via water, a loading or unloading from TSP's vehicle may be required at the Alaskan port of transportation by the ocean vessel, and a further loading or unloading of TSP's vehicle at Tacoma, WA.

NOTE 6: Unless otherwise specifically provided, the Bulky Article Charge or Weight additive WILL APPLY for any of the articles contained in this Item either whole or in a disassembled or partially disassembled condition. Weight Additives will be based on the longest applicable disassembled part (refer to NOTE 4 herein for proper measurement of specified articles).

NOTE 7: Bulky Article charges are not authorized for flat screen televisions (refer to Item 105, NOTE 9).

EXCEPTION 1: Unless waived in writing by the BLIO, the provisions of this Item WILL NOT apply when Items are crated by the TSP; the crating charges will apply in lieu of the charges in this Item.

EXCEPTION 2: This Item WILL NOT apply when BLIO orders Exclusive Use of Vehicle under Item 5, Paragraph 2.

Items 131 – 134 Available for Future Use

Item 135 Origin and Destination Service Charge

(135A) – Origin Service Charge

(135B) – Destination Service Charge

1. **Application.** The Origin and Destination Service Charge includes elevator service, stair and excess distance carries, and the additional transportation charge (ATC). This Item applies on a hundredweight basis at the origin address as identified on the Bill of Lading and/or the destination address as identified on the Bill of Lading to compensate the TSP for handling and servicing the shipment at each location.

2. All shipments shall be subject to an Origin and Destination Service Charge, which shall apply once at origin and once at destination based on the net weight of the shipment (refer to NOTES 2 and 4 of this Item), on a per hundredweight basis. The Origin and Destination Service Charges apply for the handling and servicing of the shipment at the origin address as identified on the Bill of Lading and/or the requested destination address as identified on the Bill of Lading and/or third party storage or other facility, whether inside or outside a building, providing such places are safe and accessible to TSP's personnel. This includes the cost for bracing/stabilization (and de-bracing/destabilization) of moveable parts IN or ON household appliances (refer to Items 35 and 120).

3. If additional services (such as, but not limited to Extra Labor, Waiting Time, Shuttle Service, Light and Bulky Articles, Overtime Pickup and Delivery or Pickup and Delivery Service Applicable at Third Party and Self-Storage Warehouses) are requested or necessary to complete the handling and servicing of a shipment and are approved in writing by the BLIO, they will be performed subject to the conditions, rates and charges named in Sections 1 and 2 of this Tariff and shall apply in addition to the charges named herein.

Refer to Appendix B for Origin and Destination Service Charges

NOTE 1: Origin and Destination Service Charges apply on a per hundred weight (cwt) basis, based on the weight at which the transportation charge is based, the origin address as identified on the Bill of Lading and the destination address as identified on the Bill of Lading.

NOTE 2: On shipments picked up or delivered at more than one place, the initial point of origin identified on the Bill of Lading shall be the basis for the determination of charges at points of extra pickup, the destination address as identified on the Bill of Lading shall be the basis for the determination of charges at points of extra delivery, and the total (combined) net weight of the shipment shall be the basis for the determination of charges under this Item.

NOTE 3: On diverted shipments, the origin address as identified on the Bill of Lading and/or the final destination address (not the point of diversion) shall be applicable points for the determination of charges under this Item. On shipments that are diverted back to origin, the Origin Service Charge will apply twice.

NOTE 4: On SIT shipments, the determination of the charges under this Item is based on the origin address as identified on the Bill of Lading and/or the destination address as identified on the Bill of Lading. If the shipment terminates at the SIT facility, then the storage site shall be considered the final point of delivery. For shipments converted to Owner's expense, refer to Item 17-2.

Items 136 – 144 Available for Future Use

Item 145 Export and Import of Canadian Shipments

(145A) - Export and Import

(145B) - Bonded Storage Service

On all shipments moving to or from Canada, an additional charge based on the weight

at which the transportation rate is assessed will be applicable.

Refer to Appendix B for Canadian Export and Import Charges

NOTE 1: This charge includes the TSP's services for clearance but DOES NOT include SIT, brokerage fees or the cost of any other services required to be performed by third persons. If customs clearance requires that any cargo be unloaded from the vehicle and reloaded on the vehicle, such service will be provided by the TSP at the Extra Labor rates published in Item 120. When shipments move in bond, the charge for Waiting Time, Item 120, will apply while holding shipment pending arrival of Customs Officials for clearance prior to delivery. Shipment may be placed in SIT at the option of the TSP. Bonded Storage Service will be provided at the request of the BLIO at the rate shown in Appendix B and is in addition to the charges provided in Item 185.

NOTE 2: Transportation charges on shipments requiring U.S. Customs clearance at a point other than final destination will be assessed on the mileage from origin to final destination via the required U.S. Customs Clearance Office.

Items 146 – 174 Available for Future Use

Item 175 Overtime Loading and Unloading Service

(175A) – Overtime Loading/Unloading

1. **Pickup or Delivery Service on Saturday, Sundays or Holidays.** This Item applies when TSP performs pickup or delivery service on weekends, holidays or after hours at the specific request, in writing, of the BLIO or if required by landlord requirements or local laws or ordinances. This Item is not applicable when done for TSP convenience.
2. Except as otherwise provided for and subject to applicable NOTES below, an additional charge for each overtime loading or each overtime unloading shall apply at point where such service is performed, pursuant to Stopoff provisions of Item 28.
3. Overtime loading and unloading charges apply on all shipments when service is provided on Saturdays, Sundays or holidays or between the hours of 5:00 p.m. and 8:00 a.m. Monday through Friday when this service is made necessary by:
 - a. Specific request, in writing, of the BLIO;
 - b. Landlord requirements; or
 - c. Prevailing laws and/or ordinances.

Refer to Appendix B for Overtime Loading and Unloading Charges

NOTE 1: Overtime loading and unloading charges will be based on actual weight subject to a minimum of 1,000 pounds.

NOTE 2: Overtime loading or unloading charges will not apply when service is performed for TSP's convenience.

NOTE 3: Overtime loading or unloading services will be rendered only at the option of the TSP.

NOTE 4: Overtime unloading charges will not apply at destination when shipments are delivered to a SIT facility.

NOTE 5: Overtime loading and unloading charges also apply on Good Friday when service is rendered on that day in the New York City area (Zip Codes 100,101, 102, 103, 104, 105, 106, 107, 108, 109, 110, 111, 112, 113, 114, 115, 116, 117, 118, 119, 124, 125, 126 and 127).

NOTE 6: The provisions of this Item DO NOT APPLY when the overtime provisions of Items 120 or 210 are applicable.

Items 176 – 184 Available for Future Use

Item 185 Storage-in-Transit (SIT)

(185A) – SIT First Day

(185B) – SIT Additional Days

1. This Item applies when SIT is performed.
2. SIT charges are in dollars and cents per cwt and apply based on the origin address or destination address as identified on the Bill of Lading. Charges for this service shall be based on actual weight of goods stored in transit, subject to a 1,000 pound minimum.
3. SIT charges apply for each day of storage and apply each time SIT service is rendered. Storage days will include the day goods are placed in SIT and the day goods are removed from SIT (except as otherwise provided in Item 17, Paragraph 7). If the goods are removed from SIT on the same day they are placed in SIT, one day SIT will apply.

Refer to Appendix B for SIT Charges

NOTE 1: TSP must provide SIT at destination unless SIT at origin is specified on the Bill of Lading or authorized in writing by the BLIO. TSP must provide SIT service within 50 miles of the destination address as identified on the Bill of Lading (or the origin

address as identified on the Bill of Lading if SIT at origin was specified on the Bill of Lading or approved in writing by the BLIO).

NOTE 2: If SIT facilities (TSP or foreign warehouse) are not available within the required 50 miles of the destination address as identified on the Bill of Lading (or the origin address as identified on the Bill of Lading if SIT at origin was specified on the Bill of Lading or authorized in writing by the BLIO), the BLIO will be advised and SIT will be effected at: a) the nearest available facility (TSP or foreign warehouse), or b) an otherwise agreed facility. In which case, charges will be assessed based on the destination address as identified on the Bill of Lading (or the origin address as identified on the Bill of Lading if SIT at origin was specified on the Bill of Lading or authorized in writing by the BLIO).

NOTE 3: The BLIO can waive, in writing, the 50 mile distance and pricing requirement at his/her discretion. When a waiver is granted, the billing must be supported by a copy of the waiver indicating that the BLIO waived the 50 mile distance requirement and that charges are based on the location where the SIT was performed.

Items 186 – 189 Available for Future Use

Item 190 Full Value Protection Service (Applicable on All Shipments Moved in Accordance with this Tariff)

1. All shipments moving pursuant to GSA's CHAMP Program under the provisions of this Tariff are deemed to be released at an amount equal to \$6.00 times the weight of the shipment (in pounds) or the declared lump sum value, whichever is greater.
2. In the event that a greater value (than \$6.00 for each pound of weight in the shipment) is declared, a Full Value Charge (\$0.85 per \$100 or fraction thereof) will apply on that portion of the valuation declared in excess of the \$6.00 per pound amount. A SIT Full Valuation Protection Storage Liability Charge equal to \$0.18 per \$100 or fraction thereof will also apply on that portion of the valuation declared in excess of the \$6.00 per pound amount on shipments placed into SIT.
3. The TSP will guarantee either replacement of articles lost or destroyed while in the TSP's custody, reimbursement for the full replacement cost (as determined by current retail price for the same or similar Items of like kind, quality and functionality), or repairs, or the cost of repairs to the damaged item(s) to the extent necessary to restore the Item(s) to the same condition as when received by the TSP from the Owner. Actual replacement articles, if any, shall consist of articles of like kind and quality.

4. TSP's maximum liability shall not exceed the released or declared value on the shipment or the full cost of repair to the damaged property, whichever is less. TSP shall have the option of repair or replacement of damaged articles or providing reimbursement equal to the cost of the repair or the cost of the replacement.
5. All items which are replaced or for which the full replacement value has been paid become the property of the TSP.
6. Provisions of this Item are contractual limits of liability as provided for in Title 49, Section 14706 of the United States Code and are not to be construed as "insurance."

Items 191 – 199 Available for Future Use

Item 200 Transportation-Related Move Management Services

1. TSP's may elect to provide Move Management Service (MMS) for shipments pursuant to GSA's CHAMP on behalf of requesting Agency participants in CHAMP.
2. A Memorandum of Agreement (MOA) is to be executed by the TSP and the Agency detailing the individual Agency move management requirements.
3. Refer to the CHAMP HTOS and RFO for additional information on move management requirements and services included.

Items 201 – 209 Available for Future Use

Item 210 Pickup and Delivery Transportation Charges on SIT Shipments

- (210A) – SIT Pickup/Delivery 50 Miles or Less**
- (210B) – SIT Pickup/Delivery Over 50 Miles**
- (210C) – SIT Pickup/Delivery 50 Miles or Less – Overtime**
- (210D) – SIT Pickup/Delivery Over 50 Miles – Alaska**

1. **Pickup and Delivery Transportation Charges on SIT Shipments.** This Item applies on SIT shipments when the TSP provides pickup or delivery service between

the SIT location and the residence. TSP must provide SIT at destination unless SIT at origin is specified on the Bill of Lading or authorized in writing by the BLIO. TSP must provide SIT service within 50 miles of the destination address as identified on the Bill of Lading (or origin address as identified on the Bill of Lading if SIT at origin was specified on the Bill of Lading or approved in writing by the BLIO). SIT charges will be based on the destination address as identified on the Bill of Lading (or origin address as identified on the Bill of Lading if SIT at origin was specified on the Bill of Lading or approved in writing by the BLIO).

| When the Distance Between the Origin/Destination Address as Identified on the Bill of Lading and the Storage Facility is: | The Applicable Charges Are: |
|---|---|
| Up to 50 Miles | Pickup and Delivery Transportation Charges (Apply 210A – Regular Time or 210C – Overtime) |
| Over 50 Miles | Transportation Charges (210B) Apply the Linehaul charges in Section 3 of Appendix B. |
| Over 50 Miles (Alaska only) | Transportation Charges (210D) Apply the Intra-Alaska Charges in Section 7 of Appendix B |

a. When the BLIO preapproves in writing Overtime Pickup or Delivery Service, overtime charges apply when service is performed between 5:00 p.m. and 8:00 a.m. Monday through Friday or at any time on Saturdays, Sundays and holidays.

b. The Overtime SIT Pickup or Delivery Service charges provided herein DO NOT APPLY when the distance between the storage location and the residence is over 50 miles; refer to Item 175 for overtime charges that apply. Overtime charges will not apply when service is performed for TSP convenience.

c. SIT Pickup and Delivery charges apply based on the net weight of the shipment, plus weight additives in Item 130, when applicable, subject to the minimum weights as provided for in the Tariff, including pickup or delivery of portions of a shipment which are placed into or removed from SIT, which are subject to a minimum weight of 1000 pounds.

d. SIT Pickup and Delivery charges include the loading and unloading of the shipment and the transportation of the shipment from or to the SIT facility, but do not

include any other Additional Services named in this Tariff.

- e. The provisions of this Item apply, subject to the valuation provisions in Item 190.

Refer to Appendix B for SIT Pickup and Delivery Charges

**Items 211 – 218
Available for Future Use**

**Item 219
TSP Supervisory Personnel**

(219A) – TSP Supervisory Personnel, Regular Hours or Days

(219B) – TSP Supervisory Personnel, Overtime Hours or Days

Except as otherwise provided for in this Tariff, when requested and authorized in writing by the BLIO, TSP will provide supervisory personnel at origin and/or destination.

Refer to Appendix B for Supervisory Personnel Charges

NOTE 1: Regular hours or days shall be between the hours of 8:00 a.m. to 5:00 p.m. Mondays through Fridays (except holidays).

NOTE 2: Overtime hours or days shall be between the hours of 5:00 p.m. and 8:00 a.m. Mondays through Fridays and any time on Saturdays, Sundays or holidays.

**Items 220 – 224
Available for Future Use**

**Item 225
Pickup and Delivery Service Applicable to Third Party and Self-
Storage Warehouses**

(225A) – Pickup/Delivery Self/Mini Storage

(225B) – Pickup/Delivery Self/Mini Storage – Overtime

1. 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. The Overtime Warehouse Pickup or Delivery Charges provided for herein are applicable ONLY for the portion of the pickup or delivery service that is performed inside the warehouse space (refer to Item 175) for additional overtime charges that may apply.

2. Charges apply at the point where the service is performed, pursuant to the Stopoff provisions of Item 28, 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.

3. When Overtime Pickup or Delivery Service is requested and approved in writing by the BLIO, overtime charges will apply when service is performed between 5:00 p.m. and 8:00 a.m. Monday through Friday, or at any time on Saturdays, Sundays and holidays. Overtime charges will not apply when service is performed for TSP's convenience.

Refer to Appendix B for Third Party and Self-Storage Pickup and Delivery Charges

NOTE 1: Extra pickup (Item 28) charges will not apply when the only pickup/delivery is from or to a self-storage or mini-warehouse.

**Item 226
Available for Future Use**

**Item 227
Alaska Shipments**

This Item applies to the transportation of HHG shipments BETWEEN all points in the U.S. (including the District of Columbia but excluding Hawaii) AND the named Alaskan points identified in Section 6 to include intra-state moves within Alaska.

1. The applicable Transportation Charges and related Sections are identified below and are contained in Appendix B:

- 1) **Section 6** contains Waterhaul (Ocean) transportation charges applicable between the Port of Tacoma, Washington and any point within a 50 mile radius of the TSP's Port Facility at the named point(s) in Alaska.
- 2) **Section 7** contains additional transportation mileage charges applicable between the named points in Alaska identified in Section 6 and points in Alaska that are more than a 50 mile radius of the TSP's Port Facility at the named point(s) in Alaska identified in Section 6 and are on the Alaskan Road system and either the origin or destination of the shipment is in the U.S. (including the District of Columbia but excluding Hawaii).

2. Compensation methodology for all shipments between the U.S. (including the District of Columbia but excluding Hawaii) and Alaska will be based on the Linehaul transportation charges identified in Section 3 to/from the Port of Tacoma, Washington plus the Ocean Waterhaul table charges identified in Section 6 to/from the named points in Alaska identified in Section 6.
3. TSPs electing to use the Alcan Highway will be compensated based on compensation methodology identified in Paragraph 2 of this Item.
4. Shipments to/from Alaska must utilize the point in Section 6 that is nearest to the requested pickup address and/or the requested delivery address as identified on the Bill of Lading.
5. Shipments traveling intra-state Alaska (when both the origin is within a 50 mile radius of the TSP's Port Facility at the named point(s) in Alaska identified in Section 6 and is on the Alaskan Road system and the destination is within a 50 mile radius of the TSP's Port Facility at the named point(s) in Alaska identified in Section 6 and is on the Alaskan Road system) will be based on transportation mileage compensation (Section 7) and will not be compensated based on the Ocean Waterhaul tables identified in Section 6.
6. A TSP may charge as a separate line item a fuel surcharge for bunker charges on shipments moving from/to Alaska. The TSP must provide a copy of the original bill to the Agency for reimbursement.

Item 228 Shorthaul Factor

1. A shorthaul factor will apply for shipments moving 800 miles or less (via all modes combined).
2. Shorthaul distance is computed by determining the mileage between the origin address as identified on the Bill of Lading and destination address as identified on the Bill of Lading and is measured as hundred weight-miles (CWT-M).
3. CWT-M is determined by multiplying total shipment MILES times CWT.

Refer to Appendix B for Shorthaul Charges

NOTE 1: Exclusions apply such as changes prior to pickup and diversions.

NOTE 2: In order to determine if a shorthaul factor is applicable, TSP must factor in all transportation segment miles. If a shorthaul factor is paid and a shipment moves greater than 800 miles, the TSP MUST reimburse the Government the total shorthaul amount paid.

NOTE 3: Excludes all Alaska Interstate shipments.

Appendix A: How to use this Tariff

Appendix A How to Use this Tariff

This Appendix A of the General Services Administration's (GSA's) Domestic 500A (GSA500A) Tariff (Tariff) provides instructions and examples for rating shipments transported under GSA's Centralized Household Goods Traffic Management Program (CHAMP) utilizing this Tariff.

The Baseline Rate Tariff Files, Appendix B (Appendix B), of this Tariff names the baseline Linehaul/Transportation and the Additional Services rates and charges which are then subject, as appropriate, to the accepted linehaul/transportation and Storage-in-Transit (SIT) percentage discounts in effect for each Transportation Service Provider (TSP). These discounts can be found in GSA's Transportation Management Services Solution System 2.0 (TMSS 2.0) and are based on the date a shipment was picked up.

NOTE 1: TSPs file discounts as a percentage off of the Tariff; however, when displayed in TMSS 2.0 they are shown as a percentage of the Tariff. When applying the linehaul/transportation discount and/or the SIT discount, use the percentage of the Tariff. To determine this, take 1.00 minus the filed discount where the discount is expressed as a fraction (for example a 55% discount is 0.55). So if a 55% linehaul/transportation discount was filed by a TSP, you would multiply the charges by 45% ($1.00 - .055 = .45$) to determine the discounted charges. In this Appendix A, the percentage to apply to calculate discounted charges (45% in our example) will be referred to a TSP's Linehaul/Transportation Discount Factor (LDF) or a TSP's SIT Discount Factor (SDF).

NOTE 2: For terms, conditions and application of rates and charges when shipping Privately Owned Vehicles (POVs) and/or Unaccompanied Air Baggage (UAB) (Alaska and Canada only), please refer to the applicable CHAMP Request for Offers (RFO). Refer to TMSS 2.0 for accepted rate offers and discounts.

Determining Linehaul/Transportation (LH) Charges

The LH charges are the charges associated with loading, transporting and unloading a shipment. The LH charges are distance-based and are applicable between points in the United States (U.S.) (including the District of Columbia and excluding Hawaii) as determined by PC*Miler issued by ALK Technologies, Inc. Mileage determination are based on the applicable **5-digit postal zip codes** obtained from the National 5-Digit Zip Code and Post Office Directory issued by the U.S. Postal Service (USPS).

Exception: For shipments with an origin and/or destination within Canada, mileage distances will be determined by the Google Maps mileage, in lieu of ALK Technologies, Inc.

Formula: $LH = (BLH + OLF + DLF + SH) \times LDF$

NOTE: Shorthaul (SH) may or may not apply. Refer to the Tariff for additional information.

| Example Information | | | |
|-------------------------------|-------|---|------------------|
| Origin Zip (Davenport, IA) | 52804 | Destination Zip (Oklahoma City, OK) | 73104 |
| Origin Service Area No. | 292 | Destination Service Area No. | 636 |
| Origin Services Cost Schedule | 2 | Destination Services Cost Schedule | 3 |
| Estimated Weight | 8,500 | Linehaul/Transportation Discount | 55% |
| Shipment Hundredweight (cwt) | 85 | Linehaul/Transportation Discount Factor (LDF) | 45% (1.00 - .55) |
| Miles | 682 | Pickup Date | 11/22/23 |

- 1) Determine the **Base Linehaul (BLH)** charge by going to the “Linehaul” tab of Appendix B to view Section 3 – Linehaul. Using the applicable mileage (based on the origin and destination addresses as identified on the Bill of Lading) and the weight of the shipment, locate the BLH.

In our example, BLH = \$11,957.00

- 2) Determine the **Origin Linehaul Factor (OLF)** and **Destination Linehaul Factor (DLF)** by going to the “City Reference” tab of Appendix B. Using the first three digits of the origin zip (528 in our example) and the destination zip (731 in our example), find the applicable Service Areas (292 for the origin and 636 for the destination in our example).

Next go to the “Geographic Schedule” tab in Appendix B and find the row for the Origin Service Area to identify the applicable OLF (\$2.14. per cwt in our example) and then find the row for the Destination Service Area to identify the applicable DLF (\$0.29 per cwt in our example). Multiply each factor by the shipment cwt.

In our example:

The OLF would be $\$2.14 \text{ times } 85 = \181.90

The DLF would be $\$0.29 \text{ times } 85 = \$ 24.65$

- 3) In accordance with the Tariff, determine if a **Shorthaul (SH)** factor applies to the shipment. If it does, the SH factor is determined by multiplying the shipment cwt times the miles (CWT-M or $85 \times 682 = 57,970$ in our example). Go to the “Additional Rates” tab of Appendix B and find Item 228. Then find the row that corresponds with the CWT-M.

In our example, SH = \$313.80

- 4) Determine the **LH** by adding together the BLH, the OLF, the DLF, and the SH (if applicable) and then multiplying by the TSP’s LDF.

In our example, it would be:

$(\$11,957.00 + \$181.90 + \$24.65 + \$313.80) \times .45 = \$5,614.81$

Determining Linehaul/Transportation (LH) Charges for Shipments From and To Alaska

The LH charges are the charges associated with loading, transporting and unloading a shipment. The LH charges are distance-based and are applicable between points in the United States (U.S.) (including the District of Columbia and excluding Hawaii) as determined by PC*Miler issued by ALK Technologies, Inc. Mileage determinations are based on the applicable **5-digit postal zip codes** obtained from the National 5-Digit Zip Code and Post Office Directory issued by the U.S. Postal Service (USPS).

Exception: For shipments with an origin and/or destination within Canada, mileage distances will be determined by the Google Maps mileage, in lieu of ALK Technologies, Inc.

The Linehaul charges for shipments from and to Alaska are determined from three separate rate tables contained in Appendix B:

- a) Linehaul/Transportation charges applicable between all points in the U.S (including the District of Columbia but excluding Alaska and Hawaii) and the Port of Tacoma, Washington (refer to Section 3);
- b) Waterhaul (ocean) transportation charges applicable between the Port of Tacoma, Washington and any named point within a 50 mile radius of the TSP's Port Facility at the named point(s) in Alaska (refer to Section 6); and
- c) Linehaul/Transportation charges applicable between the named points in Alaska identified in Section 6 and points in Alaska that are more than a 50 mile radius of the TSP's Port Facility at the named point(s) in Alaska (refer to Section 7).

Formula: LH = (BLH + WH + OLF + DLF + SH) x LDF

NOTE: SH may or may not apply. Refer to the Tariff for additional information.

| Example Information | | | |
|---|--------|---|------------------|
| Origin Zip (Casper, WY) | 82601 | Destination Zip (Fairbanks, AK) | 99705 |
| Origin Service Area No. | 880 | Destination Service Area No. | 22 |
| Origin Services Cost Schedule | 2 | Destination Services Cost Schedule | 4 |
| Estimated Weight | 10,000 | Linehaul/Transportation Discount | 55% |
| Shipment Hundredweight (cwt) | 100 | Linehaul/Transportation Discount Factor (LDF) | 45% (1.00 - .55) |
| Miles (from origin/destination to Port of Tacoma, Washington) | 1,097 | Pickup Date | 11/22/23 |

- 1) Determine the **Base Linehaul (BLH)** charge by going to the “Linehaul” tab of Appendix B to view Section 3 – Linehaul. Using the applicable mileage (based on the origin or destination address as identified on the Bill of Lading and the Port of Tacoma, Washington) and the weight of the shipment, locate the BLH Charge.

In our example, BLH = \$16,612.00

- 2) Determine the **Waterhaul (WH)** charge by going to the “Accessorials” tab of the Appendix B to view Section 6 – AK Waterhaul. Using the applicable named point in Alaska and the weight of the shipment, locate the WH charge.

In our example, WH = \$21,805.00

- 3) Determine the **Origin Linehaul Factor (OLF) and Destination Linehaul Factor (DLF)** by going to the “City Reference” tab of Appendix B. Using the first three digits of the origin zip (826 in our example) and the destination zip (997 in our example), find the applicable Service Areas (880 for the origin and 22 for the destination in our example).

Next go to the “Geographic Schedule” tab in Appendix B and find the row for the Origin Service Area to identify the applicable OLF (\$1.30 per cwt in our example) and then find the row for the Destination Service Area to identify the applicable DLF (\$6.67 per cwt in our example). Multiply each factor by the shipment cwt.

In our example:

The OLF would be \$1.30 times 100 = \$130.00

The DLF would be \$6.67 times 100 = \$667.00

- 4) In accordance with the Tariff, determine if a **Shorthaul (SH)** factor applies to the shipment. In our example, it does not.
- 5) Determine the **LH** by adding together the BLH, the WH, the OLF, the DLF, and the SH (if applicable) and then multiplying by the TSP’s LDF.

In our example, it would be:

$(\$16,612.00 + \$21,805.00 + \$130.00 + \$667.00) \times .45 = \$17,646.30$

Determining Non-Linehaul Rate/Additional Services Rates and Charges

The Service Areas and their associated Services Cost Schedules and other non-mileage based rates and charges for services performed at points in the U.S. (including the District of Columbia and excluding Hawaii) are determined based on the applicable **3-digit postal zip code** (the first 3-digits of the 5-digit Zip Code) issued by the USPS. Use the 3-digit postal zip code to determine the appropriate origin and destination Service Areas and their associated Services Cost Schedules for the rates and charges applicable for the Additional Services performed. Additional Services performed at points in Canada are based on a single cost schedule for all points in Canada.

| Example Information | | | |
|-------------------------------|-----------------|---|------------------|
| Origin Zip (Davenport, IA) | 52804 | Destination Zip (Oklahoma City, OK) | 73104 |
| Origin Service Area No. | 292 | Destination Service Area No. | 636 |
| Origin Services Cost Schedule | 2 | Destination Services Cost Schedule | 3 |
| Origin SIT P/D Schedule | 3 | Linehaul/Transportation Discount | 55% |
| Estimated Weight | 8,500 | Linehaul/Transportation Discount Factor (LDF) | 45% (1.00 - .55) |
| Shipment Hundredweight (cwt) | 85 | SIT Discount | 47% |
| Miles | 682 | SIT Discount Factor (SDF) | 53% (1.00 - .47) |
| Crate | 4.30 cubic feet | SIT Days (total) | 30 |
| Pickup Date | 11/22/23 | Destination SIT P/D Schedule | 3 |

1) Determine Origin Service Charge (OSC) and Destination Service Charge (DSC)

a) Determine OSC (135A)

Formula: $135A = (135A \text{ rate} \times \text{shipment cwt}) \times \text{TSP's LDF}$

i. Determine the OSC by first referring to the “City Reference” tab of Appendix B. Using the first three digits of the origin zip as identified on the Bill of Lading (528 in our example), find the applicable Origin Service Area (292 in our example).

ii. Next go to the “Geographic Schedule” tab in Appendix B and find the row for the Origin Service Area to identify the applicable OSC (\$6.41 per cwt in our example).

iii. Using this number, compute the charge by using the 135A rate x the shipment cwt and then multiply that by the TSP’s LDF.

In our example, the OSC would be $(\$6.41 \times 85) \times .45 = \245.18

b) Determine DSC (135B)

Formula: $135B = (135B \text{ rate} \times \text{shipment cwt}) \times \text{TSP's LDF}$

i. Determine the DSC by first referring to the City Reference tab of Appendix B. Using the first three digits of the destination zip as identified on the Bill of Lading (731 in our example), find the applicable Destination Service Area (636 in our example).

ii. Next go to the “Geographic Schedule” tab in Appendix B and find the row for the Destination Service Area to identify the applicable DSC (\$6.40 per cwt in our example).

iii. Using this number, compute the charge by using the 135B rate x the shipment cwt and then multiply that by the TSP’s LDF.

In our example, the DSC would be $(\$6.40 \times 85) \times .45 = \244.80

2) Determine Full Packing and Unpacking Service (105A)

Formula: $105A = ((\text{Full Packing rate} \times \text{shipment cwt}) + (\text{Full Unpacking rate} \times \text{shipment cwt})) \times \text{TSP's LDF}$

NOTE: Before determining Full Packing and Unpacking Service charges, use the Origin Service Area (292 in our example) and go to the “Geographic Schedule” tab of Appendix B to identify the appropriate Origin Services Cost Schedule (2 in our example). Then use the Destination Service Area (636 in our example) to identify the appropriate Destination Services Cost Schedule (3 in our example). Then refer to the "Additional Rates" tab of Appendix B.

a) Determine Full Packing (105A)

i. Look up the Full Packing rate for the Origin Services Cost Schedule (2 in our example) and the weight bracket (16,000 lbs and under in our example). (Note - there are 4 service areas so make sure to use the one that applies to the appropriate Origin Services Cost Schedule). In our example, the rate would be \$75.32. per cwt.

ii. Multiply the rate by the shipment cwt

In our example, Full Packing would be $\$75.32 \times 85 = \$6,402.20$

b) Determine Full Unpacking (105A)

i. Look up the Full Unpacking rate for the Destination Services Cost Schedule (3 in our example) and the weight bracket (Note - there are 4 service areas so make sure to use the one that applies to the appropriate Destination Services Cost Schedule. And there is only one Unpacking rate per Destination Services Cost Schedule regardless of the weight). In our example, the rate would be \$8.66 per cwt.

ii. Multiply the rate by the shipment cwt

In our example, Full Unpacking would be $\$8.66 \times 85 = \736.10

c) Determine Full Packing and Unpacking Service Charge (105A)

Add the Full Packing charge and the Full Unpacking Charge together and then multiply the total by the TSP's LDF.

In our example, the Full Packing and Unpacking Service Charge would be $(\$6,402.20 + 736.10) \times .45 = \$3,212.24$

3) Determine Crating/Uncrating Regular Crate Rates (105B and 105E)

Formula: Crating = (Crating rate (per schedule) x cubic foot) x TSP's LDF
Uncrating = (Uncrating rate (per schedule) x cubic foot) x TSP's LDF

NOTE: Crating and uncrating is charged by cubic foot and is subject to four cubic feet minimum. Crating is based on the rate per cubic foot at the Origin Services Cost Schedule and uncrating is based on the Destination Services Cost Schedule.

a) Determine Crating (Regular Crate) (105B)

i. In the "Additional Rates" tab of Appendix B, look up the rate for Item Code 105B for the Origin Service Cost Schedule (2 in our example). (Note - there are 4 service areas so make sure to use the one that applies to the appropriate Origin Services Cost Schedule). In our example, the rate would be \$35.02 per cubic foot.

ii. Multiply the rate by the cubic feet of the crate (4.30 in our example) and then multiply that by the TSP's LDF.

In our example, Crating would be $(\$35.02 \times 4.30) \times .45 = \67.76

b) Determine Uncrating (Regular Crate) (105E)

i. In the "Additional Rates" tab of Appendix B, look up the rate for Item Code 105E for the Destination Services Cost Schedule (3 in our example). (Note - there are 4 service areas so make sure you use the one that applies to the appropriate Destination Services Cost Schedule). In our example, the rate would be is \$8.88 per cubic foot.

ii. Multiply the rate by the cubic feet of the crate (4.30 in our example) and then multiply that by the TSP's LDF.

In our example, Uncrating would be $(\$8.88 \times 4.30) \times .45 = \17.18

4) Determine SIT CHARGES (185A and 185B)

Formula: 185A = (1st Day SIT Charge x shipment cwt) x TSP's SDF
185B = (Addl SIT Charge x shipment cwt x Days) x TSP's SDF

NOTE: SIT rates are based on the origin or destination address as identified on the Bill of Lading and are NOT determined by the address of the SIT facility.

To calculate SIT charges, refer to the "Geographical Schedule" tab of Appendix B and apply the SIT rates shown based on the Origin or Destination Service Area of the shipment.

a) Determine SIT First Day & Warehouse Charges (185A)

i. In the "Geographic Schedule" Tab of Appendix B, look up the "185A SIT First Day and WHouse (per cwt)" rate applicable to the Origin Service Area (if SIT is at origin) or Destination Service Area (if SIT is at destination) of the shipment (in our example, SIT is at destination so the rate is \$20.18 per cwt)

ii. Multiply the rate by the shipment cwt and then multiply that by the TSP's SDF.

In our example, SIT would be $(\$20.18 \times 85) \times .53 = \909.11

b) Determine SIT Additional Days (185B)

i. In the "Geographic Schedule" Tab of Appendix B, look up the "185B SIT Addl Days (per cwt)" rate applicable to the Origin Service Area (if SIT is at origin) or Destination Service Area (if SIT is at destination) of the shipment (in our example, SIT is at destination so the rate is \$0.85 per cwt)

ii. Multiply the rate by the shipment cwt to get the additional day SIT rate $(\$0.85 \times 85 = 72.25)$.

iii. Take the additional day SIT rate and multiply it by the number of additional days and then multiply that by the TSP's SDF.

In our example, SIT Additional Days would be $(72.25 \times 29) \times .53 = \$1,110.48$

5) Determine P/D SIT - 50 Miles or Less (210A)

Formula: $210A = 210A \text{ table charge} \times \text{TSP's SDF}$

NOTE: SIT rates are based on the origin or destination address as identified on the Bill of Lading and are NOT determined by the address of the SIT facility.

To calculate SIT charges, refer to the "Geographical Schedule" tab of Appendix B and apply the SIT rates shown based on the Origin or Destination Service Area of the shipment.

Determine P/D SIT - 50 Miles or Less (210A)

i. In the "Geographical Schedule" of Appendix B, identify the "SIT P/D Schedule" based on the Origin Service Area (if SIT is at origin) or the Destination Service Area (if SIT is at destination) (in our example, SIT is at destination and the SIT P/D Schedule is 3).

ii. In the "Accessorials" tab of Appendix B, look up "Item 210A P/D SIT – 50 Miles or Less" and identify the applicable Services Cost Schedule (3 in our example) and the weight being delivered to locate the rate (\$4,572 in our example).

iii. Multiply that rate by the TSP's SDF.

In our example, P/D SIT–50 Miles or Less would be $\$4,572 \times .53 = \$2,423.16$

Appendix B: Baseline Rate Tariff Files
(Refer to the Excel Workbook on GSA's
Acquisition Gateway