

## Customer Responsibilities

Current as of April 2016

### BE THERE ON MOVE DAY

You or your designated agent must be available between 1030 and 1600 for all scheduled pick-up and delivery addresses on the day your personal property is packed, loaded, picked up and delivered. Failure to be present at the pick-up or delivery address may result in you paying attempted pickup or delivery charges.

### MEMBER RESPONSIBILITIES BEFORE PACKERS ARRIVE

1. **Electronics** - Dismantle TV and radio antennas. Disconnect and prepare all components such as stereos, turntables, compact disc players, video disc players, printers, computers, televisions, and VCRs.
2. **Refrigerator** - Empty, defrost, and thoroughly wash the inside of refrigerators and freezers at least 24 hours before pickup. Empty the refrigerator bottom pan.
3. **Hot Tub/Water Bed** - Drain all water from hot tubs and water beds and allow to dry.
4. **Appliances** - Disconnect all appliances, washer hoses and dryer exhaust vents.
5. **Electrical Items** - Remove and unplug all electrical items, including window air conditioners.
6. **Unnecessary Items** - Dispose of worn out and unneeded items; they add unnecessary weight.
7. **Consumables** - Dispose of foods or other consumables that could spill or might spoil in transit.
8. **Off the Wall** - Remove pictures, utensil and food racks from the walls, take down curtain rods and valances. Remove everything from the attic or crawl space; packers are not required to go into these areas.
9. **PBP&E** - Separate all items of professional books, papers, and equipment from the rest of your property. When listed properly on the inventory, professional books, paper and equipment (PBP&E) are not counted as part of the weight allowance.
10. **Separate Special Items** - Separate all items of clothing, toys, and necessities that will not be shipped with the rest of the household goods. Place them in a separate area of the house and inform the movers and packers the room is off-limits.
11. **Got Pests** - No Pickup! - If necessary, have an extermination of the residence and household goods completed at least several days prior to the arrival of the packers.
  - o **Goods will not be picked up** by the carrier if suspected of being bug infested. The member is responsible for costs associated with an attempted pickup.
12. **No Propane Tanks** - Dispose of propane tanks prior to shipment pick up.
13. **Motorcycles** - If shipping a motorcycle, ensure that the gas tank is empty. Disconnect the battery and secure the cables.
  - o **If putting the motorcycle in storage**, remove and dispose of the battery. Proof of ownership, such as the registration, which describes the make, model, and vehicle identification number is required.
14. **Dirty Dishes & Clothing** - Ensure all your dirty dishes/clothes/bed linens, etc. are clean and ready to be packed by the movers. Also, trash or unwanted household goods should be disposed of prior to the arrival of the movers.

### CARRIER RESPONSIBILITIES ON MOVING DAY

1. **Packing** and preparing your property for shipment.
2. **Using new and clean packing material** for linen, clothing, and bedding, and using new or like new packing material for other items.
3. **Packing** mirrors, pictures, and glass table tops in specially-designed cartons.
4. **Protecting** all finished surfaces.
5. **Properly** rolling and protecting rugs.
6. **Marking each carton** to show general contents and preparing an accurate, legible inventory.
7. **Servicing your appliances.**
8. **Ensuring that nothing** is loaded on the tailgate of the moving van.
9. **Removing all excess packing** material from the residence.

**NOTE:** The carrier is permitted to leave unbreakable and light items in drawers for close proximity moves.

### HIGH-VALUE ITEMS

**High value items are small, pilferable items not normally listed in detail on the carrier-prepared inventory.**

**Members should have their own inventory or proof of ownership** which may be in the form of purchase receipts, cancelled checks, photographs, video or statements of disinterested persons who observed such items in the member's home.

**A member-prepared inventory** should be descriptive and in detail and list those personal property items of \$200 value or more that will not otherwise appear on the carrier-prepared inventory.

- **For example**, an antique chair would not be packed in a carton, but would normally be listed separately on the carrier prepared inventory; however, a \$200 movie camera would normally be packed in a carton with other items being listed on a

carrier-prepared inventory.

- **The member's prepared inventory** shall be countersigned by a disinterested person, and the member should retain the original in case it is needed to file a loss or damage claim.
- **Members must be prepared to provide evidence to support the loss or damage.**

**Hand Carry Special Items** - Don't ship small, extremely valuable items such as stocks, bonds, jewelry, coins, coin collections, or items of great sentimental value, such as picture albums. Pack them in hand-carry luggage -- not as checked baggage.

**Appraise Expensive and Valuable Items** - Artwork, collectibles, heirlooms, etc. should be appraised. The government will not pay for the appraisals, but consider this part of your investment in the event of loss or damage.

**Photograph or Document Valuables** - Close-up photographs or videos of expensive and valuable items, as well as receipts, will help during the claims process if these items are lost or damaged during shipment.

#### RELEASING OR RECEIVING AGENT

**A member may designate a spouse, a relative, or a friend who is at least 18 years old, to release or accept the shipment in their absence.**

- **The person must be designated** as an agent on the move application.
- **If not specified on the move application**, the agent must have either the member's power of attorney or written authorization that has been notarized or countersigned by a commissioned officer. The agent's name must appear on the document as the member's representative.

#### PICKUP FROM PRIVATE STORAGE OR MINI-WAREHOUSE

1. **Appointment** - You must make an appointment for pickup with the carrier.
2. **Pickup List** - Provide the carrier with a description of what is being picked up.
3. **Be There** - At the scheduled time for pickup, the member or member's representative must be at the storage area or warehouse. The member will incur excess costs associated with an attempted pickup.
4. **Unstack/Unpack** - The member or member's representative is responsible for unstacking boxes and then unpacking the contents.
5. **Repack and Move** - The carrier will then repack and move the boxes.

**NOTE:** This does not apply to goods in government storage. SDDC will notify the contractor. The member or agent need not be present.

#### AVOID EXCESS PERSONAL COSTS

1. **Extra Services** - Avoid requesting specific routing, special loading, or any other service that is not routinely provided, and avoid exceeding the authorized weight allowance.
2. **Excess Weight** - Members should be aware that the total combined weight of all shipments, including goods in storage, must not exceed your authorized weight as defined in the Joint Federal Travel Regulation.
3. **Extra Shipments** - When basic household goods shipments from the same point of origin are going to the same destination, avoid asking for separate shipments.
4. **Excess Distance** - Members should use care in not allowing their shipments to exceed the distance between authorized points specified in the Joint Federal Travel Regulations.

**For example**, if orders permit shipment of goods from San Diego, CA to Dallas, TX the goods should not be shipped from San Diego to Norfolk, VA. If the member elects to do so, the shipment is subject to excess cost and the member is responsible for all excess charges.

5. **Unauthorized Items** - Avoid shipping unauthorized articles. If unauthorized articles are discovered in shipments after pickup, the member will incur additional cost.
6. **Avoid Attempt Charges** - Members or their designated representatives are required to be available between 1030 and 1600 at the scheduled pickup or delivery address on the date the packers and movers are scheduled to arrive.
7. **Special Items and Situations** - If movers determine pests are present at the pickup address and depart without a pickup, members may be charged for an attempted pickup.

For OCONUS moves, boats that don't fit in a standard overseas container must be shipped One Time Only (OTO) rate. Almost all boats and/or boats with trailers won't fit in a standard overseas container, therefore must be shipped under an OTO boat rate, which would mean excess cost to the member. Any boat over 14' or with a trailer for CONUS moves will also mean excess cost to the member.

THE THREE CRITICAL DOCUMENTS AT ORIGIN: (You are entitled to a LEGIBLE COPY of each of these documents)

1. THE HOUSEHOLD GOODS DESCRIPTIVE INVENTORY:

- This is your official record of what is being shipped. Make sure all items are listed.
- This inventory is completed by the movers in coordination with you, the member or agent.
- Should accurately describe the items you are shipping and the condition of each.

**Pre-existing Damage**

- **If movers observe damage prior to pick-up**, they note this on the line by the item on the Inventory.
- **If you disagree with these exceptions** noted at the time of pick-up, you must circle the inventory number you disagree with.
- **Then enter the inventory number** in "Remarks/Exceptions" section of the inventory with the phrase, "I protest exceptions taken by the driver at time of pick-up."
- **Your signature on the inventory** is your concurrence with the count and condition of each item listed.

2. DD FORM 619

**Should be signed but only if you verify the items to be accurate. It lists the following:**

- The weight of professional items
- Additional services performed (Do not sign if these items were not completed)
- Appliances serviced at origin

3. GOVERNMENT BILL OF LADING

**This document shows you the following critical information:**

- GBL number, used to track the shipment
- Required delivery date (RDD)
- Destination
- Whom to contact upon your arrival at destination

GYPSY MOTH

If you live in a gypsy moth quarantine area you must read the Department of Agriculture's pamphlet titled "Don't Move a Gypsy Moth".

The following States are entirely within the quarantine area:

Connecticut, Delaware, the District of Columbia, Maryland, Massachusetts, Michigan, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, and Vermont.

Parts of the following States are within the quarantine area: Indiana, Illinois, Maine, North Carolina, Ohio, Virginia, West Virginia, Wisconsin. If your shipment has a pickup in one of the states that is partially quarantined, Visit [http://www.aphis.usda.gov/plant\\_health/plant\\_pest\\_info/gypsy\\_moth/downloads/quarantine.pdf](http://www.aphis.usda.gov/plant_health/plant_pest_info/gypsy_moth/downloads/quarantine.pdf) to determine whether the county/city is affected.

If your shipment is affected, you are responsible for making sure that your outdoor household articles don't move the gypsy moth. How you do this is your decision. The quarantine regulations allow for self-inspection of household goods, and Department of Agriculture has developed a pamphlet to assist you. Visit <http://www.hungrypests.com/YourMoveGypsyMothFree/pdf/Gypsy-Moth-Brochure.pdf> to access the pamphlet.

If you decide to perform a self-inspection, as described in the pamphlet, you must print and fill-out the Self-Inspection checklist included on the final page of the pamphlet.

CUSTOMER SATISFACTION SURVEY

After delivery of your shipment, you will have the opportunity to complete a Customer Satisfaction Survey (CSS). This survey is very important since it impacts the quality ranking of Transportation Service Providers (TSPs). TSPs with better scores will be offered more shipments; therefore you have the opportunity to influence the selection of TSPs for your future shipments as well as the shipments of your fellow DoD personnel. Upon delivery of your shipment, you can access your survey by logging on to DPS and clicking on the CSS tab

## SHIPMENT VALUE/CLAIMS

**If the shipment was accepted by the NTS-Transportation Service Provider prior to 1 March 2008, it is possible the goods are only covered under depreciated value replacement for all or part of the shipment.** If your shipment was accepted by the NTS-Transportation Service Provider after 1 March 2008, your shipment has Full Replacement Value (FRV) coverage. TSP liability is determined by \$5,000 per shipment or \$4.00 times the net weight for Household Goods or gross weight for Unaccompanied Baggage, whichever is greater, up to a maximum of \$50,000. The Transportation Service Provider is responsible for obtaining cost estimates for the following:

- Repair of damaged property to original condition
- Replace with an item of like kind and quality
- Destination
- Payment of replacement cost of the item

In order to be eligible for Full Replacement Value (FRV), you must file a claim directly with the Transportation Service Provider (TSP) via DPS within 9 months from the date of delivery. If the claim is filed more than 9 months from the delivery date, or immediately with the Military Claims Office (MCO) after delivery, you will only be eligible for depreciated value up to two years from delivery.

If you notice loss and/or damage to your personal property at the time of delivery, you must submit a Loss/Damage Report in DPS and list those items. [If you file your actual claim within 75 days from the date of your delivery, you are not required to submit a Loss/Damage Report].

**Warning:** Submission of the Loss/Damage Report only provides notice of your Loss and Damage and does not constitute filing of your claim. Therefore you must file an actual claim to receive replacement/reimbursement for this loss/damage.

If you submit your Loss/Damage Report later than 75 days after your delivery date, you will be required to enter a reason for the delay.

## GENERAL ITEMS

If there is any change in orders or there are other factors that could affect delivery of your shipment, you must contact either the Origin or Destination PPSO Transportation Office. It is your responsibility to contact the Destination PPSO or to update your destination contact information, including a point of contact, in DPS immediately upon arrival to your new destination for when your property arrives. This minimizes the risk of you missing a critical phone call or message and having your personal property placed in temporary storage (SIT – Storage-in-Transit). If your goods are placed in storage, you may have to wait several days to even weeks until delivery can be arranged. Remember, you or your designated agent must be present at the pick-up and delivery locations between 1030 and 1600 on your scheduled dates.

Read the It's Your Move Pamphlet. This pamphlet has been prepared to help you understand your entitlements and responsibilities concerning shipment of household goods, unaccompanied baggage, boats and firearms. It will also help you understand your entitlements and responsibilities in filing a claim for any loss or damage that may occur

**Have a safe and successful move.**

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