

Section 4 - Statement of Work

4-1. Performance Of Services.

4-1.1. Scope of Service. [old D4-1]

The responsible transportation officer (RTO) or the owner of the goods, or his/her designated representative, shall establish firm service dates in conjunction with Participants accepting shipments offered under this HTOS for the prompt performance of all necessary origin and destination services. Origin services shall include packing, necessary servicing of appliances and electrical equipment, pickup from owner's residence or place of storage, and loading and removal of packing debris. Destination services shall include delivery, unpacking, single placement of household goods in owner's residence, servicing of appliances and electrical equipment, removal of unpacking debris, and customs services, as required. These services shall be performed on, before, or after the date shown on the Government Bill of Lading (GBL). The required delivery date noted on the GBL will not be construed by the Participant as expedited service, unless specifically authorized by the RTO. The physical transfer of individual shipments from one line-haul vehicle to another will be held to a minimum.

4-1.2. Scope of Service - International Only. [old I4.1.2]

Unless directed otherwise by the employing Federal agency, the Participant will be required to place goods in Type II containers at origin, provide surface transportation to the ocean Participant terminal, transfer of goods to sea container, if necessary, transportation to port of debarkation, transfer of goods loaded in Type II containers from sea containers to motor carrier, if necessary, and delivery into storage or to destination

residence; or place Type II containers in sea containers at origin residence and transportation to destination residence or storage facility.

4-1.2.1. Use Of American Flag Vessels - International Only.

4-1.2.1.1. General. - International Only. [old I4.4]

Except as provided below, the Participant will use ships of United States registry for the ocean portion of overseas shipments and book shipments for container or below deck stowage.

4-1.2.1.2. Use Of Foreign Flag Shipping. - International Only. [old I4.4]

When it is determined that the use of a vessel of United States registry will not provide the required service, the Participant will request permission to use Foreign Flag vessel prior to start of movement. Requests for permission to use a Foreign Flag vessel must be made to RTO on the form "Request for Approval of Use of a Foreign Flag Vessel". Authority will be granted only when US flag shipping is not available or the use of foreign flag shipping is necessary to meet delivery requirements to which the Participant will certify in writing.

4-1.2.2. Overflow And Split Shipments - International Only.

4-1.2.2.1. Ocean Shipments. - International Only. [old I4.1]

The Participant will book all items of a single shipment together on the same vessel, same voyage or departure. In the event that a portion of any shipment should be shut out by the

ocean carrier, the Participant will notify the RTO. Shipments may be split between ocean containers but not between ocean voyages.

4-1.2.2.2. Non-Ocean Shipments. - International Only.

[old I4.1]

If it is necessary to split a shipment for the non-ocean line-haul movement, the established RDD is applicable to all parts of the shipment.

4-1.2.3. Use Of Agents In Unnamed Localities - International Only. [old I4.1]

An agent furnishing agent services in a locality not named in Section 14 may provide agent services to a requesting Participant; provided, however, that the Participant has obtained the permission of the RTO to use that agent prior to commencement of performance.

4-1.3. Pickup And Delivery Service. [old D4-1]

When a shipment is accepted at origin, the Participant agrees to meet the specified pickup date and shall deliver the shipment in accordance with the transit time specified in Section 12, or the required delivery date (RDD) stated on the GBL, or as otherwise directed by the RTO. The required delivery date noted on the GBL will not be construed by the Participant as expedited service, unless specifically authorized by the RTO. Pickup may be performed by the Participant's local agent with transfer to a line-haul Participant at the Participant's origin terminal facility. Shipments will not be scheduled by the Participant for pickup or delivery on Saturdays, Sundays, local holidays, or US holidays unless so directed by the RTO. In the event that the final date of the transit time or the RDD falls on a Saturday, Sunday, local holiday, or US holiday, the final date shall

become the first workday following the Saturday, Sunday, local holiday, or US holiday. The Participant will not begin any service that will not allow completion by 5 p.m., local time, without prior approval of the RTO and will return the following workday morning to complete the job.

4-1.4. Adverse Weather Conditions. [old D4-1]

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 exists, unless otherwise mutually agreed in writing by the Participant and the owner. Participants must, if requested, produce a copy of this in writing to GSA.

4-1.5. Continuous Control. [old D4-1]

Participants shall maintain continuous control of shipments and shall be responsible for monitoring and tracing to ensure prompt completion of all services.

4-1.6. Electronic Communications. [old D4-1]

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

4-1.7. Commencement Of Transportation Services. [old I4-1]

Transportation service of a shipment to its ultimate destination shall be commenced only upon receipt of the Government bill of lading by the Participant, unless otherwise mutually agreed upon by the Participant and the RTO.

4-1.8. Services Beyond Those Specified In The HTOS. [old I4-1]

Services beyond those specified in this HTOS will not be provided by the Participant, unless such service(s) are authorized in writing with the charge(s) agreed thereto.

4-2. Premove Survey.

4-2.1. Conduct Of Surveys. [old D4-3]

The Participant must conduct an on-site premove survey of the property to be moved to determine those items to be shipped, the approximate net weight of the shipment, packing material and container requirements, and to schedule dates for packing and pickup of the shipment. The survey must list the major items of furniture, appliances and equipment which are to be included in the shipment. It must also indicate the number of wooden crates required to protect fragile items and the approximate number of cartons required for the shipment. At the time of the onsite survey, the Participant, at its own expense, must furnish the owner a copy of the General Services Administration's (GSA) pamphlet entitled "Your Rights and Responsibilities" an estimate, and such other documents as the HTOS specifies. The Federal Highway Administration publication OCE-100 does not satisfy this requirement.

4-2.2. Telephone Surveys. [old D4-3]

Telephone premove surveys shall not be conducted unless specifically authorized by the RTO.

4-3. Accessorial Services-Moving Services.

4-3.1. Packing And Padding. [old D4-2]

The Participant shall perform all of the packing and/or crating and padding necessary for the protection of the goods to be transported.

4-3.2. Materials. [old D4-2]

The Participant shall furnish packing containers, including, but not limited to, boxes, wardrobes, and cartons; all crating materials; and all padding materials and equipment.

4-3.3. Disassembling and Reassembling. [old D4-2]

The disassembling of property (e.g., beds, waterbeds, and sectional bookcases) and the preparing of appliances (e.g., washers, dryers, and record players) for shipment shall be performed by the Participant. The Participant shall reassemble the property and service the appliances upon delivery at the new location. NOTE: The disassembling and reassembling of waterbeds does not include draining or refilling. Appliance service does not include connecting & disconnecting water or gas lines.

4-3.4. Unpacking And Placement. [old D4-2]

Unloading at destination will include the one-time laying of rugs and the one-time placement of furniture and like items in the appropriate room of the dwelling or a room designated by the property owner. On a one-time basis, all boxes, cartons and/or crates will be unpacked and the contents will be placed in the room designated by the property owner. This includes placement of articles in cabinets, cupboards, or on shelving in the kitchen when convenient and consistent with safety of the article(s) and proximity of the area desired by the owner, but does not include arranging the articles in a manner desired by the owner. The Participant shall remove all packing and similar or related material from the premises as requested by the owner or authorized representative. Placement shall include when articles are returned from hanging wardrobes.

4-3.5. Removal Or Placement Of Property From Or To Inaccessible Locations. [old I4.2]

When 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) not adequately lighted, (3) does not have a flat continuous floor, or (4) does not allow a person to stand erect, the Participant is not responsible for the removal or placement of such property unless the property owner requests and the RTO authorizes such removal or placement and the labor charges incident thereto.

4-4. Packing.

4-4.1. General. [old I4.7]

All packing will be accomplished in accordance with provisions of this section. The Participant is liable and responsible for all packing. The Participant has the responsibility to inspect all prepacked goods to ascertain the contents, condition of the contents and that only articles not otherwise prohibited by the Participant's tariff/tender are contained in the shipment. Furthermore, when it is determined by the Participant that goods require repacking, such packing will be performed by the Participant.

4-4.2. Number And Weight Of Containers. [old D4-4]

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

4-4.3. Least cubic measurement. [old D4-4]

All packing by the Participant must be performed in a professional manner which will result in the least cubic measurement producing packages that will withstand normal movement without damage to the transporting vehicle, liftvan/container or contents, and at a minimum of weight. Care shall be exercised to prevent loss or damage of personal property.

4-4.4. Use Of Materials.

4-4.4.1. General.

The Participant shall:

4-4.4.1.1. Domestic. [old D4-2]

Ensure that all cartons, boxes, containers and materials are clean and of sufficient quality for protection of the goods.

4-4.4.1.2. International. [old I4.7]

Ensure that all cartons, boxes, containers and materials are new and of sufficient quality for protection of the goods. The use of damp, wet, or unclean packing is prohibited.

4-4.4.2. Use of Original Containers.

4-4.4.2.1. General. [old D4-4]

At the property owner's request, articles such as electronic equipment and computer type equipment will be packed in original containers by the Participant when furnished by the owner and if the containers are considered to be in good condition for shipping purposes. When original cartons are utilized, the provisions of HTOS Paragraph 4-4.4.4, below, do not apply.

4-4.4.2.2. When Original Containers Are Not Available.

[old I4.7]

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.

4-4.4.3. Boxes. [old I4.7] – International Only.

When using wooden boxes for the packing of property and when such boxes will be stored within 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, recoopered, or rebuilt wooden boxes is prohibited.

4-4.4.4. Cartons. [old I4.7]

Cartons of solid or corrugated fiberboard will be used for packing linens, books, bedding, lampshades, draperies or other similar articles. After packing, cartons must 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 75 inches with a weight limitation of 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.

4-4.4.5. Barrels, Fiber Drums, And Cartons. [old I4.7]

Wood barrels, fiber drums or cartons with a capacity of not less than 5 cubic feet are to be used for packing glassware, chinaware, bric-a-brac, table lamp bases, and other fragile articles. When packing of 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. Not 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."

4-4.4.6. Crates. [old D4-4]

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 RTO.

4-4.4.7. Filler Material. [old I4.7]

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.

4-4.4.8. Padding. [old I4.7]

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

4-4.4.9. Wrapping. [old I4.7]

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 nontarnish tissue paper.

4-4.4.10. Paper, Waxed Or Treated. [old I4.7]

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

4-4.4.11. Unicellular Polypropylene Foam. [old I4.7]

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

4-4.4.12. Marking Requirements. [old I4.7]

All cartons and each piece not placed in a carton must be marked on the exterior in general terms as to the nature of the contents. Each carton must be identified on the inventory form with an inventory number. Each carton must also be identified with a lot number and last name of the employee if storage-in-transit is applicable. This requirement also applies to each piece that will not be placed into a carton for shipment.

4-4.5. Special Items.

4-4.5.1. Bicycles For Overseas Shipment - International Only. [old I4.7]

When shipped as a separate item and not included within a container as specified in HTOS Paragraph 4-4.4.4, above, bicycles shall be packaged 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 must be constructed or fabricated in a manner which will accept the bicycle without removal of the front or rear wheel assemblies and meets the requirement of HTOS Paragraph 4-4.4.5, above.

4-4.5.2. Books. [old D4-4]

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 packaged tightly, wedged with pads or paper, if necessary, to fill out the carton and prevent chafing. Books normally will be packed not more than two rows high in a book carton.

4-4.5.3. Fragile items. [old D4-4]

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 must be such as to keep the articles safe from the normal hazards of transportation to the ultimate destination. Use of excelsior or shredded paper is not acceptable.

4-4.5.4. Kitchenware. [old D4-4]

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

4-4.5.5. Linens, Clothing, And Draperies.

4-4.5.5.1. Domestic Only. [old D4-4]

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.

4-4.5.5.2. Use Of Regular Cartons. - International Only.

[old I4.7]

Small, lightweight, unbreakable items, e.g., clothing items, certain linens, will be packed into new (regular) cartons which will be properly sealed at residence.

4-4.5.6. Use Of Wardrobes.

4-4.5.6.1. Domestic Only. [old D4-4]

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

4-4.5.6.2. International Only. [old I4.7]

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

4-4.5.7. Mirrors, Pictures, Stone Table Tops. [old D4-4]

Subject to the restriction contained in HTOS 4-4.4.6., above, mirrors, pictures and paintings, both glass-faced and nonglass-faced, glass or stone table tops and similar fragile articles will be wrapped and packed in a crate, if authorized by the RTO, 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 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.

4-4.5.8. Lampshades, Ornaments. [old D4-4]

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.

4-4.5.9. Mattresses. [old D4-4]

Mattresses will be placed in new mattress cartons at the residence and sealed with tape.

4-4.5.10. Rugs And Pads. [old D4-4]

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

4-4.5.10.1. International Only. [old I4.7]

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 by the RTO.

4-5. Preparation Of Articles For Transportation.

4-5.1. Appliance Servicing.

4-5.1.1.1. General. [old I4.7]

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 includes the servicing and unservicing 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.

4-5.1.1.2. Washers. [old I4.7]

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.

4-5.1.1.3. Appliances and Electrical Equipment.

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

4-5.1.1.4. Exclusion. [old I4.7]

Servicing will not include disconnecting or reconnecting appliances including personal computers and related peripheral devices, repairing articles, removal or installation of radio/TV antennas or air conditioners, wiring or plumbing service, and the securing of stereo arms or turntables.

4-5.2. Items of Unusual Nature. [old I4.8]

The disassembling and reassembling of items of unusual nature such as, but not limited to, German shanks, grandfather clocks, waterbeds with attached wall units, steel shelving, pool tables, elongated work tables, and counters may require special service by a third party. This third party service, including disassembly and reassembly, must be approved in advance by the RTO. Participant will not perform these services unless requested and approved by the RTO.

4-5.3. Firearms. [old I4.7]

All Privately Owned Firearms (POF) must be placed in the Number 1 external shipping container. For international shipments, containers must 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 employee's residence. Under no circumstances will the Participant be permitted to remove the POF to the warehouse or other facility for placement in shipping containers.

4-5.4. Surfaces. [old D4-8]

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.

4-5.5. Disassembly/Reassembly. [old D4-8 & I4.8.2]

Except as provided in HTOS Paragraph 4-5.2, above, the Participant will disassemble at point of origin and so shown on the inventory form all items of personal property including waterbeds without attached wall units (excluding draining or refilling) which, in the judgment of the Participant, require disassembly to ensure safe delivery at destination. The Participant is not responsible for removing any outdoor article embedded in the ground or secured to a building, nor the assembling or disassembling 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 owner, it will be so indicated on the inventory form.

4-5.6. Hardware. [old D4-8]

All nuts, bolts, screws, small hardware and other fasteners removed from articles by the Participant in the preparation for shipment will be placed in a cloth bag or similar durable container and securely attached to the article from which removed and will be so noted

on the inventory. In the event that hardware that was removed during disassembly is missing during reassembly, the Participant will be required to furnish.

4-5.7. Items Removed From Furniture. [old D4-8]

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.

4-5.8. Unaccompanied Air Baggage. [old D4-6]

Unaccompanied air baggage shall be handled in accordance with the instructions of the shipping Federal agency.

Participant will be required to provide the movement of unaccompanied air baggage including packing and crating of goods at origin, surface transportation to origin airport, air transportation to destination airport, and surface transportation to destination residence. Unaccompanied baggage will be unpacked by the Participant unless waived by the owner. Certification that unpacking was performed by the Participant will be by the owner on a DD Form 619, or comparable commercial document.

4-6. Authorized Privately Owned Vehicles (POV).

4-6.1. Domestic Only.

Transportation of privately owned vehicles (POV) within CONUS shall be handled in accordance with the instructions of the shipping Federal agency. Participant will be required to provide for the preparation of vehicle; pickup at origin; transportation from origin to destination; delivery to final destination; and valuation based on the current value of the vehicle.

4-6.2. International Only. [old I4.1 & I4.8]

Privately owned vehicles shall be handled in accordance with the instructions of the shipping Federal agency. An agency may ship only one POV to a post of duty outside CONUS, excluding replacement vehicles. Participant will be required to provide for the movement of POVs whereby provisions are made for truck-away to the port of exit and delivery to destination residence from port of entry. If the distance between origin residence/destination residence and port of exit/entry is 30 miles or less, the vehicle may be driven. The employing Federal agency reserves the option of Door-to-Door or Port-to-Port services.

4-7. Preparation Of Shipment Inventory.

4-7.1. Inventory Forms. [old D4-9]

Inventory forms will be of multiple copy design, must specify the name and address of the Participant, and contain an explanation of the exception symbols used to describe the condition of the goods. In addition, there shall be space for indicating the name of the owner of the goods and the date of shipment. The same inventory prepared at origin will be used to verify condition and count upon delivery of the shipment.

4-7.2. Preparation Of Origin Inventory.

4-7.2.1. General. [old D4-9]

The Participant must, in conjunction with the owner or his designated representative, prepare an inventory list of all articles received for shipment. The inventory list should clearly and legibly indicate each article of furniture or personal effects to the extent necessary to properly identify it (them). Words such as “household goods” or other general descriptive terms will not be used. An automated inventory may be used if completed at the place of pickup as long as the appropriate data are recorded and copies

provided as required. Each copy of the inventory of the shipment will bear the signature of the employee, or the employee's agent, together with the signature of the Participant's representative certifying to its accuracy and completeness.

4-7.2.1.1. International Only. [old I4.10]

Each liftvan shall contain a seal serial number which shall be annotated on the original inventory form.

4-7.2.2. Items Containerized at Warehouse - International Only. [old I4.10]

If the RTO permits the Participant to partially containerize a shipment at the warehouse, each item removed from the residence will be annotated on the inventory as containerized at warehouse (CW).

4-7.2.3. Preparation Of Container Inventory - International Only. [old I4.10]

“Bingo cards” or 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 employee's master inventory.

4-7.2.4. Listing of Firearms. [old D4-9]

For all firearms being shipped pursuant to this TOS with a serial number attached and packed in the original container or a Participant-packed container, the Participant must place the serial number on the corresponding line in the “condition at origin” column on the descriptive inventory.

4-7.2.5. Receipt of Firearms.

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

4-7.2.6. Preparation Of Inventory For High Risk Items. [old I4.10]

Unless specifically authorized by the RTO, the inventory prepared in accordance with HTOS Paragraph 4-7.2.1, above, will not be used for or contain a listing of high risk items.

4-7.2.7. Preparation Of Inventory For Overflow Items. [old I4.10]

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

4-7.2.8. Annotation Of Inventory Upon Change In Custody. [old I4.10]

The Participant shall annotate the inventory to show any overage, shortage, and damage found, including visible damage to external shipping containers each time custody of the property changes from a storage container (warehouseman) to a Participant or from one Participant to another.

4-7.2.9. Listing of cartons and contents. [old D4-9]

All cartons must 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 Participant from preparing a detailed or itemized list of carton contents. Each article must be identified with an inventory number and such numbers shall be recorded on the inventory form.

4-7.2.10. Omission of an exception symbol [old D4-9]

Special care must 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.

4-7.2.11. Exceptions to the condition. [old D4-9]

Exceptions to the condition of the goods must 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., must not be used without supplemental description as to the degree and location of the exception. If the owner takes exception to the manner in which the Participant describes the condition of an item, such exception will be noted on each copy of the inventory.

4-7.3. Preparation Of Destination Inventory. [old D4-9]

When unloading and/or unpacking articles at the destination residence, the Participant must use the same inventory prepared at origin to verify delivery at destination and inspect each article for damage and check the inventory against possible loss of and/or damage to articles in conjunction with the owner or his representative. A record will be made of any difference in count and condition from that shown on the inventory list prepared at origin and such record will be jointly signed by the Participant and the owner or his authorized agent. Such record of count and condition will be indicated on the inventory form, or other delivery document or the form prescribed by the shipping Federal 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 Government or the owner.

4-7.3.1.1. International Only. [old I4.10]

The seal serial numbers for each liftvan will be verified against the numbers as applied at origin residence.

4-8. Shipping Containers.

4-8.1. Protection of Containers. [old D4-5]

All household effects (HHE) shipping containers, i.e., liftvans, moving in line-haul service by flatbed equipment will be covered with a waterproof tarpaulin or other material providing equal protection, and 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 line-haul service even though they may be moving within the named localities of Washington, DC, or Baltimore, MD.

4-8.2. Shipments Held at Terminal Facilities. - International Only. [old I4.9]

Shipments not loaded in sea vans, but under the Participant's control and held at terminal facilities awaiting transportation will 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 will be placed within a secured fenced area.

4-8.3. Containers.- International Only. [old I4.9]

The Participant will use liftvans/containers which meet the following specifications.

4-8.3.1. General. - International Only. [old I4.9]

All household effects containers, i.e., liftvans, used by the Participant must have been constructed to the specifications of the containers tested in accordance with MIL-STD

1489, Performance Testing of Commercially Owned Household Effects Containers. 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 MTMC container number 186-A (as modified by MTMC Approval Code 186-1) and MTMC container number 152-A-1 (Mod) as specified in MTMC Pamphlet 55-12. All containers are new, clean, and swept. Liftvans will be free from holes or other conditions such as dry rot which could permit the entry of water and that sides and doors, when closed, 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 0.004 mil on all sides and the top. New liftvans will be used for each shipment regardless of origin. Liftvans will not be the property of the US Government.

4-8.3.2. Overflow Boxes (Containerized Shipments). -

International Only. [old I4.9]

Overflow containers must, at the time of use, be new wooden boxes and shall be limited to use for oversized items that cannot be packed into HHE shipment containers (liftvans) prescribed by this HTOS. The overflow container normally is of a lesser size than a PPP-B-580 container or those described in MTMC Pamphlet 55-12. Overflow boxes will be

constructed in accordance with Federal Specification PPP-B-601, Boxes, Wood, Cleated-Plywood, Style A or B, and will be caulked and lined with plastic during assembly.

4-8.4. Packing And Stuffing Of Containers. [old I4.9]

All packing, when used in door-to-door service, will be packed and stuffed at origin residence unless specific exception is authorized by the RTO. For the authorized exceptions, such items will be listed on the inventory and will be annotated that items will be packed (remove – containerized) at the warehouse. A notation will also be made of the name of the employee who authorized the exception.

4-8.5. Container Marking. [old I4.9]

Unless the shipping Federal agency directs otherwise, containers will be marked pursuant to U.S. Department of State instructions.

4-8.6. Container Seals. [old I4.9]

The external shipping containers (liftvans) for all containerized household effects 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 his/her representative will initial on the last page of the inventory attesting to the correct seal numbers listed on the inventory.

4-8.7. Position Of Containers. [old I4.9]

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 12 inches (no protrusion is permitted for the sides or front). In all cases of rear overhang, the container must be resting on the weight-bearing surface of the skid.

4-9. Pickup and Delivery.

4-9.1. Loading.

4-9.1.1. Domestic Only. [old D4-10]

The Participant must provide for the physical removal of the property from the owner's residence, and placement in the transporting vehicle. Property will not be loaded onto the tailgates of motor vans or on extensions to flat bed trailers or equipment.

4-9.1.2. International Only. [old I4.12]

The Participant must 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 flat bed trailers or equipment. When authorized by the RTO, the Participant may use moving vans to transport loose property between the residence and the Participant's facility at origin.

4-9.2. Unloading.

4-9.2.1. Domestic Only. [old D4-10]

The Participant must provide for the physical unloading of the property from the transporting vehicle into a warehouse for SIT or the unloading of the property into the owner's residence at destination.

4-9.2.2. International Only. [old I4.12]

The Participant must provide for the physical unloading of the property from the liftvans into a warehouse for SIT or the unloading of the contents of the liftvans into the owner's residence at destination.

4-9.2.3. Unpacking At Destination. [old I4.12]

If requested, the Participant shall unpack and/or uncrate all property that was packed and/or crated for movement under this HTOS. All articles disassembled by the Participant or originating from storage will be reassembled. The unpacking service and removal of debris will be performed at the time the goods are delivered to the residence unless specifically waived in writing by the employee or the employee's agent. The waiver will be held in the Participant's files for further reference.

4-9.3. Containers Moving in Local Service. [old D4-5 & I4.9]

Containers (storage or liftvans) moving in local pickup or delivery service will be covered with a waterproof tarpaulin or other material providing equal protection when local weather conditions dictate. In any event, such protective covering must be available. Containers will not extend beyond the side or end of flatbed equipment.

4-9.4. Removal Of Debris. [old D4-2 & I4.12]

Packing and loading at origin will include removing from the employee's residence, to include driveway and curbside, all empty Participant-provided containers, packing materials, cartons and other debris, e.g., nails accumulated incident to packing and loading. All "debris" which may have accumulated on the street, or next-door neighbor's property or in parking spaces will be removed.

**4-9.5. Protection Of Residence Floors & Protection For Buildings.
[old D4-2 & I4.8]**

The floor and carpeting or the employee's residence will be appropriately covered during packing, loading, and delivery to prevent damage or soiling. "Appropriately covered" is generally defined as substantial protection from scratching, gouging, or soiling the floor or carpet of the residence. The Participant shall furnish or cause to be furnished, when necessary, padding or other protective material for the interior of the buildings, including elevators, from and to which the property will be moved under this HTOS.

4-9.6. Impracticable Operation And Auxiliary Services.

4-9.6.1. General. [old I4.13]

Nothing in this Section will require the Participant to perform any line haul service or any pick up or delivery service or any other service from or to, or at any point or location where, through no fault or neglect of the Participant, the furnishing of such services is impracticable because: (a) the 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, insurrection riot, civil disturbance, strike, picketing or other labor disturbance would (c) (1) subject operations to unreasonable risk of loss or damage to life or property or (c) (2) unreasonably jeopardize the ability of the Participant to render line haul or pick up or delivery or any other service from or to or at other points or locations; (d) Participant's hauling contractors, Participant's employees or Participant's agents are precluded, for reasons beyond Participant's control, from entering premises where pickup or delivery is to be made; (e) local, state or federal restrictions, regulations or laws prohibit performance of such services by line-haul equipment; (f) when service is impracticable

for reasons stated in this rule, and service can be completed through the employment of services of third persons, the RTO or the origin/destination GSO may order such service.

4-9.6.2. Provision Of Smaller Equipment. [old I4.13]

Upon request of the RTO, the Participant will use or engage smaller equipment than its normal road haul equipment or provide extra labor for the purpose of transferring the shipment between the origin or destination address and the nearest point of approach by the Participant's road equipment.

4-9.7. Lack Of Proper Delivery Address. [old I4.14]

If the Government bill of lading sets out a specific residential delivery address and delivery cannot be made at the address specified on the Government bill of lading for other than the fault of the Participant, and neither the shipping Federal agency, the destination RTO, nor the property owner designates another address at which delivery can be made, the Participant will place the property in storage-in-transit only after the RTO authorizes the storage.

4-9.8. Constructive Delivery.

4-9.8.1. Tender At Nearest Point Of Approach. [old I4.15]

When it is physically impossible for Participant to perform pickup of shipment at origin address or to complete delivery of the shipment at the destination address with normally assigned road 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 Participant will hold itself

available at point of pickup or tender delivery at destination at the nearest point of approach to the desired location where the road equipment can be made safely accessible.

4-9.8.2. Owner Non-Acceptance Of Delivery.

4-9.8.2.1. General. [old I4.15]

If the owner does not accept the shipment at nearest point of safe approach by Participant's road equipment to the destination address, the Participant may place the shipment or any part thereof not reasonably possible for delivery, in storage at the nearest available warehouse (see exception below, for international shipments). The RTO must be informed of and approve such action prior to placement in warehouse. The liability on the part of the Participant will cease when the shipment is unloaded into the warehouse and the shipment will be considered as having been delivered.

4-9.8.2.2. Exception - International Only. [old I4.15]

Storage authorized in accordance with this subparagraph for international shipments must occur in the nearest available DOD or DOS approved warehouse.

4-9.9. Detention By Participant Or Agent. [old I4.6]

Personal property shipments moved under this HTOS are sponsored by the Government of the United States of America and, as such, will not under any condition or for any reason be detained by Participants or agents.

4-10. Determination Of Weight.

4-10.1. Weighing Requirement. [old I4.19]

Participants will 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 approved by the appropriate regulatory authority for use in determining the weight of household goods shipments.

4-10.1.1. Weight Variance.

In the event the actual shipment weight is greater than 115% of the premove survey weight, the Participant must notify the RTO or its third party representative prior to billing the Federal Agency of the original weighing and be prepared to justify the difference. In the event the Participant fails to notify the RTO or third party representative, the Participant stipulates that the agreed weight of the shipment will be 115% of the premove survey weight. In the event the Participant fails to adequately justify the difference between the actual and premove survey weights, the Participant stipulates that the agreed weight of the shipment will be 115% of the premove survey weight. The agreed weight shall take precedence over the actual weight for the assessment of transportation, accessorial, and storage-in-transit charges when based on weight. The RTO has the authority to waive this provision.

4-10.1.2. Verification of Weight Variance.

A copy of the premove survey must accompany the billing voucher and associated documents when the weight variance rule is applied.

4-10.2. Weighing Procedure Household Effects.

4-10.2.1. General. [old I4.19]

Except as otherwise provided herein, 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 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.

4-10.2.2. Included In Weighing.

4-10.2.2.1. General. [old D11-2 & I4-9]

At the time of both weighings, the vehicle will have installed or loaded all pads, dollies, hand trucks, ramps and other equipment required in the transportation of each shipment. Neither the driver nor any other persons shall be on the vehicle at the time of either weighing. Participants will bill for the net weight of a household goods shipment described on the GBL. The net weight will consist of actual goods (including a separate weight for designated PBP&E and for privately owned automobiles), plus special wooden crates (when approved by the RTO), 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. Nothing else will be included in the net weight.

4-10.2.2.2. Included in Net Weight. [old D11-2]

In determining net weight on containerized shipments, Participants will include in the tare weight all padding material, e.g., paper pads, cloth blankets, or any wrapping material used as a substitute for cloth blankets, and blocking and bracing material used for a Participant's convenience to protect and secure a shipment.

4-10.2.2.3. Lift Van Weights - International Only. [old

I4.19]

The net weight of shipments transported in lift vans will be the difference between the tare weight of the empty lift van, and the gross weight of the packed lift van.

4-10.2.3. Fuel Tanks. [old I4.19]

The fuel tanks on the vehicle will 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.

4-10.2.4. Detaching Equipment [old I4.19]

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.

4-10.2.5. Time Of Weighing. [old I4.19]

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

4-10.2.6. Right To Observe Weighing. [old I4.19]

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

4-10.3. Weight Tickets. [old I4.19]

The Participant will 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 person performing the weighing and must contain the following minimum information: (1) the complete name and location of the scale; (2) the date of each weighing; (3) identification of the weight entries thereon as being the tare, gross and/or net weights; (4) the company or Participant identification of the vehicle; (5) the name of the owner of the household effects as it appears on the GBL; (6) the Participant shipment registration or GBL number; (7) the original weight ticket or tickets relating to the determination of the weight of a shipment must be retained by the Participant as part of the file on the shipment. All freight bills 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.

4-10.4. Reweighing Of Shipments. [old D4-12 & I4.19]

The Participant, upon request of the shipper or his representative, made prior to delivery of the shipment, and when approved by the RTO for international shipments, will reweigh the shipment. Reweigh of the shipment must be performed on a scale different from the one on which the original weighing occurred. If a reweigh is required, shipment will be reweighed upon final delivery and performed on a scale different from the one on which the original weighing occurred.

4-10.5. Constructive Weight. [old D11-2 & I4.19]

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

When PBP&E or a privately owned automobile is included as part of the shipment, the weight of such articles will be annotated separately on the GBL.

4-10.6. Platform Scales. [old D11-2 & I4.19]

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

4-11. Storage-In-Transit.

4-11.1. General. [old D4-11 & I4.17]

The Participant must provide SIT at destination when required. (SIT may not occur at origin unless authorized by the RTO). SIT is the holding of a shipment or portion thereof at a facility or warehouse the Participant uses for storage, pending further transportation. A shipment may be held in SIT for a period not to exceed 180 days. The Participant must advise the employee when the storage period will end and determine from the employee whether the shipment or any portion thereof, will be delivered to employee's residence or held in storage. If SIT is required beyond 180 days, the employee will inform the RTO and any SIT extension will be by mutual agreement between the RTO and the Participant. After the initial 180 day period ends, the Participant's liability terminates; the applicable interstate, intrastate or international character of the shipment or portion thereof ceases; the warehouse is considered the destination of the property; the warehouseman becomes the agent for the shipper; the property then is subject to the rules, regulations, and charges of the warehouseman; and storage charges are the employee's responsibility.

4-11.2. Facilities. [old D4-11]

The facilities or warehouses used by the Participant for SIT must be commercial facilities or warehouses used by the Participant 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 4-11.3 through 4-11.9, below. Unless approved by the RTO, the use of trailers, vans, public warehouses, and self storage units is prohibited.

4-11.3. Location Of SIT.

4-11.3.1. General. [old D4-11]

SIT will be performed only when shown on the GBL. Shipments must not be placed in SIT at a location in excess of 50 miles from the origin or destination municipality, and must be at the Participant's nearest available SIT facility at destination shown in the "Consignee Block" unless specified on the GBL or authorized by the RTO. 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. SIT at origin must be authorized by the RTO.

4-11.3.2. Exception - International Only. [old I4.17]

For international shipments, the Participant must place shipments in SIT at the nearest available SIT facility of the Participant's agent at destination shown in the "Consignee Block" unless specified on the GBL or authorized by the RTO.

4-11.4. Lot Identification. [old D4-7 & I4.16]

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

4-11.5. Rugs and pads - Domestic Only. [old D4-7]

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

4-11.6. Overstuffed Furniture - Domestic Only. [old D4-7]

Upholstered or overstuffed furniture will be placed in an upright normal position and covered for protection against dust. No boxes, cartons or other pieces of furniture will 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 will have protection, padding, blocking, and bracing to preclude damage from any pressure against the upholstery, including pressure from its own weight as well as from conditions external to the container.

4-11.7. Palletization Of Property. [old D4-7 & I4.16]

Personal property will be stored on skids, pallet bases, elevated platforms or similar storage aids maintaining a minimum of at least two inches clearance from the floor to the under most portion of the personal property. In addition, property will 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.

4-11.8. Removal From Shipping Containers - International Only. [old I4.17]

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

4-11.9. Marking Of SIT Containers. [old I4.17]

All containerized shipments of household effects shall be marked with the employees' name and the GBL number.

4-11.10. Partial Withdrawal From Storage In Transit (SIT).

4-11.10.1. Identification Of Item To Be Withdrawn. [old I4.17]

Items for withdrawal from SIT should be indicated by the property owner/agent at the time of packing whenever possible. When the shipment has already been packed, inventory item numbers will be furnished by the employee to the RTO who shall provide the information to the Participant.

4-11.10.2. Ordering Partial Withdrawal. [old I4.17]

In accordance with the previous HTOS Paragraph, partial withdrawal shall only be ordered by the RTO who shall so certify on the DD Form 619-1 or other commercial form.

4-11.10.3. Consist Of Withdrawal. [old I4.17]

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

4-11.10.4. Weight Of Partial Withdrawal. [old I4.17]

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

4-11.10.5. Billing For Partial Withdrawal. [old I4.17]

Participant shall bill for the partial withdrawal of property as directed by the RTO.

4-12. Tracing.

4-12.1. Shipment. [old I4.16]

The Participant shall trace a shipment upon request from the RTO or property owner and will promptly report to the requesters the location of the shipments.

4-12.2. Missing Household Effects. [old I4.16]

The Participant shall take action to trace missing loose household effects.

4-12.3. Missing Liftvans/Containers. [old I4.16]

The Participant shall take action to trace 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 an annotation of the GBL or inventory to explain the shortage.

4-13. Non-Temporary Storage. [old D4-6 & I4.1]

If requested by the employing Federal agency, the Participant will be responsible to provide or arrange non-temporary storage for those household goods and personal effects authorized by the appropriate Federal agency. Tender rates will apply into the carrier warehouse. Rates for monthly non-temporary storage per 100 pounds and rates for full value protection per each \$100 of value to be negotiated between the warehouseman and the Federal agency.