

PERFORMANCE WORK STATEMENT

PERFORMANCE WORK STATEMENT FOR PACKING, CONTAINERIZATION AND LOCAL DRAYAGE OF DIRECT PROCUREMENT METHOD (DPM) PERSONAL PROPERTY SHIPMENTS

PART I-DESCRIPTION OF SERVICES

A. SCOPE OF WORK: The contractor shall furnish all personnel, equipment, facilities, supplies, services and materials, except as specified herein as Government-furnished, for the preparation of personal property of Department of Defense (DOD) personnel for shipment and/or storage and related services through the DPM. Work to be performed will be those services in the Schedules awarded to the contractor as outlined in individual Contract Line Item Number (CLIN) items. The area of responsibility includes seven counties in NY: Orange, Westchester, Rockland, Putnam, Dutchess, Ulster, Sullivan and one county in Connecticut: Fairfield. Tasks by type of move are reflected in Table G-1; Task/Type of Move Matrix, showing which tasks normally apply to each type of move. Specific requirements for each task are described below. If specific instructions or requirements are not provided, commercial standards of services and best business practices are acceptable.

DESCRIPTION OF OUTBOUND, AREA 1 ORANGE COUNTY, SCHEDULE IV – PACKING, CRATING AND MOVEMENT OF PERSONAL PROPERTY

A.1. This schedule may be made used up to three times per year. While graduations are normally in May/June, August and December, the Government may use these services up to any three times.

A.1.2. In support of the Graduating Cadets the Government will order supplies - Cartons and Packing Tape - from the contractor. These supplies will be ordered by the Government in the early part of the year and will be delivered by the Contractor on the Cadet Carton Issue Day, approximate 3 weeks prior to Graduation, TBD by the USMA academic schedule. The contractor will be required to be on site on the Carton Issue Day no later than 6:00 AM and will be required to have the trucks in the designated area until 4:00 PM. The Transportation Staff will issue the Supplies from the Contractor's vehicles. Any additional supplies not used during the Cadet Carton Issue will be transported to a designated area on West Point by the Contractor.

A.1.3. MAIN GRADUATING CADETS: The contractor shall have the capacity to pick up cadet shipments for the main graduating class from the central post area on two specific dates (to be determined no later than 30th April, by the Government) of USMA's graduation week, to be determined by USMA's academic schedule. While normally during the May/June timeframe, Government can use any one time during a year. Contractors shall have trailers in place by 6:00 AM EST and remain until approximately 5:00 PM EST each day. Replacement trailers shall be staged at West Point and readily available to ensure continuous work process once the first trailer is filled. The contractor shall supply a smaller truck with sufficient personnel available, and special packaging to assist the cadets with items like skis, bikes, artwork, etc., requiring extra packing and disassembling. This service shall be provided to any cadet seeking assistance. Onsite services required are packing, inventorying, and loading. Offsite services required are shipment containerization and storage of 30 days or longer. All Government Bill of Lading (GBL) for these shipments will be processed after pickup. Once the GBL's are received by the contractor, the unaccompanied baggage shipment shall leave the contractor's warehouse within three business days. In the past, graduates have chosen to forego this service and there is no guaranteed weight/usage. Historically, the total estimated weight of the shipments for this two-day period is 60,000 pounds.

A.1.4. The Government will use Area 1, Schedule 1 for up to the additional smaller graduations, if required. While normally in August and December, the Government may use the two additional services at any times. The contractor shall be notified 14 days prior to the pickup date for confirmation. In the past, graduates have chosen not to use this service. The Government may cancel the service if not to be utilized. The estimated weight of the shipments for this period is 3,000 pounds.

A.2. All Outbound (Schedule I) requirements, terms and conditions are applicable to Schedule IV.

1. **PREMOVE SURVEY:** The contractor shall determine the nature of personal property offered for shipment either by physical inspection or telephone survey with the member/employee. The survey will

be conducted at a time and date mutually agreed upon between the contractor and the member/employee. Any pack/pickup date changes will be coordinated with the ordering officer.

2. WEIGHING

- a. The gross, tare, and net weight of all shipments will be determined through the use of scales properly certified by a state inspector of weights and measures in accordance with the regulations of the state or district having legal jurisdiction over the scales. Personnel designated to operate the scales will be licensed or otherwise qualified as weigh masters if required by the state, commonwealth, or district. When a metric scale is utilized, the contractor shall use one (1) kilogram per 2.2 pounds for conversion.
- b. The contractor shall submit weight tickets, reflecting gross, tare, and net weight, in duplicate, properly certified in accordance with federal, state, and commonwealth or district regulations to the ordering officer with documentation (Contract Data Requirements List (CDRL) 0002).
- c. When scales are not available or their use is not practical, the application of a constructive weight of seven (7) pounds per cubic foot will be used provided prior written approval is obtained from the ordering officer. (See Paragraph (Para) A.2.d for constructive weight of Professional Books, Papers, and Equipment (PBP&E), (also known as PRO or PRO-Gear).
- d. When PBP&E are included as part of the shipment, the weight of each item individually described on the inventory will be entered on the same line of the inventory next to the description. The total weight of such articles will be annotated separately on the inventory and packing list. The PBP&E weight may be obtained using bathroom or platform type scales. If it is not possible or practical for the contractor to weigh the items at the time of packing and pickup, and there is no cube indicated on the inventory, a constructive weight of forty (40) pounds per cubic foot will be used for PBP&E.
- e. The weight tickets will contain the name and address of the weighing station, the date, name of contractor, van or trailer number, name of member/employee, call number assigned by the ordering officer, and signature of the weigh master.
- f. For inbound personal property, the contractor shall bill on the origin net weights obtained from the Personal Property Government Bill of Lading/Bill of Lading (PPGBL/BL) or other movement document and need not submit a weight certificate, unless a reweigh is ordered. When a reweigh is ordered, the contractor shall bill on the reweigh weight.
- g. If the PPGBL/BL, movement document, or container does not reflect the net weight for inbound shipments or if the PPGBL/BL is unavailable at the destination, the contractor shall bill on the origin gross weights obtained from the PPGBL/BL, or other available sources, such as containers or supporting documentation. The contractor is required to use all means available (containers, supporting documentation) to obtain a net weight prior to submitting the bill. If the bill is submitted on the origin gross weight, the contractor is paid for the gross weight based on the net weight bid price.
- h. The contractor shall perform reweigh services when ordered. The reweigh will normally be requested at the time the delivery order is placed and will be performed in accordance with instructions set forth in Para A.2.a. When so advised by the ordering officer, a designated representative of the ordering officer or the member/employee will be permitted to accompany, in a separate conveyance, the contractor to witness the reweigh. This would be at no extra charge and the contractor would not provide the separate conveyance.
- i. When a reweigh is ordered, the contractor shall furnish the ordering officer weight tickets in duplicate within seven (7) workdays of completion of the service.

- j. When the weighing of a shipment at origin is witnessed by the Personal Property Processing Office (PPPO), the back of all copies of the weight ticket will be annotated with the statement "weight observed" and verified by the signature of the PPPO. The number seven (7) copy of the PPGBL/BL (property received copy) will be similarly annotated prior to mailing to the destination PPPO. When computer generated PPGBL/BLs are used, the copy going to the destination PPPO will be annotated.
- k. BILLING PROCEDURES: For Continental United States (CONUS) activities, to include Hawaii and Alaska, shipments are payable on the basis of one hundred (100) pound minimum weight for Unaccompanied Baggage (UB) and a five hundred (500) pound minimum weight for Household Goods (HHG), net or gross weight, as indicated in the bid item. For overseas activities, excluding Hawaii and Alaska, shipments are payable on the actual net weight shipped.
- l. Actual pieces, weight, and cube of UB shipments will be provided to the Transportation Office (TO)/PPSO prior to the issuance of the PPGBL/BL.

3. TIME REQUIREMENTS

- a. The ordering officer will normally give the contractor notice to commence services ordered herein at least one (1) full workday prior to the date specified. Oral orders will be confirmed in writing within two (2) workdays following order acceptance by the contractor. The contractor shall be available to receive orders between the hours 0800 and 1700. Upon request, the contractor shall provide information as to whether the service will be performed between the hours of 0800 to 1200 hours or between the hours of 1200 to 1700 hours, based upon the best information available.
- b. In unusual situations, it may be necessary for the ordering officer is authorized to order specific services at specified times or days. When services are ordered for other than normal duty days and hours, then overtime charges are applicable under Attachment G3, Schedule I, Item 0014, Additional Services.
- c. The contractor shall not begin pickup or delivery services at a member/employee's residence before 0800 hours or after 1700 hours without prior approval of the ordering officer and the member/employee. The contractor shall not begin any service that will not allow completion by 2100 hours without approval by the ordering officer and the member/employee by 1630 hours of the scheduled date. When services cannot be completed on the scheduled date, the contractor shall notify the ordering officer and the member/employee. In case of an approved suspension of operations, the contractor shall assure his/her return the next workday at 0800 hours to complete the services.
- d. If containerization is ordered at the contractor's facility, the HHG or UB will be picked up on the date and within the hours specified. Unless a longer period is authorized by the ordering office, the maximum containerization time allowed at the contractor's facility will be three (3) workdays following the specified pickup date for HHG and two workdays following the specified pickup date for UB.
- e. The contractor shall accept from commercial carriers and pickup from commercial, air, water, and military terminals inbound shipments of HHG or UB. The contractor shall notify the ordering officer upon arrival of a shipment but not later than 1200 hours of the next workday. Delivery will be affected within three (3) workdays following the date of the contractor's arrival notification unless otherwise specified. For shipments in storage, the contractor shall affect delivery to the residence within three (3) workdays following notification for delivery by the ordering officer (e.g., ordering officer calls on Monday, personal property will be delivered on or before Thursday). The contractor shall not deviate from the specified delivery date unless approved by the ordering officer.

4. PREPARATION, PACKING, LOADING, AND CONTAINERIZATION

- a. Personal property will be prepared, packed, loaded, and containerized for all types of shipments destined for the CONUS or Outside CONUS (OCONUS). It is the contractor's responsibility to coordinate with the ordering officer container size and configuration for each mode of shipment prior to packing containers.
- b. The contractor shall perform all preparation and packing in a manner requiring the least cubic measurement, producing packages that withstand normal movement without damage to the container or contents and at a minimum of weight. All shipments will be protected from the elements (rain, snow or sun) and theft at all times.
 - (1) Items of an unusual nature may require disassembly service by a third party. The contractor shall not arrange for third party servicing without the authorization of the ordering officer. The charges for third party service will be billed by the contractor as a separate charge on the invoice and supported with two (2) copies of the third party Company's invoice. Examples of such items are: shrinks, wall units, grandfather clocks, and grand pianos.
 - (2) The contractor shall not be required to disassemble swing sets, outdoor recreation equipment, television and radio antennas, and similar articles. The member/employee will disassemble these items. Items disassembled by the member/employee will be shown in the remarks section of the inventory as Disassembled by the Owner (DBO).
 - (3) Member/Employee Packed Items: Items already packed by the member/employee will be inspected and repacked by the contractor, with the exception of Attachment G3, Schedule I, Item 0006, Outbound Service-Unaccompanied Baggage Packed by Member/Employee and Item 0007, Outbound Service-Unaccompanied Baggage Packed By Member/Employee-Consolidated Shipments Government Facility. The carrier assumes liability for whatever they pack. The carrier has the right to inspect all items and will use the appropriate carton(s) to pack all items (i.e., clothes in wardrobe boxes) thereby affording items the proper protection. PPSOs will ensure that items are shipped in sealed cartons for stacking in trucks/crates and to avoid pilferage. Therefore, one of two things must occur:
 - (a) The carrier will pack all contents in cartons and then stack empty plastic totes or tubs separately for onward movement, or
 - (b) The member/employee provide an already-packed tote/tub. The carrier will then inspect and decide the following:
 - 1. Empty the tote/tub and place its contents in a carton, or
 - 2. Ship the tote/tub as is with contents. It will be the carrier's responsibility to place the tote/tub in a proper carton or container for safe movement. Tape may not be placed directly on the tote/tub.
 - (c) The above decision is at the carrier's discretion. Members/employees cannot insist that the contents must remain in the tote/tub since the carrier assumes liability for the tote/tub and the contents.
 - (4) Trunks and Footlockers: Trunks and footlockers may contain a properly packed quantity of HHG that is reasonable for the construction and condition of the container.
- c. When the ordering officer authorizes tailgating, the load will not extend beyond the surface of the tailgate or beyond the surface of the vehicle. The tailgated items will be protected from inclement weather by a suitable covering.

- d. **CONTAINERIZATION:** Containerization of outbound HHG and UB will be done at the member's/employee's residence, unless otherwise authorized by the ordering officer. The contractor shall perform all exterior containerization services as prescribed in Paragraph A.7 for the type of articles, destination, and method of shipment designated by the ordering officer.
 - (1) Firearms: When firearms are included in containerized shipments, they will be placed in the number one container in such a manner to permit easy withdrawal for inspection. Make, model, caliber or gauge, and serial number of the firearm will be listed on the inventory form (See Paragraph A.5.c.).
 - (2) Boats: Boats may include, but are not limited to, the following: canoes, skiffs, light rowboats, kayaks, and sailboats. The contractor will be required to accept a boat and/or boat trailer less than fourteen (14) feet in length or over 14 feet in length (member only) but less than five hundred (500) pounds in weight from a member/employee. Employees are limited to domestic shipment of boats and their associated trailer that can be transported in a moving van (e.g., canoe, kayak, rowboat, outboard/inboard motorboat [14 ft. or less]). Components and boat accessories that will not fit into an American Society for Testing and Materials, (ASTM) D4169-01, Standard Practice for Performance Testing of Shipping Containers and Systems or Military Surface Deployment and Distribution Command (SDDC) Pamphlet 55-12, Commercial Containers for Department of Defense Household Goods Shipments, container will be containerized in accordance with ASTM D6251/D6251M-01, Standard Specification for Wood-Cleated Panelboard Shipping Boxes. The member/employee will be responsible for any special crating or materials needed to move the boat by DPM.
 - e. **SECURITY SEALS:** All exterior HHG/UB containers and boxes, including overflow and oversize boxes and rug tubes/cartons, will be sealed with accountable seals at the member's/employee's residence, unless otherwise authorized by the ordering officer. Sealing will be completed prior to any movement and the seal (control) numbers entered on the inventory, cross-referencing the container number. Two (2) seals, as a minimum, for UB, will be used per box and seals will secure the access overlap top and ends. If only two seals out of a set of four (4) are used, the seals not used will be destroyed at the time of sealing or given to the member/employee. Four seals, as a minimum, on HHG, will be used per box and seals will secure the access overlap door and side panels.
 - f. **REMOVAL OF DEBRIS:** Packing and loading at the origin will include, as a minimum, removing from the member's/employee's residence all empty contractor-provided containers, packing materials, and other debris accumulated incident to packing and loading unless specifically waived by the member/employee in writing.
5. **TAGGING, INVENTORYING, AND PACKING LIST:** The contractor, in coordination with the member/employee, will prepare an accurate, legible, HHG/UB descriptive inventory similar to Figure G1-1, Household Goods Descriptive Inventory. The contractor shall count and examine all goods tendered for shipments, receipt for them, and make written exception for any goods not in apparent good order. All tagging will be accomplished prior to the removal of goods from the residence.
- a. **INVENTORY IDENTIFICATION:** Each carton will be marked to indicate the general contents and member's/employee's last name. Each carton will be tagged and inventoried as a separate inventory line item. Identify the cartons by type and cube with an indication of general contents, such as, linens, pots and pans, mirror carton, 3.5 cubic feet.
 - b. **INVENTORY SYMBOLS:** The "Exception Symbols" and "Location Symbols," as shown in Figure G1-1, will be used to describe locations and exceptions. Locations and exceptions will be true and accurate. The omission of exception symbols will indicate good condition except for normal wear. Describe in as much detail as possible items of furniture; for example, television sets will be

identified as being either “color” (C) or “black and white” (B&W) and console or portable. The contractor shall annotate on the inventory item(s) such as TVs, stereo components, computer hardware, VCRs, video cameras, by make, model, and serial number when these are visible on the outside of the item.

- c. Each privately owned firearm will be annotated on the inventory by make, model, caliber or gauge, and serial number.
- d. For PBP&E, ensure that the term “PRO-GEAR (PRO)” is used to identify such articles on the inventory, together with the cube and weight of the individual carton; a line entry item for each container, such as, carton PRO 3 cubic ft., 53 lbs. All PBP&E items identified by the member, member’s spouse or employee shall be separated from other items of the shipment. PBP&E must be segregated between the military member’s PBP&E and spouse PBP&E, placed in separate boxes or cartons, marked, weighed and inventoried separately. The symbol M-PRO shall be used to identify a military member’s PBP&E. The symbol S-PRO shall be used to identify a military spouse’s PBP&E. The total weight of the military member’s PBP&E shall be listed on the last page of the inventory. A separate weight entry is required for dependent spouse PBP&E.
 - (1) For employees, PBP&E includes an employee’s personally owned professional or specialized items and other materials used for official duty performance. PBP&E does not include sports equipment; office, household, or shop fixtures; or furniture (e.g., bookcases, file cabinets, desks, and racks of any kind). PBP&E are HHG. If the PBP&E may cause an excess weight condition, PBP&E may be moved as an administrative expense, (see the Joint Travel Regulations, Para C5154, Basic Allowances) as opposed to a HHG transportation expense, subject to the following conditions:
 - (a) The employee will furnish an itemized inventory of PBP&E for review by an official designated by the authorizing/order-issuing command, at the new Permanent Duty Station (PDS);
 - (b) The employee will furnish evidence (as determined by the authorizing/order-issuing command) that transporting the itemized materials as part of the HHG results in a weight in excess of the maximum weight allowance; and
 - (c) An official designated by the authorizing/order-issuing command at the new PDS, will review and certify that the itemized PBP&E, are necessary for the proper performance of the employee’s duties at the new PDS, and that if these items are not transported to the new PDS, the same or similar items would have to be obtained (at Government expense) for the employee’s use at the new PDS.
- e. Items disassembled by the contractor shall be shown in the remarks section of the inventory as Contractor Disassembled (CD). Items disassembled by the member/employee will be shown in the remarks section of the inventory as DBO. When an article is packed in an original container furnished by the member/employee, the inventory will indicate the type of article and will be shown as Contractor Packed (CP).
- f. Motorcycles, mopeds, and motor scooters will be inventoried as one line item, listing their serial number, make, year, model, and odometer reading. For international shipments, ensure one copy of the title and/or registration is attached to all copies of the PPGBL/BL/Commercial Bill of Lading/Transportation Control and Movement Document (TCMD).

NOTE: Motorcycles and mopeds that do not conform to vehicle emissions standards and motor vehicle safety standards of the destination country cannot be shipped as part of a HHG shipment.

- g. When the ordering officer permits the contractor to partially containerize a shipment at the warehouse, each item removed from the residence will be annotated on the inventory as Containerized Warehouse (CW).
- h. INVENTORY FORM: The inventory form will bear the signature of the member/employee, and date signed, together with the signature of the contractor's representative and date signed certifying to its accuracy and completeness.
- i. The contractor shall prepare the inventory in five (5) copies for outbound HHG and UB shipments and in three (3) copies for local drayage moves. The original and all copies will be legible and will bear the name and complete mailing address of the contractor. The original inventory will be furnished to the ordering officer, the contractor shall retain one (1) copy, and one (1) copy will be given to the member/employee (CDRL 0003, Household Goods Descriptive Inventory). For HHG and UB, the contractor shall place in a waterproof envelope secured to the No. 1 container: one copy of the inventory; one (1) copy of the DD Form 1299, Application for the Shipment and/or Storage of Personal Property (Figure 401-1), and if an overseas shipment, one (1) copy of the member's/employee's orders and custom's document. Additionally, for HHG, the contractor shall place an envelope containing the following documents in an easily accessible location inside the No. 1 container: one (1) copy of the packing list and Exception Sheet for shipments released from Non-temporary Storage (NTS). For unaccompanied baggage shipments, the contractor shall place one (1) copy of the member's/employee's orders inside the carton prior to sealing. The member/employee will be required to furnish all necessary copies of their orders.
- j. Annotate the receiving document or inventory to show any overage, shortage, and damage found, including visible damage to external shipping containers and condition of security seals each time custody of the property changes from a storage contractor (warehouseman) to the contractor or from one contractor or carrier to another. When available, use the same inventory prepared at origin to verify delivery and condition of the articles at destination.
- k. PACKING LISTS: The packing list identified in Figure G1-2, Packing List of Household Goods, or a similar format, will be used. The contracting officer will advise the contractor as to the required packing list prior to the start date of the contract. The contractor shall prepare a packing list at the time the goods are packed, noting the number of each piece, the weight, and the cubic measurement.
- l. REMOVAL FROM NTS: When the personal property is to be removed from NTS, the contractor shall obtain from the storage contractor two (2) legible copies of the NTS inventory and in conjunction with the storage contractor, check each item of the storage lot in accordance with such inventory. If at the time each item is checked there is a difference in condition of the item from that listed on the NTS inventory, the contractor shall prepare an Exception Sheet and such differing conditions will be noted thereon. When the contractor elects to make a new inventory, differences as to condition of individual items, as compared with the NTS inventory, will be shown on an Exception Sheet as described above. In the event the opinions of the contractor's representative and storage contractor's representative differ as to shortages and overages or condition of an item(s), both opinions will be listed on the Exception Sheet and separately identified as to the source. Both parties will sign and date the Exception Sheet, each retaining a legible copy for their respective files (CDRL 0004, Exception Sheet). Such an Exception Sheet will remain an internal industry document. In the event a claim is filed, the contractor shall provide legible copies of the Exception Sheet to the claims officer.
 - (1) Preparation of Inventories: Inventories prepared on shipments released from NTS will indicate the same article identification and item number as on the NTS inventory or a cross-reference will be made on the new inventory indicating the item number and identification from the NTS inventory. The use of legible photo reproductions of the storage contractor's inventory in lieu of preparing a new inventory is permissible.

- (2) Identify personal property by affixing a tag or tape to each article (not applicable to individual items in packing containers). Each shipment will be separately identified by lot number. Each article will be assigned a number that will correspond with the item number shown on the inventory form. The type of identification used and the method of affixing it to the article will be such as not to damage any article so identified.
 - (3) Identify items disassembled or serviced by contractor or by third party at origin and record such items in the remarks section of the inventory.
6. APPLIANCE SERVICING AND UNSERVICING: The contractor shall service and un-service appliances in accordance with manufacturer's specifications. If third party servicing or un-servicing is required and approved by the ordering officer, the contractor shall bill the services as prescribed in Paragraph A.4.b.(1).
7. CONTAINERS AND VEHICLES
 - a. GOVERNMENT-OWNED CONTAINERS (GOCs): GOCs are containers constructed in accordance with Commercial Standard ASTM-D4169-01, Standard Practice for Performance Testing of Shipping Containers and Systems. GOCs also include those containers listed in SDDC Pamphlet 5512, those meeting ASTM-D6251, and wooden overflow and oversize containers purchased by the Government or received by the contractor awarded the Schedule II, Inbound Services contract. GOCs will be used to the extent as they are available for Schedule I, Items 0001 through 0005, before using contractor-furnished containers.
 - (1) All GOCs and contractor-furnished containers will be free of defects (holes, loose or broken framing, missing skids, caulking repairs, or separated plywood). Unacceptable containers are those that have been extended to accommodate oversize or overflow items, any panel bowed or bulging beyond their normal conformity, those with deteriorated plywood (either rotted or delaminated), those caulked on outside seams or joints, and those patched without the use of caulking compound. Patches on the outside surfaces are not acceptable because they increase the overall dimension and are subject to being scraped off during handling. The floor will be solid and all skids installed and in sound condition.
 - (2) All GOCs and contractor-furnished containers must conform to USDA requirements for Wood Packaging Materials (WPM). WPM is defined as wood pallets, skids, load boards, pallet collars, wooden boxes, reels, dunnage, crates, frames, and cleats. Packaging materials exempt from the requirements are materials that have undergone a manufacturing process such as corrugated fiberboard, plywood, particleboard, veneer and oriented strand board. All WPM must be constructed from Heat Treated (HT) lumber (HT to 56 degrees centigrade for 30 minutes) and certified by an accredited agency recognized by the American Lumber Standards Committee, Incorporated (ALSC) or an equivalent organization recognized by the host nation's Government for WPM procured outside the United States (US) in accordance with WPM policy and WPM enforcement regulations (<http://www.alsc.org>) (*) **Non-DoD Website**. Wood fumigated with methyl bromide is not authorized for use in the shipment of HHGs as damage may occur to the HHGs. All materials must include certification markings in accordance with ALSC standards and be placed in an unobstructed area that will be readily visible to inspectors. Pallet markings will be applied to the stringer or block on diagonally opposite sides and ends of the pallet and be contrasting and clearly visible. All dunnage used in configuring and/or securing the load will also comply with International Standards for Phytosanitary Measures (ISPM): Guidelines for Regulating Wood Packaging Material (WPM) in International Trade and be marked with an ALSC approved dunnage stamp. Failure to comply with the requirements of this restriction may

result in refusal, destruction, or treatment of materials at the point of entry. Additional information on WPM requirements can be found at <http://www.aphis.usda.gov> (*).

- b. Containers for articles such as large pieces of marble or glass tabletops that require more protection than the standard packing techniques will be constructed in accordance with ASTM D6039/D6039M-02, Standard Specification for Crates, Wood, Open and Covered. These containers will be used for interior packing purposes.
- c. SKIDS: Any container that will be handled with a forklift will be constructed with two or more skids. All wooden containers entering the Defense Transportation System (DTS) with a gross weight of one hundred (100) pounds or more or with length and width dimensions of forty-eight (48) inches by twenty-four (24) inches or more will be equipped with two (2) skids of not less than a minimum of three (3) inches high and 3 1/2 inches wide. Skid sizes will be in accordance with ASTM-D6251.
- d. BANDING: Containers of plywood construction will be banded in accordance with Commercial Standard ASTM D3953-02, Standard Specification for Strapping, Flat Steel and Seals or of equal quality with nonmetal banding.
- e. Coopering of GOCs will be performed when authorized by the ordering officer. Patches will not increase the overall container dimensions. All repairs will be done prior to delivery to residence.
- f. MARKINGS. The contractor shall mark all GOCs by stenciling with letters at least one (1) inch high. Freehand marking will not be used. Felt tip markers will not be used. All old shipment markings will be obliterated prior to delivery to residence. Each container will be stenciled with all required elements.
 - (1) Permanent markings on containers will be legible and conform to Commercial Standard ASTM-D4169-01 and SDDC Pamphlet 55-12. The following permanent markings will be stenciled in black letters 1 1/2 inches high, Figures G1-3, Location of Permanent Markings on ASTM-D4169-01 Wood HHG Box, and G1-4, Location of Permanent Markings on MIL-STD-1489 HHG Box: On one side and one end: USE NO HOOKS STORE UNDER COVER US PROPERTY SDDC APPROVED In the appropriate places: CENTER OF BALANCE LIFT HERE FORKLIFT HERE
 - (2) On Commercial Standard ASTM-D4169-01 and SDDC Pamphlet 55-12 containers, the following additional permanent markings will be stenciled on one side and one end toward the top of the container in black letters two (2) inches high. The contractor shall stencil the word "UP" with an arrow pointing to the top of the container. Then under "UP" on an orange background not to exceed eight by ten (8 x 10) inches in black letters approximately two (2) inches high, the contractor shall stencil "DPM." The word "EXPEDITE" will be symmetrically spaced below in 1 1/2 inch high black letters (See Figures G1-3 and G14).
 - (3) Shipments identified as "BLUEBARK" will be stenciled in one (1)-inch letters with the code word BLUEBARK above the PPGBL/BL number.
 - (4) As a minimum, the property member's/employee's last name will be legibly hand written or stenciled on all containers prior to departure from the origin residence, warehouse, or other pickup point.
 - (5) Permanent markings on DPM HHG, Figure G1-5, Container Marking for Household Goods, and UB, Figure G1-7, Markings of Unaccompanied Baggage Containers will be legible and conform to Commercial Standard ASTM-D4169-01 and SDDC Pamphlet 55-12. DPM HHG and UB containers will have a completed Military Shipping Label (MSL) affixed on one (1) side and one (1) end panel for all shipments entering the DTS, except for duffel bags and similar

packages which will have an MSL affixed to one surface. The MSL, Figure G1-6, Military Shipping Label for Personal Property, requires human-readable information as well as linear and two-dimensional bar codes. The human readable and linear bar coded portions of the MSL are prepared as described below and the two-dimensional bar code is prepared in accordance with Appendix R. If the shipping container does not lend itself to the application of the label, or if the label would cover or interfere with other required markings, the label will be attached to a general purpose tag or a placard. The general purpose tag or placard will be tied, wired, or otherwise fastened to the shipment unit or movement conveyance.

- (6) The following listed human readable data and Code 39 linear bar codes will be placed on each MSL. Some entries are keyed to numbered blocks on the MSL, and some are in addition to that form's requirements. The human readable unit of measure will be provided in US standard terms (e.g., pieces, inches, feet, pounds for measured items) and the data values will be rounded up to the nearest whole number with leading zeros suppressed. Also see Military Standard-129, Department of Defense Standard Practice, Military Marking For Shipment and Storage, and ANSI MH10.8.1.
- (a) Transportation Control Number (TCN): Human readable and linear bar code using 1/2 inch high Code 39 format.
 - (b) Transportation Account Code (TAC), PPGBL/BL Number, and Carrier.
 - (c) From: The consignor Department of Defense Activity Address Code (DODAAC) and in-the-clear address.
 - (d) Type Service: In-the-clear text (e.g., TGBL Cd J). The clear-text descriptions may be derived from the personal property TCN field fifteen (15) descriptions.
 - (e) Ship to/POE: Three (3) digit air/sea Port of Embarkation (POE) code, and enough space for five (5) lines of up to thirty-five (35) characters for the in-the-clear address.
 - (f) Transportation Priority: Bold text 3/4 inches tall.
 - (g) POD: Three (3) digit air/sea Port of Debarkation (POD) code or blank.
 - (h) Consignee/Mark For: Member's/Employee's Name followed by the consignee DODAAC and/or Mark For in-the-clear address, and linear bar code using 1/2 inch high Code 39 format.
 - (i) Weight: Actual gross weight (this piece) with unit of measure. Do not zero fill.
 - (j) RDD: Three (3) digit code or blank. Blank for classified Unit Move.
 - (k) Cube: Cube (this piece) with unit of measure. Do not zero fill.
 - (l) Tare Weight: Weight of container before loading personal property. Specifically the weight of wrapping, receptacle, or conveyance containing goods.
 - (m) Date Shipped: Four (4) position code or in-the-clear date. Blank for Unit Move.
 - (n) Net Weight: Weight of personal property loaded into a container.
 - (o) Piece Number: Piece number of this shipment (of Total Pieces) and a linear bar code using 1/2 inch high Code 39 format. Do not zero fill. Piece Number and Total Pieces may be expressed as "Piece Number of Total Pieces" to save space on the label.

- (p) Total Pieces: Total number of pieces in this shipment unit. Do not zero fill.
- (q) PDF417 2D symbol in accordance with Appendix R.

NOTE: Social Security Number will not be stenciled on the container unless it is a part of the TCN. Failure to comply will be considered a violation and action will be taken by the PPSO.

- (7) Carriers may optionally stencil shipment markings in addition to the MSL on the outside of containers. Freehand marking is not acceptable. Markings will be proportional to the available space on the container. Old markings not applicable to the current shipment will be permanently obliterated before the container's arrival at the member's/employee's residence. One (1) copy of the member's /employee's orders will be placed in each container used to ship UB. When an order applies to more than one (1) member/employee, the name of the member/employee to whom the baggage belongs will be identified.
 - (8) Overflow Containers: Overflow containers (Schedule I, Item 0003) will be limited to use for those items that accumulate over and above that which can be packed into an ASTM-D4169-01 or SDDC Pamphlet 55-12 container. The construction of an overflow container will be in accordance with ASTM-D6251. The overflow container normally is of lesser size than ASTM-D4169-01 or SDDC Pamphlet 55-12 containers and will be limited to one (1) per shipment.
 - (9) Oversize Containers: Oversize containers (Schedule I, Item 0003) will be limited to use for a single item that exceeds the dimensions of and cannot be accommodated in ASTM-D4169-01 or SDDC Pamphlet 55-12 container and therefore requires a specially built container. One (1) or more of this type may be required per shipment. These containers will be constructed in accordance with ASTM- D6251 and the exterior container dimensions furnished to the ordering officer.
 - (10) Other Shipments: Containers constructed for other shipments (Schedule I, Item 0003) will be constructed in accordance with ASTM-D6251. Other shipments are defined as small shipments that require a lesser size box (container) than specified in Commercial Standard ASTM-D4169-01 or SDDC Pamphlet 55-12.
- g. The contractor shall report, store and, when directed by the ordering officer, reposition Government-owned HHG containers. When repositioning is ordered, the contractor shall load the GOCs on vehicles and deliver them to the site identified by the ordering officer.
- (1) The outbound contractor, when directed by the ordering officer, will pick up and store empty GOCs from other local carrier or Government facilities within the contract area of performance. When the contract is awarded to different contractors, storage of the GOCs is the responsibility of the outbound contractor unless otherwise directed by the ordering officer. The storage of containers contemplated under this contract means, as a minimum, that containers, if not stored within a building, will be stored in a manner to protect from precipitation, ground water or other moisture.
 - (2) GOC Report: The contractor shall submit a GOC report (a local form or for Air Force Installations, AF Form 384, Government-Owned Container Control Record). The report will be submitted to the ordering officer fifteen (15) days after the contract start date and thereafter on the first workday of each month (CDRL 0005, Report of Government-Owned Containers). The contractor shall keep an accurate, up to date count of all GOCs.
 - (3) Serviceable/Unserviceable Containers: The contractor shall not commingle serviceable or unserviceable containers. After inspection by the ordering officer, these two (2) categories of

containers will be segregated. The ordering officer and contractor will mutually agree upon the inspection and disposition schedule. Unserviceable containers will be disposed of at no cost to the Government.

- (4) The new outbound contractor will pick up the serviceable empty GOCs from the previous contractor(s) not later than thirty (30) calendar days after commencement of the contract.

h: VEHICLES: The contractor shall ensure that all vehicles used in the movement of personal property will be of a safe and sound condition so as not to permit damage to personal property.

8. OUTBOUND DOCUMENTATION AND MOVEMENT

- a. PPGBL/BL and similar documents covering outbound HHG shipments will be picked up from the ordering officer by the contractor each workday or obtained in accordance with locally established procedures such as mail or courier. Distribution of completed PPGBL/BL and TCMDs will be as outlined below.
- b. On outbound HHG shipments, the contractor shall complete by typing information on the original PPGBL/BL and all copies, the following information:
 - (1) Block 26 (Packages): Enter the number and kind of containers, such as 1 F/L or 2 CTNS.
 - (2) Block 27 (Description of Shipment): Enter the aggregate weight and cube of the total number of each different type of container shown in Block 26.
 - (3) Block 28 (Weight): Enter the gross, tare, and net weight.
- c. On outbound UB shipments, the contractor shall provide information on actual pieces, weight, and cube to the TO/PPSO within one (1) day after pickup so that the TO/PPSO can prepare the PPGBL/BL. Information will include:
 - (1) Packages to include the number and kind of containers, such as 1 F/L, 2 CTNS.
 - (2) The aggregate weight and cube of the total number of each different type of container. (3) The gross, tare, and net weight.
- d. On all outbound shipments moving by a PPGBL/BL, the contractor shall surrender the original and copies 2, 3, and 4 of the PPGBL/BL to the carrier when the shipment is picked up. The contractor shall return copies 5, 6, and 7 of the PPGBL/BL to the ordering officer not later than the close of business the next workday after the day the shipment is picked up (CDRL 0008, Bill of Lading). Computer generated PPGBL/BLs are not numbered. In instances where computer generated PPGBL/BLs are used, enough copies will be made to ensure the right number of copies will be submitted. All copies of the PPGBL/BL returned to the ordering officer will bear a legible pickup date, carrier pro number stickers, and signature of the carrier's representative. The contractor shall furnish the ordering officer the completed inventory, packing list, and weight tickets not later than four (4) workdays from the date of pickup of HHG and three (3) workdays from date of pickup for UB shipments.
- e. On outbound overseas shipments, the contractor shall complete by typing information on the original TCMD, (Figure G1-10) and all copies, the following information:
 - (1) Block 22 (Pieces): Enter the total number of pieces in the shipment.
 - (2) Block 23 (Weight): Enter the gross, tare and net weight.

- (3) Block 24 (Cube): Enter the total cube of the shipment.
- f. One (1) completed copy of the TCMD will be placed in the waterproof envelope on the number one container, three (3) copies will be given to the carrier, and one (1) annotated copy will be returned to the Contracting Officer's Representative.
 - g. If any container being prepared to enter the DTS has an outside measurement greater than seventy-two (72) inches, the contractor is required to prepare an Outsized Air Cargo Report (CDRL 0011).
 - h. CARRIER PICKUP OF SHIPMENTS: Within one (1) workday after the property is ready for shipment, the contractor shall contact the assigned carrier, as indicated on the PPGBL/BL, to arrange for pickup. When shipments are not picked up by the assigned carrier by close of business of the next workday, after contractor notification, the contractor shall notify the ordering officer of the carrier's failure to pick up the shipment not later than 9 A.M. of the next workday.
 - i. For outbound shipments requiring drayage to an air or sea terminal within the contract area of performance, the contractor shall deliver the shipment to the designated terminal within five (5) workdays of the request by the ordering officer for UB or within six (6) workdays of a request by the ordering officer for HHG. For shipments drayed to a terminal, the delivery receipt or transfer document will be returned to the ordering officer not later than the next workday following delivery.
 - j. The contractor is required to submit a weekly report showing outbound shipments on-hand which were picked up prior to the previous Wednesday (CDRL 0009, Contractor's Weekly Report).
 - k. When the contractor's facility is located in a town, city, or metropolitan area other than the location of the PPSO, telephone notification of completed containerization or arrival of shipments will be considered as meeting the requirements for written notification. However, the contractor shall mail the written notification to the ordering officer within one (1) workday following the day of telephone notification.
 - l. On outbound overseas shipments entering the DTS, the contractor shall prepare and affix a two dimensional and linear bar coded MSL as described in Paragraph A.7.f.(6) and Appendix R.
9. STORAGE
- a. Identification: All outbound shipments will be properly identified by the member's/employee's name, PPGBL/BL number, and call or lot number. Such identification will be in plain view on each lot.
 - b. Vehicles will not be used for the storage of shipments. Pickup and drayage includes placing the goods within the facility on the pickup date specified in the order; however, at the latest, the shipment will be placed in the facility no later than the day following pickup. When the contractor chooses to allow the personal property to remain on the truck until the next working day, contractor will be held liable for any loss or damage occurring during this time without regard to cause.
 - c. All personal property will be stored to maintain a minimum of two (2) inches of clearance from the floor to the undermost portion of the personal property. This elevation requirement will apply after three (3) workdays handling-in period. Items waiting for the completion of handling-in services will be protected at all times. In addition, the property will not be stored in contact with exterior walls. Height of HHG stacked loose will not exceed ten (10) feet. Extension ladders, TV antennas, swing sets, and similar items are excluded from this height requirement.
 - d. SHIPPING CONTAINERS: The contents of containerized shipments will not be removed from containers when placed in storage. Shipment will not be de-containerized prior to delivery to residence unless ordered by the ordering officer.

- e. **STORAGE CHARGES:** Storage charges for outbound HHG and UB shipments will not commence earlier than the sixth workday following date of ordering officer's receipt of contractor's notification of completion of containerization service. Storage charges will apply for each thirty (30)-day period or computed as a fraction thereof. Date of release from storage will not be considered in computation of storage charges.
- f. Storage charges for inbound HHG and UB shipments will not commence earlier than the sixth workday following date of contractor's notification to the ordering officer of arrival of shipment. Storage charges will apply for each thirty (30)-day period or computed as a fraction thereof. Date of release from storage will not be considered in computation of storage charges.
- g. When the contractor cannot release a shipment from storage or deliver a shipment on the date requested by the ordering officer, the storage charges will cease on the requested date instead of the actual date of release.
- h. The contractor is required to submit an on-hand report for all inbound shipments at the contractor's facility (CDRL 0010, Report of Shipments on Hand). This report will list all inbound shipments in storage and/or waiting to be delivered. Negative reports are required. The TO will identify when reports are to be submitted.
- i. The ordering officer will follow Service guidelines when authorizing additional storage. The ordering officer will notify the contractor of the expiration date of storage at Government expense.

10. **FACILITIES:** Contractor's facilities will meet the guidelines outlined in Appendix D.

- a. **Inspection of Contractor's Facility.** Approval of the contractor's facility by representatives of the Storage Management Office (SMO), 1 Soldier Way, Scott AFB, IL 62225-5006 or West Point's Transportation Office Quality Assurance Evaluator is required prior to contract award. Thereafter, inspections will be on a quarterly basis or, if deemed necessary, on a more frequent basis. Inspections will be conducted using Appendix E. If a facility is found to be unsatisfactory, it may be declared ineligible to receive further orders under the contract.
- b. Upon receipt of contract award, the contractor shall furnish to the contracting officer evidence of the kinds and minimum amounts of insurance covering work to be performed. The contractor shall maintain at least the minimum insurance coverage required as specified in the Federal Acquisition Regulation Part 28.307.2 Liability, throughout the contract period for the following policies: (1) Workmen's Compensation Insurance \$100,000; (2) Comprehensive General Liability Insurance \$500,000; and (3) Automobile Liability Insurance shall not be less than \$200,000 per person and \$500,000 per occurrence for bodily injury, and \$20,000 per occurrence for property damage. Where the Financial Responsibility or compulsory Insurance Law of New York requires higher limits, the Automobile Liability insurance policy shall provide coverage of at least these limits. Each policy will contain an endorsement that cancellation or material change in the policy will not be effective until after a thirty (30)-day written notice is furnished to the contracting officer.

11. **CARGO INSURANCE:** The contractor must provide a certification of cargo insurance reflecting coverage on a continuous basis in at least the amount shown below to cover legal liability. The certificate will contain the statement that the insurance company will provide the designated installation contracting officer, a thirty (30)-day written notice of any change, expiration, or cancellation of said policy. The underwriter of cargo insurance will have a rating of "a" or better in current issue of Best's Insurance Guide. The certificate will be prepared with original signatures and provided to the designated installation contracting officer. The following is the minimum cargo liability coverage required: For both domestic and international shipments are \$75,000.00 per shipment.

12. **DPM DELIVERY, UNLOADING, AND UNPACKING**

- a. The contractor shall furnish the ordering officer the written receiving notice not later than the next workday following the arrival of the inbound shipment. The receiving notice will contain the following information for each individual shipment: Name and rank/grade of the property member/employee, PPGBL/BL number, number of pieces, size and type of containers, weight, and name of carrier. When markings on the containers or documents indicate the shipment is of a deceased member/employee (BLUEBARK), this information will also be provided. The above information will be obtained from the available documents or containers.
 - b. Unloading and unpacking, upon delivery to the residence, will include the one-time laying of rugs, assembling of disassembled furniture, un-servicing of appliances, and the one-time placement of furniture and like items in the room of the dwelling or a room designated by the property member/employee. The contractor shall not be required to move items after once placed as designated. Third party services as set forth in Paragraph A.4.b (1) will be performed when authorized. Unless specifically waived by the member/employee, in writing, unpacking services will be performed. The contractor shall have the member/employee certify and sign on the inventory or delivery document that unpacking was or was not performed.
 - (1) Unpacking Service: Unpacking service will consist of unpacking, on a one-time basis, all barrels, boxes, cartons, and crates. The contents will be placed in a room designated by the member/employee. 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 member/employee, but does not include arranging the article(s) in a manner desired by the member/employee. Unpacking and removing from the member's/employee's premises all empty containers, packing material, and other debris will be performed at the time the goods are delivered to the residence and to the member's satisfaction.
13. **CLAIMS:** The provision of FRV to all DOD customers provides for the replacement, repair, or payment for the non-depreciated value of lost or damaged items. The liability limits for FRV are the greater of \$7,500.00 per shipment, or \$6.00 times either the net weight of the HHG shipment or the gross weight of UB shipment, in pounds, not to exceed \$75,000.00. For detailed claims and liability procedures see Attachment G6.

PART II -GOVERNMENT-FURNISHED PROPERTY AND SERVICES

1. The Government will furnish the items listed below:
 - a. Government-Owned Containers.
 - b. Government-Owned Container Control Record Form.
 - c. DD Form 1299, Application for Shipment and/or Storage of Personal Property, with special order and customs forms.
 - d. DD Form 1796, Receipt of Unaccompanied Baggage.
 - e. DD Form 1384, Transportation Control and Movement Document (TCMD).
2. Title to all HHG Type II wooden containers, crates or metal shipping boxes furnished by the Government will remain the property of the Government.
3. Return of Excess Government-Furnished Property. Upon expiration of the contract, the contractor shall return unused Government-furnished forms and supplies to the ordering officer. Returned forms and supplies are to be in good reusable condition.

PART III - GENERAL REQUIREMENTS

1. APPLICATION: This Performance Work Statement (PWS) contains basic instructions for the packaging, packing, tagging, inventorying, containerization, marking, loading, storing, unpacking, and inspecting of HHG and UB. This PWS applies to domestic and international DPM shipments. It does not apply to domestic or international Through Government Bill of Lading shipments.
2. PERSONNEL: The contractor shall furnish adequate supervision, labor, materials, supplies, and equipment necessary to perform all the services contemplated under this contract. The contractor's office will be staffed at all times during normal working hours with personnel authorized to book shipments and arrange for services under the contract. All contractors will have available an English reading, speaking, and writing employee at all times during packing and unpacking services.
3. MATERIALS: The contractor shall provide boxes, cartons, mattress cartons and/or plastic bags (plastic bags may only be used when a direct delivery address has been designated by the origin PPSO), tape, labels, packing lists, filler material, paper pads, wrapping, and any other type material to ensure proper packing for damage free movement. All materials will be new or in sound condition. All previous markings pertaining to any previous shipment will be completely obliterated and all material will be free of any substance injurious to the articles being packed and to the member/employee. New material will be used for packing mattresses, box springs, linens, IV-G-17 bedding, and clothing. Plastic mattress shipping bags will not be used for shipments being consigned to long term NTS.
4. DOCUMENTATION AND REPORTS: The contractor shall ensure that all documentation performed by the contractor shall be accurate and legible. All invoices submitted for billing to the ordering officer will be complete and display a detailed and accurate account of services performed.
5. QUALITY CONTROL AND ASSURANCE
 - a. QUALITY CONTROL: The contractor shall establish a complete quality control program to assure the requirements of the contract are provided as specified. One (1) copy of the contractor's quality control plan will be provided to the contracting officer as part of the proposal submission (CDRL 0001).
 - b. QUALITY ASSURANCE: The contractor shall provide monthly metrics measuring the Service Delivery Summary Performance Threshold (CDRL 0012). These statistics will be used in the monthly evaluation of the contractor and also as a part of the annual performance report.
6. CONUS TO OCONUS UB SHIPMENTS USING AIR MOBILITY COMMAND (AMC) AERIAL PORTS The carrier will provide the actual weight and cube of each shipment after pickup to the ordering officer prior to the PPGBL/BL being produced. Information must be provided within two (2) days after pickup.

PART IV -ATTACHMENTS

- Attachment G1: Figures
- Attachment G2: Publications and Commercial Standards
- Attachment G3: Contractor Documents Requirement Listings and Data Item Description
- Attachment G4: Definitions
- Attachment G5: Acronyms
- Attachment G6: DPM Claims and Liability Procedures

TABLE 0-1. TASK/TYPE OF MOVE MATRIX

| TASK | LOCAL MOVE | OUTBOUND HOUSEHOLD GOODS | OUTBOUND UNACCOMPANIED BAGGAGE | INBOUND HOUSEHOLD GOODS | INBOUND UNACCOMPANIED BAGGAGE |
|---|-----------------------|---|---|--|--|
| Premove Survey | X | X | | | |
| Weighing | X | X | X | X | X |
| Time Requirements | X | X | X | X | X |
| Preparation, Packing, Loading, and Containerization | X | X | X | | |
| Tagging, Preparing Inventory and Packing List | X | X | X | | |
| Appliance Servicing and Unservicing | X | X | X | X | X |
| Containers and Vehicles | X | X | X | X | X |
| Marking Exterior Shipping Containers | | X | X | | |
| Storage | | X | X | X | X |
| Unpacking/Unloading and Loss and Damage Reports | X | | | X | X |
| Documentation | X | X | X | X | X |
| Reports | | X | X | X | X |

TABLE 0-2. SERVICE DELIVERY SUMMARY

| PERFORMANCE OBJECTIVES | PERFORMANCE WORK STATEMENT PARAGRAPH | PERFORMANCE STANDARD |
|--|---|--|
| Proper Packing/Loading/Containerization of Personal Property for Onward Movement | Part 1, Paragraph A.4, Paragraph A.7 | No more than three percent of total number of shipments are incorrectly packed/loaded/containerized per month. |
| On-time Pickup/Delivery of Personal Property | Part 1, Paragraph A.3 | No more than five percent per month of the total number of shipments are validated customer complaints for untimely pickup/delivery. |
| Timely pickup/return, proper preparation of documentation | Part 1, Paragraph A.2.i, A.8.a, A.8.c, A.8.i | 98 percent on-time return of completed, accurate, legible documentation to PPSO per month. 96 percent on-time pickup of documentation from PPSO per month. |
| Accurate invoicing of charges | Part 3, Paragraph 4 | 98 percent error-free invoice submission rate per month. |
| Maintain adequate facilities and serviceable equipment | Part 1, Paragraph A.10, Paragraph A.7.h | Fewer than three violations per quarter based on inadequate facilities or unserviceable equipment as outlined in Appendix E. |
| Protection and Accountability of Government-Owned Containers (GOCs). | Part 1, Paragraph A.7.a, A.7.a.(1), A.7.e, A.7.g.(1), A.7.g.(2) | No more than two percent of total number of GOCs improperly protected during this quarter. Fewer than two failures per month to re-coop GOCs within specified time frame |

PART V – ADDITIONAL REQUIREMENTS

1. TIMING

- a. Normally, local drayage shipments in excess of five thousand (5,000) pounds cannot be effectively packed, picked up, delivered, and unpacked the same day. Packing of such shipment is done the day before the specified pickup day unless the shipment is estimated by the Government to be in excess of ten thousand (10,000) pounds in which case two (2) days shall be set aside for packing.
- b. When delivery and unpacking services cannot be completed by 1700 hours of the date specified, the contractor shall contact the ordering officer before suspending operations and return the next workday to complete services.
- c. The contractor shall commence containerization at owner's residence or contractor's facility on the date specified. The contractor shall not deviate from specified pickup date unless approved by the ordering officer. If containerization is ordered at the contractor's facility, the household goods or unaccompanied baggage shall be picked up on the date and within the hours specified. Unless a longer period is authorized by the ordering officer, the maximum containerization time allowed at the contractor's facility shall be three (3) workdays following the specified pickup date for household goods and two (2) workdays following the specified pickup date for unaccompanied baggage.

2. **PREPARATION AND PROTECTION:** The contractor shall prepare articles having finished surfaces susceptible to damage by scratching, marring, soiling, or chafing by wrapping such articles at the time of loading at the residence in textile or paper furniture pads, covers (other than burlap) or other acceptable wrapping materials. When storage of these articles is necessary, they shall be afforded the same protection. Upholstered furniture shall be protected by wrapping with paper pads or blankets. All contact surfaces such as corners and edges shall be protected with excelsior, macerated pads or other cushioning materials. Protective wrappings shall be securely taped. Care shall be exercised to avoid placing the tape on any surface of the article being wrapped.

3. **DISASSEMBLY:** The contractor shall disassemble all items of personal property which requires disassembly to ensure safe movement and delivery at destination. Items disassembled by the contractor shall be shown in the remarks section of the inventory as contractor disassembled (CD). The contractor shall have tools available for this service at the job site.

- a. The contractor shall not be required to disassemble swing sets, playground equipment, television and radio antennas, and other articles as determined by the ordering officer. These shall be disassembled by the owner. Items disassembled by the owner shall be shown in the remarks section of the inventory as disassembled by the owner (DBO).
- b. All nuts, bolts, screws, small hardware, and other fasteners removed from articles by the contractor in preparation for shipment shall be placed in a cloth bag, or similar durable container, and securely attached to the article from which removed.
- c. Legs or other articles removed from furniture shall be wrapped, bundled together, and identified such as dining table legs, six each, and listed as a separate item on the inventory.

4. **PACKAGING MATERIALS:** All material shall be new or in sound condition. The use of damp, wet, or unclean packing materials is prohibited. If the material is not new, all marks pertaining to any previous shipment shall be completely obliterated and all material shall be free of any substance injurious to the articles being packed and to the owner. New material shall be used for packing

mattresses, box springs, linens, bedding, and clothing. In the absence of any specific standard or requirement for materials listed in this section, materials that are clean, commercially available, and appropriate for the purposes intended shall be used.

- a. Boxes: Wood or fiberboard boxes used shall be as follows: wood cleated fiberboard, wood cleated plywood, nailed wood, corrugated fiber, or solid fiber boxes. Boxes may be made of lumber, plywood, or solid fiber and shall be free from imperfections which may affect their utility. When boxes are ordered, they shall be ordered under the appropriate contract line item.
- b. Cartons: Cartons of solid or corrugated fiberboard shall be used for packing linens, books, bedding, lampshades, and draperies. After packing, cartons shall be sealed at the joint on top and bottom. The sidewalls and ends of the corrugated or solid fiber cartons shall be of a minimum average bursting strength of two hundred (200) pounds per square inch. The inside dimensions of the carton, length, width, and depth totaled shall not exceed seventy-five (75) inches with a weight limitation of sixty-five (65) pounds. All corrugated and fiberboard cartons shall be stamped with a manufacturer's certificate indicating the name of the manufacturer, bursting strength, minimum combined weight of facings, size limit, gross weight limit and information indicating type of carton (single wall, double wall, etc.). Cartons lacking a certificate and similar type boxes and cartons shall not be used. Boxes may be used in lieu of cartons when the ordering officer determines that their use is necessary to assure protection and safe movement of the articles.
- c. Dishpacks: Dishpacks are corrugated fiberboard cartons with a capacity of not less than five (5) cubic feet and shall be used for packing glassware, chinaware, bric-a-brac, table lamp bases, and fragile items. When packaging of fragile items has been completed and space is left in a dishpack, such space may be used for packing other lightweight items. The sidewalls and ends of the carton shall be of a minimum average bursting strength of three hundred fifty (350) pounds per square inch. Not more than one hundred twenty (120) pounds of material shall be packed therein. The carton shall be fitted with a cushion pad in the top and bottom with tiers of fiberboard dividers to make cells of various dimensions appropriate for the size of items being placed therein. When the individual items do not completely fill the cell, the void shall be filled with paper. Items shall be wrapped in clean unprinted newsprint and kraft paper. A flat piece of corrugated fiberboard shall be placed between each tier of cells. Each dishpack shall be packed with approximately equal portions of heavy, medium, and lightweight articles. The heaviest items shall be packed in the bottom tier with a divider pad placed on top. Medium weight items shall be packed in a second layer of the carton in filler cells usually called the "crystal" filler with a divider pad on top of this layer. Lightweight items shall be packed in the top layer in fillers sometimes called the "miscellaneous" filler which should, with the addition of the top cushion pad, fill the carton to capacity that shall, with the flaps closed, create a tightly packed unity. All dishpack cartons shall be marked on two (2) sides with the word "UP" with an arrow pointing to the top.
- d. Filler Material: Paper pads, cellulosic (bubble pack) cushioning material, fiberboard, corrugated fiberboard, unicellular polypropylene foam, unprinted newsprint, or kraft paper shall be used as a filler.
- e. Paper Pads: New or clean, if previously used, paper pads shall be used when required. f. Wrapping Paper: Wrapping paper shall be new or clean.
- g. Paper: (Waxed or treated) All waxed paper used shall be manila wax or equivalent. Treated paper may be used if it is "Butcher" type paper.
- h. Unicellular Polypropylene Foam: All unicellular polypropylene foam wrapping material shall be new or clean and conform to specification.

5. **PACKING:** The contractor shall perform all packing in a manner requiring the least cubic measurement, producing packages that withstand normal movement without damage to container or contents and at a minimum of weight. The number and weight of containers shall not be greater than necessary to accomplish efficient movement. At the owner's request, articles such as stereo equipment shall be packed in original containers when furnished by the owner (provided the containers meet minimum standards) for shipping purposes. The member's name and general contents shall be marked on exterior of all cartons.
- a. **Books.** Books shall be packed in cartons. All books of similar size shall be packed together in rows. Pads of solid or corrugated fiberboard shall be inserted between rows and packed tightly, wedged with pads or paper if necessary to fill out the carton and prevent chafing. Books normally shall be packed not more than two (2) rows high in a carton.
 - b. **Fragile Items:** Chinaware, glassware, crockery, lamps, clocks, jardinières, statuary, vases, bric-a-brac shall be packed into dishpacks or other suitable containers. Use of clean type or other modern method (not requiring the use of excelsior or shredded paper) of packing is required.
 - c. **Electrical Equipment:** Fans, heaters, portable stoves, sun lamps, home computers, microwave ovens, and like items. Such equipment shall be completely wrapped in paper, paper pads, or unicellular polypropylene foam and then packed into an interior 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 container. All items shall be properly wrapped and padded prior to packing into interior cartons.
 - d. **Kitchenware:** All kitchenware shall be wrapped, packed and padded to prevent rubbing and movement when packed into interior cartons.
 - e. **Linens, Clothing, Draperies, And Like Items:** When not safe for movement in drawers, chests, dressers, trunks, etc., these and similar items shall be packed into new cartons and sealed at the residence. If safe for movement in drawers, chests, etc., the items remaining shall be padded to prevent chafing or movement. Clothing on hangers in closets and draperies shall be packed into wardrobes.
 - (1) **Upright Wardrobes:** New upright wardrobes shall be used for local drayage shipments. At the option of the service member, either upright or flat wardrobe cartons shall be used in Schedule I (Outbound) shipments. If the member expresses no preference, the carrier may select the type of wardrobe used. Empty hangers shall be removed, wrapped, and packed in a separate carton. No items shall be placed in bottom of wardrobes.
 - (2) **Laydown Wardrobes:** Laydown wardrobes used for packing unaccompanied baggage and household goods shipments shall be new and of sufficient size to allow clothing to be packed flat. Stuffing, rolling, and excessive folding of items shall not be permitted. Hangers shall be removed from clothing and wrapped and packed in a separate carton.
 - f. **Fragile Articles:** Mirrors, pictures, and paintings (glass-faced or other than glass-faced paintings), glass or stone table tops, and other fragile articles requiring crating or similar protection. These articles shall be wrapped and packed in a crate or a fiberboard carton. When more than one (1) article is packed in anyone crate or carton, a divider shall be provided. No more than four (4) articles shall be packed in any one crate or fiberboard carton. Stone tabletops shall be packed separately. Small pictures, paintings, mirrors, and other articles of this type shall be packed in cartons and shall be sealed at residence.

- g. Lampshades, Ornaments, And Toys: These and other small items easily crushed shall be wrapped and placed into cartons and insulated from the carton walls and from other items. Lampshades shall be wrapped individually in tissue paper first and then with new paper or new unicellular polypropylene foam and placed into cartons to prevent shifting or damage (one per carton).
 - h. Mattresses and Box Springs: Mattresses and box springs shall be placed in new mattress cartons at the residence and sealed with tape at all joints and seams. All cartons used shall have a minimum average bursting strength of two hundred (200) pounds per square inch.
 - i. Rugs: Rugs and rug pads shall be rolled (not folded) for shipment and shall not be subsequently folded or bent. This does not apply to small throw rugs without backing.
 - j. Silverware: Each item of silverware, silver ornamentation, or brass that is not coated to prevent tarnishing shall be individually wrapped in several thicknesses of non-tarnish tissue paper or unicellular polypropylene foam. Wrapping of flatware items is not necessary in local drayage moves. Flatware items shall be stacked or nestled. When storage chests are available, flat silver shall be nested or cushioned in the chests. Holloware is soft and easily bent and shall be packed in a dishpack, preferably in top half of the carton. Each vessel and cover shall be wrapped separately with the wrapped cover inverted and placed on the vessel so the two shall be packaged as a unit.
 - k. Appliances and Washers: The contractor shall service appliances and washers as prescribed.
 - l. Unaccompanied Baggage Items: Unaccompanied baggage items shall be individually packaged in cartons consistent with the protection specified for items of household goods in the preceding paragraphs. Clothing shall not be placed loose but shall be properly packed in cartons before they are put into an outer shipping container. Fiberboard boxes may be used for items requiring interior packaging.
 - m. Expensive and Valuable Items: When an owner declares certain items as expensive and valuable, the ordering officer shall order the services under Schedule I. Packing and inventorying shall be performed only in the presence of the owner. Drayage, if required, shall be ordered by the ordering officer. Cartons for packing these items shall meet the specifications.
 - n. Upholstered Furniture: Upholstered and overstuffed (O/S) furniture items shall be wrapped and padded. No boxes, cartons, or other items shall be placed upon this type furniture. When shipped with other household goods, O/S shall be padded, blocked, and braced to preclude damage from any pressure against the upholstery including pressure from its own weight as well as from conditions external to the container.
6. EXTERIOR CONTAINERIZATION SERVICES: The contractor shall perform at the owner's residence all exterior containerization services as appropriate for the type of articles, destination, and method of shipment designated by the ordering officer.
7. WEIGHING: The contractor, when drayage is not required, shall weigh the containerized articles on portable platform scales or bathroom scales, or upon the written authority of the ordering officer, apply a constructive weight of 11 pounds per gross cubic foot of the container.
8. OWNER PACKED ITEMS: Items already packed by owner shall be inspected and repacked by the contractor.
9. REMOVAL OF DEBRIS: Packing and loading at origin shall include, as a minimum, removing from the member's residence all empty contractor-provided containers, packing materials and other debris accumulated incident to packing and loading unless specifically waived by the owner in writing.

10. LOCAL TRANSPORTATION: The contractor shall exercise care in handling, loading, and padding all items loaded into a closed moving van for local drayage shipments or for movement of outbound household goods or baggage to contractor's warehouse for containerization. All cartons shall be stacked, loaded, handled, and drayed in their normal top up position unless as indicated on carton. When tailgating is authorized by the ordering officer, the load shall not extend beyond the surface of the tailgate or beyond the surface of the vehicle. The tailgated items shall be protected from inclement weather by a suitable covering.

11. CONTAINERIZATION

- a. Procedures: Containerization of outbound household goods and unaccompanied baggage shall be done at the owner's residence, unless otherwise authorized by the ordering officer. Care shall be taken to tightly pack items within the container. Articles shall be padded and stuffed so as to preclude damage. Filler material shall be used only to eliminate void spaces and is prohibited to stuff containers that have not been fully utilized. Padded bracing shall be used to prevent movement of items during transit. Large spaces shall be plugged with shock absorbent material such as Styrofoam blocks to absorb movement caused by vibration and settling. All shipments shall be protected from the elements (rain, snow, sun, etc.) and theft at all times.
- b. Planning: Containerization shall be carefully planned for the best utilization of the container and proper distribution of weight to obtain maximum stowage factors. Failure to meet the standards shall be cause for rejection of the services performed.
- c. Extra Heavy Items: Items such as upright pianos shall be raised and blocked to relieve any strain on the casters and braced with 2 X 4 lumber using cleats nailed through the plywood sheathing or the interior container frame. Braces shall be padded at compression points to prevent abrasion of finished surfaces.
- d. Large Heavy Items: Items such as refrigerators, freezers, and washers shall be placed on the floor of the container using other heavy dense articles such as footlockers, boxes of books, or dishpacks for bracing. Weight distribution shall be kept equal with the center of gravity of the container.
- e. Less Dense Articles: Items such as chairs, small electrical appliances, packed cartons, or small furniture articles shall be used in the middle layer and lightweight articles on the top layers. All space shall be filled or top bracing shall be installed in a partially filled container. Empty cartons do not suffice as bracing. Bracing shall be placed horizontally and held down by side cleats to prevent the movement of articles within the container. Cushioning material should be used to fill gaps so shifting of the articles is not possible.
- f. Bicycles: When shipped as a separate item and not included within a container, bicycles shall be packed in cartons meeting specification as a minimum. Cartons shall be constructed and fabricated in a configuration which shall permit containerization of the bicycle without removal of the front or rear wheels. For shipments other than local drayage, the handlebars shall be loosened, lowered, turned at right angle to their usual position, swung downward, and retightened. Wheels or mechanisms on multispeed bicycles shall not be removed or disassembled from the frame. Pedals shall be removed and secured on edge forward of the seat post or above back fender. Before placement into the carton, protective wrapping and padding shall be applied where necessary to prevent damage. After placement within the carton, adequate interior packaging shall be placed in void areas to prevent shifting or movement during transit. The bicycle shall be placed upright in a fiberboard container. The carton shall be sealed with a suitable tape and strapped girthwise at one-third the distance from each end. The word "UP" with an arrow pointing to the top of the carton shall be stenciled in black letters a minimum of two (2) inches high on each side.

- g. International Unaccompanied Baggage: All exterior unaccompanied baggage containers shall be sealed with accountable seals at point of pickup. Sealing shall be completed prior to any movement and the seal (control) numbers entered on the inventory. Two (2) seals, as a minimum, shall be used per box and seals shall secure the access overlap top and ends. If only two seals out of a set of four (4) are used, the seals not used should be destroyed at the time of sealing or given to the member.

12. INVENTORY

- a. Storage items: List on the inventory the general contents of items which are packed by contractor (CP) in dresser or chest of drawers, footlockers, trunks or sea bags, or indicate empty.
- b. Identification: Identify personal property by affixing a tag or tape to each article (not applicable to individual items in packing containers). Each shipment shall be separately identified by lot number except for local moves when only a single shipment is placed in the van. Each article shall be assigned a number which must correspond with the item number shown on the inventory form. The type of identification used and the method of affixing it to the article shall be such as not to damage any article so identified.
- c. Rugs and Pads: Large rugs and pads shall be listed separately by color and size on the inventory. When small rugs are listed as bundles, the number of rugs in each bundle shall be shown on the inventory.
- d. Shipments To Multiple Destinations: Whenever an owner has shipments to multiple destinations, a separate inventory shall be prepared for each shipment. At time of pickup, the contractor shall insert in the heading of the inventory (ies) the method of shipment and geographic destination of the goods.
- e. Local Drayage Moves: For local drayage moves, the original inventory shall be furnished to the ordering officer; one (1) copy shall be retained by the contractor, and one (1) copy given to the owner when loading is completed.
- f. Property Picked Up From A Military Installation Warehouse: When personal property is picked up by the contractor from a military installation warehouse, the contractor shall use the DD Form 1796, Receipt for Unaccompanied Baggage, prepared by the installation warehouseman and signed by the member as the original transfer document. The package numbers on the DD Form 1796 shall be cross-referenced on the contractor's inventory and packing list when over packing is required.

13. APPLIANCE SERVICING AND UNDERSERVICING: The contractor shall service appliances by securing the item in such a manner that it shall withstand handling and transportation. After servicing, a tag or label shall be attached to the appliance to indicate that it must be serviced at destination prior to its use (reversing the process performed at origin). Tagging is not required on local moves. Servicing and un-servicing of appliances shall not include connecting or disconnecting services. This is the responsibility of the owner.

- a. Washers: Washers requiring servicing shall be secured with washer kits, washer packs, washer locks, or special plastic inserts. The use of sheet fiberboard or cardboard shall not be used. Hoses shall be removed, wrapped, and placed in drum of washers.
- b. Record Players: The tone arm of a record player shall be secured with tape and the turntable shall be anchored with the built in screws, when present.

- c. Loose parts of refrigerators, freezers, and stoves shall be secured to prevent movement or removed and packed separately. Electrical cords shall be secured.
 - d. Unusual Items: Items of unusual nature may require service by a third party which is arranged by the contractor. The contractor shall not arrange for third party servicing without the authorization of the ordering officer. The charges for third party service shall be billed by the contractor as a separate charge on the invoice and supported with two (2) copies of the third party company's invoice. Examples of items of an unusual nature are: shrinks, wall units and grandfather clocks.
14. OVERFLOW AND OVERSIZE ITEMS: Containers for overflow and outside items such as rugs and sofas, shall be constructed in accordance with specifications and caulked during assembly.
- a. Markings: Each interior package and carton shall be marked to indicate the general contents and member's last name. Markings shall be done legibly with a broad felt-tip marker. All marking shall be on the container not on the tape.
 - b. Unaccompanied Baggage: Unaccompanied baggage shipments shall be limited to a gross of fifteen (15) cubic feet and three hundred (300) pounds. Larger shipments of unaccompanied baggage may be placed into tri-wall fiberboard containers up to a gross of seventy (70) cubic feet. The contractor shall secure these containers on wooden pallets for handling with a forklift. This applies to domestic and overseas shipments unless large containers are approved by the ordering officer. Telescoping of exterior shipping containers shall not be authorized.
 - c. Sealing and banding of fiberboard shipping containers shall be as follows:
 - (1) The contractor shall seal fiberboard shipping containers at the owner's residence by sealing all seams and joints with pressure sensitive tape. The tape shall be a minimum of six (6) inches over each seam or joint edge.
 - (2) Fiberboard shipping containers of fifteen (15) cubic feet or more shall have 2 (two) additional strips of tape, one on each side half overlapping the first tape, so that the seam when taped, is a minimum width of 4 (four) inches. When completed, the middle seam where the flaps come together and the edges of the flaps shall all be similarly taped.
 - (3) The contractor shall band fiberboard shipping containers either at owner's residence or contractor's facility with flat steel banding or nonmetal banding which conform to commercial standards. The banding shall be tensioned to affect an adequate closure without damaging the fiberboard.
 - (4) Fiberboard containers in excess of fifteen (15) cubic feet shall be banded both vertically and horizontally. One (1) band shall be placed vertically at each end of each side encircling the top, sides and bottom and one band placed horizontally encircling the ends and sides.
 - d. Trunks and Footlockers: Trunks and footlockers may contain a properly packed quantity of household goods that is reasonable for the construction and condition of the container. All trunks and footlockers when used as an exterior shipment container, shall be covered girth wise with double-faced corrugated fiberboard and strapped with steel strapping. Two (2) straps shall encircle the top, bottom, and sides of the item and one strap around the sides and ends.
15. VEHICLES: Vehicles used for pickup and delivery shall be either closed moving van or a flatbed type vehicle for hauling containers.

- a. Vans: Vans shall be clean and free from holes or conditions which would permit the entry of water. Doors when closed shall fit tightly and securely. Equipment within the van shall be in good repair. Furniture pads shall be clean, in good condition, and in sufficient quantity. The vehicle shall be free of obvious defects to wheels, brakes, hitches, safety devices and leaks in systems containing liquids or air. Vehicles in violation shall be rejected and replaced with a satisfactory vehicle prior to completion of services.
 - b. Flatbed or Open-Type Vehicles: When flatbed or open-type vehicles are used to transport containerized personal property, a weatherproof tarpaulin of sufficient size to fully cover the cargo shall be used when local weather conditions dictate. Such protective covering shall be available on the vehicle when laden with property subject to this contract.
16. STORAGE: Shipment shall not be de-containerized prior to delivery to residence unless ordered by the ordering officer.
- a. Rugs and Carpets: Rugs and carpets shall be fully covered and stored on racks in a horizontal position without folding.
 - b. Upholstered Furniture: Upholstered and overstuffed furniture items stored loose on racks shall be placed in an upright (normal) position and covered and protected against dust. No boxes, cartons, or other items shall be placed upon this type furniture. When items are placed in individual room storage or when containers are used for warehouse storage, they 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.
 - c. Hard Surfaces: All articles having surfaces susceptible to damage by scratching, marring, and similar hazards shall be covered with appropriate padding and stored in such a manner to afford protection.

17. FACILITIES

- a. Minimum Qualifications: The minimum standard for qualification of a contractor's warehouse is that it must either have (1) an acceptable automatic sprinkler system or (2) a supervised fire detection and reporting system. Installed fire protection systems must be accredited by the cognizant fire insurance rating organization for insurance rate credit. Additionally, the facility shall be protected by an adequate water supply for firefighting and a fire department which is responsive twenty-four (24) hours a day. Statements for the cognizant fire insurance rating organization, municipal fire department, or local authority, having jurisdiction, shall be used as a basis for determining the sufficiency or adequacy of a fire fighting water supply and the responsiveness of a fire department to protect a facility.
- b. Warehouse Upkeep: The contractor shall perform good warehouse keeping practices. The warehouse shall show no evidence of insect or rodent infestation and a periodic program shall be established, either self-administered or provided by a reputable outside firm, for the control and extermination of insects and rodents. The warehouse shall afford adequate protection from pilferage and theft. There shall be suitable provision for the collection and disposal of packing materials, crates, and other similar trash. Dust and dirt shall not be prevalent. Working supplies shall be properly located; and equipment shall be maintained in good condition. The outside area shall be maintained in compliance with National Fire Protection Association (NFPA) standards or in accordance with local fire and building codes. Trash and other debris for all outbound and inbound shipments within the warehouse.

18. DELIVERY, UNPACKING, UNLOADING, AND LOSS AND DAMAGE REPORTS: The contractor shall have all tools for reassembling on hand. The contractor shall at all times protect the shipment from the elements (rain, snow, sun, etc.) and theft.
- a. Recording Damage Or Loss: When unloading or unpacking articles at the destination residence, the contractor shall, in coordination with the owner, check the inventory prepared at origin and inspect each article for loss or damage. The contractor shall record damage and loss on a DD Form 1840, Joint Statement of Loss or Damage at Delivery (Attachment 3, form A-9). The DD Form 1840 shall indicate any difference in count and condition from that shown on the inventory prepared at origin and shall be jointly signed by the contractor and the owner. For split shipments or partial deliveries, a DD Form 1840 shall be completed whenever property is delivered to member.
 - b. Report Copies: The DD Form 1840 shall be prepared in five (5) copies by the contractor. The contractor shall furnish the member three (3) copies of the completed form and obtain a receipt; therefore, on the space provided on the form and provide the member three (3) copies of the DD Form 1840R, Notice of Loss or Damage (Attachment 3, form A-10). The contractor shall furnish the ordering officer a completed copy of the form within seven (7) workdays after delivery. One (1) copy of the form shall be held in the contractor's files for further reference.
19. DOCUMENTATION AND REPORTS: GBLs and similar documents covering outbound shipments shall be picked up from the ordering officer by the contractor each workday or obtained in accordance with locally established procedures such as mail or courier.
- a. On outbound shipments, the contractor shall complete by typing information on the original GBL, SF1203 and all copies, as follows and distributed.
 - (1) Block 26 (Packages): Enter the number and kind of containers, such as 1 F/L, 2 CTNS, etc.
 - (2) Block 27 (Description of Shipment): Enter the aggregate weight and cube of the total number of each different type of container shown in block 26.
 - (3) Block 28 (Weight): Enter the gross, tare, and net weight.
 - b. On outbound overseas shipments, the contractor shall complete by typing information on the original Transportation Control and Movement Document (TCMD), DD Form 1384 (Attachment 3, Form A-11) and all copies, as follows and distributed.
 - (1) Block 22 (Pieces): Enter the total number of pieces in the shipment.
 - (2) Block 23 (Weight): Enter the gross, tare and net weight.
 - (3) Block 24 (Cube): Enter the total cube of the shipment.
 - c. Carrier Pickup of Shipments: Within one (1) workday after the property is ready for shipment, the contractor shall contact the assigned carrier, as indicated on the GBL, to arrange for pickup. When shipments are not picked up by the assigned carrier by close of business of the next workday following the day the contractor notified the carrier, the contractor shall notify the ordering officer of the carrier's failure to pickup the shipment not later than 9 a.m. of the following workday.
 - d. Copies: On all outbound shipments moving by GBL the contractor shall surrender the original and copies 2, 3, and 4 of the GBL to the carrier when shipment is picked up and return copies 5, 6, and

7 of the GBL to the ordering officer not later than COB the next workday after the day the shipment is picked up. All copies of GBL returned to the ordering officer shall bear a legible pickup date and signature of the carrier's representative. For outbound shipments, the contractor shall furnish the ordering officer the completed inventory, packing list and weight tickets not later than four (4) workdays from date of pickup for household goods and three (3) workdays from date of pickup for unaccompanied baggage shipments.

- e. Transportation Control Movement Document (TCMD): One (1) completed copy of the TCMD shall be placed in the waterproof envelope on the number one (1) container and three (3) copies shall be given to the carrier.
- f. Outbound Shipment Delivery: For outbound shipments requiring drayage to an air or water terminal within the contract area of performance, the contractor shall deliver the shipment to the designated terminal within five (5) working days of request by the ordering officer for unaccompanied baggage, or six (6) working days of request by the ordering officer for household goods. For shipments drayed to a terminal, the delivery receipt or after transfer document shall be returned to the ordering officer not later than the next workday following delivery.
- g. Inbound Shipments Delivery: For inbound shipments the contractor shall furnish the ordering officer the written receiving notice not later than the next workday following the arrival of the shipment.
- h. Reweigh: When a reweigh is ordered, the contractor shall furnish the ordering officer weight tickets in duplicate within seven (7) workdays of completion of the service.
- i. Local Drayage Shipments: For local drayage shipments, the contractor shall furnish the ordering officer completed weight tickets and inventory not later than seven (7) workdays after delivery.
- j. Weight Ticket: When the weighing of a shipment at origin is witnessed by the PPSO or weighed on a Government scale, the back of all copies of the weight ticket shall be annotated with the statement "weight observed" or "weighed on Government scale," and verified by the signature of the PPSO. The number 7 copy of the GBL (property received copy) shall be similarly annotated prior to mailing to the destination PPSO. The PPSO shall not reweigh shipments that are so monitored at origin unless:
 - (1) Service is requested by the number.
 - (2) The member is near to or has exceeded the maximum weight allowance entitlement.
 - (3) Doubt exists as to the accuracy of the original weight.
- k. Notification: When the contractor's facility is located in a town, city, or metropolitan area other than the location of the PPSO, telephone notification of completed containerization or arrival of shipments shall be considered as meeting the requirements for written notification. However, the contractor shall mail the applicable written notification to the ordering officer within one (1) workday following the day of telephone notification.