GSA Federal Supply Service

SHIPPING

Your Household Goods

Employee Guide

2001

IT'S YOUR MOVE

This guide is provided to assist you, the employee, in making your move as smooth and worry-free as possible. While this guide provides you with information to assist you in your relocation process, you should also make yourself familiar with your agency's policies. Some agencies have specific instructions in addition to the rules and guidelines found in this guide.

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INTRODUCTION

A Helpful Guide to Moving Your Household Goods

This guide has been developed into seven major subjects, as follows:

PART 1: Entitlements – discusses entitlements regarding all the aspects of the household goods moving system;

PART 2: Different Move Methods – discusses the Actual Expense Bill of Lading and the Do-It-Yourself methods;

PART 3: Levels of Service – discusses Released Valuation;

PART 4: Planning the Move – discusses the Pre-Move Survey and any additional facts to assist in making the move smooth;

PART 5: Making the Move – discusses the actual move itself; such as loading, packing and unpacking;

PART 6: Transporting Mobile Homes – discusses the process for moving a mobile home; and

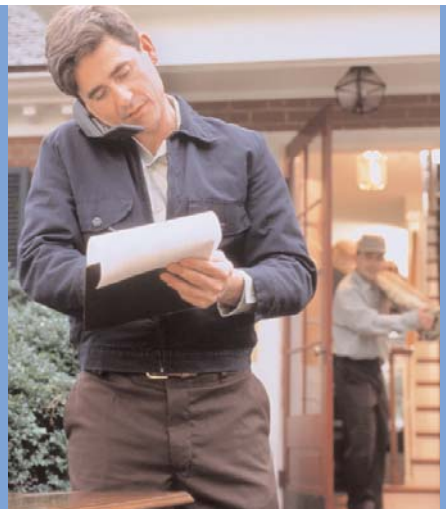
PART 7: Claims and Complaints – discusses the employee's involvement with filing claims and complaints.

This guide also details the types of Government assistance available, the process and procedures performed in a typical household goods move, and the responsibilities of both you and the moving company. It is published by The General Services Administration (GSA) which administers the Centralized Household Goods Traffic Management Program (CHAMP) for the civilian executive Federal agencies.

The rules and regulations used for the program are published by GSA in the Federal Travel Regulation 41 CFR 300-304. Copies are available from the Superintendent of Documents, U.S. Government Printing Office, Washington, DC 20402; telephone (202) 512-1800. You may obtain a copy of the "Employee Guide: Shipping Your Household Goods" by using the FEDSTRIP requisitioning procedures.

The information contained in this booklet is applicable for domestic moves between all points in the Continental United States (CONUS), Alaska, and Canada and applies only in those instances when the shipment occurs by the Bill of Lading method. Separate rules will apply for household goods moves from, to, and between U.S. territories of Guam, Puerto Rico, Virgin Islands and Hawaiian Islands and foreign countries. Contact your agency's transportation office for specific information.

For additional information on planning and carrying out your move, contact the Responsible Transportation Officer/Agency Move Coordinator. Also, you may telephone or write one of the General Services Administration's Regional Transportation Zone Offices identified on page 4 of this guide.



EXPLANATION

of Terms Used in This Guide

CLAIM: A demand made upon a moving company for payment on account of loss or damage alleged to have occurred while shipment was in possession of the moving company.

CONCEALED LOSS AND DAMAGE: Concealed loss or concealed damage is when no one has noted any external evidence of the loss or damage at the time delivery of the shipment is accepted.

CONSTRUCTIVE WEIGHT: A determination of the weight by another method when certified scales are not available; will be based on 7 pounds per cubic foot.

FREE TIME: The period allowed the owner/shipper to load or unload before waiting time charges begin to accrue.

GROSS WEIGHT: The weight of the truck and its contents.

HOUSEHOLD GOODS: All personal property associated with the home and all personal effects belonging to an employee and the immediate family when shipment or storage begins, which can be legally accepted and transported as household goods by an authorized commercial carrier in accordance with the rules and regulations established or approved by an appropriate Federal or State regulatory authority.

NET WEIGHT: The net weight of the shipment includes the weight of the cartons, barrels and packing materials, other than pads.

PROFESSIONAL BOOKS, PAPERS AND EQUIPMENT: The term "professional books, papers and equipment" includes those professional or specialized items and other materials that are personally owned by you for use in the performance of official duties. The term does not include sports equipment, or office, household, or shop fixtures and furniture; i.e., bookcases, file cabinets, desks, and racks of any kind even though used in connection with the professional books, papers and equipment.

LEVEL OF SERVICE: The level of service is the value that is placed on a particular shipment based on full value that is consistent with the agency's requirements.

RELEASED VALUE RATE: A rate applied subject to limitations with respect to the liability of the moving company in case of loss and/or damage to a shipment.

RESTRICTED ARTICLES: Articles that are handled only under certain conditions.

STORAGE-IN-TRANSIT (SIT): Storage of household goods for a limited period of time at origin, destination, or enroute in connection with transportation to, from, or between official stations or posts of duty or authorized points.

TARE WEIGHT: The tare weight of a vehicle used in the transportation of household goods is the weight of the vehicle and all blankets, pads, chains, dollies, hand trucks and other equipment needed in loading, unloading and transporting the shipment.

PROHIBITED ARTICLES: Articles that will not be handled by the moving company include such items as frozen foods, pets, and hazardous materials.

General Services Administration

Transportation Assistance — Central Office and Regional Zone Offices

CENTRAL OFFICE
Travel and Transportation Management Division (FBL)
Office of Transportation and Property Management
Washington, DC 20406
Voicemail: (703) 305-5745
Fax: (703) 305-7946

HEARTLAND REGION (6FBD-X)
1500 East Bannister Road
Kansas City, MO 64131
Voicemail: (816) 823-3646
Fax: (816) 823-3656

NATIONAL CAPITAL REGION (3FT-W)
470 L'Enfant Plaza East, SW
Suite 8100
Washington, DC 20407
Voicemail: (202) 619-8956
Fax: (202) 619-8962

SOUTHEAST SUNBELT REGION (4FT)
401 Peachtree Street
Atlanta, GA 30365-2550
Voicemail: (404) 331-5121
Fax: (404) 331-0019

PACIFIC RIM REGION (9FBT)
Burton Federal Building & U.S. Courthouse
450 Golden Gate Ave, 4th Floor
San Francisco, CA 94102
Voicemail: (415) 522-2850
Fax: (415) 522-2815

Part 1: Entitlements

Section 1: What Are My Entitlements When I'm Relocating?

Household Goods: You are entitled to the cost of transportation of your household goods and personal effects from your old official duty station to the new official duty station in one lot shipment by the most economical routing.

You may ship your household goods from and to anywhere, however, the maximum allowable transportation costs will not exceed what they would have been had all the property been moved from the old to the new duty station in one lot by the most economical routing.

- You are entitled to a Pre-move Survey and Weight Estimate.
- You are entitled to ship a maximum of 18,000 pounds of household goods and personal effects and the Government will pay for them to be shipped.
- You are entitled to have your household goods shipment released at full value service based on your agency's policy.
- You are entitled to accessorial services in conjunction with your move.
- You are entitled to temporary storage of your household goods and personal effects.

Privately Owned Vehicle (POV): Under certain conditions you may be entitled to the cost of transportation of a POV in connection with a transfer of duty station when it is advantageous and cost effective to the Government. Check with your Responsible Transportation Officer/Agency Move Coordinator for agency policy.

Unaccompanied Air Baggage (UAB): Under certain conditions you may be entitled to the cost of transportation of UAB in connection with a transfer of duty station. Check with your Responsible Transportation Officer/Agency Move Coordinator for agency policy.

Section 2: What is a Pre-Move Survey and Weight Estimate?

A pre-move survey is when the moving company's representative will come to your home to estimate the shipment weight and determine the type and amount of packing materials and the containers needed. This is the time to tell him or her about any special requirements you may have. You should also ask about the company's complaint, dispute, and/or claim resolution programs.

What if the moving company does not send a representative to my home to perform a pre-move survey?

If the moving company refuses to conduct an on-site pre-move survey, contact your Responsible Transportation Officer/Agency Move Coordinator.

Should I conduct my own pre-move survey?

In addition to the moving company's pre-move survey, it is recommended that you conduct your own pre-move survey of the household goods that you have decided to take. It will be well worth the effort to make a detailed list of every item you will ship. Though it may seem silly to write down every blanket, measuring cup, drill bit, or small appliance you may have, the list will be invaluable when filing a claim if part of your shipment is lost. It is also a good idea to take photos of your household goods furnishings, if possible, in case of loss and/or damage. Appendix III is a sample form you may use to help you conduct your pre-move survey.

Section 3:
Is There a Weight Limit on My Shipment of Which the Government Will Pay?

Yes, there are limits on the weight of your shipment. The weight limit for shipments of household goods is 18,000 pounds, net weight.

How can I determine if the weight estimate provided by the moving company is reasonable?

Depending on the size of the household, there are methods you can use to estimate the weight of your shipment.

For example, on a large house, such as a three- to four-bedroom house, you may multiply the number of items in the moving company's inventory list by 40 pounds; for instance, 300 line items times 40 pounds equals 12,000 pounds. Remember that 12,000 pounds is only an estimate figure, and a variance of plus or minus 10-15% should be considered. If you have many heavy items, however, such as cartons of books, boxes of tools, or heavier-than-average furniture, your estimated average weight may be 45 pounds or more per item. You can also estimate the weight of your household goods shipment by multiplying the number of rooms including attic, garage, basement, etc., by 1,200 pounds per room.

What should I do if I have professional books, papers and equipment?

There is no statutory authority to transport personally owned professional books, papers and equipment in addition to the maximum weight allowance established by law for transportation of your household goods and personal effects. However, there may be instances in which the weight of the professional books, papers and equipment would cause your household goods shipment to be in excess of the maximum weight allowance. In such instances, the personally owned professional books, papers and equipment may be transported to the new permanent duty station as an administrative expense of an agency.

How will I know if I can ship my professional books, papers and equipment as an administrative expense?

The authority to transport professional books, papers and equipment as an administrative expense will be subject to agency policy and discretion within the following guidelines:

(a) You must furnish an itemized inventory of your professional books, papers, and equipment for review by an appropriate authorizing official at the new permanent duty station. In addition, you must furnish appropriate evidence (as determined by your agency concerned) that transporting the itemized materials as part of your household goods would result in an excess of your maximum weight allowance.

(b) The authorizing official at the new permanent duty station will review and certify that the professional books, papers, and equipment as itemized are necessary in the proper performance of your duties at your new duty station and that if these items were not transported to the new duty station, the same or similar items would have to be obtained at Government expense for your use at the new duty station.

(c) When professional books, papers, and equipment are certified as provided in (b) previously, and shipped for you as an administrative expense of an agency, the shipment will be by the actual expense method. When shipped in the same lot with your household goods and other personal effects under the actual expense method, your professional books, papers, and equipment will be packed and weighed separately. The weight thereof and the administrative appropriation chargeable will be stated as separate items on the Bill of Lading. In unusual instances in which it is impractical or impossible to obtain separate weights, a constructive weight of 7 pounds per cubic foot may be used. See Appendix I, *"Weights of Common Household Goods Furnishings."*

Section 4: What Household Goods Articles May I Ship?

You may ship all personal property and effects that belong to you and your immediate family to include such items as: *snowmobiles and vehicles with two or three wheels, motorcycles, mopeds, and golf carts, outdoor structures if disassembled by you, and waterbeds if drained and refilled by you or a third party service.*

What article(s) may not be shipped at Government expense?

You are not permitted to ship the following items at Government expense:

- Objects that don't belong to you or your immediate family, such as a sofa for your brother or a painting for a friend;
- Boats or their parts, such as outboard motors, airplanes or gliders, camper trailers, farming vehicles;
- Major vehicle replacement parts, such as the engine of a car or truck;
- Live animals, birds, fowl, and reptiles;
- Cordwood, (i,e.,firewood), building materials;
- Property for resale, disposal, or commercial use rather than for use by you or your immediate family, such as a line of cosmetics which you sell; and
- Mobile homes unless they are being shipped in lieu of your household goods and will be used as your residence at the new location (See Part 6, Transporting Mobile Homes).

What items are not recommended for shipment?

Items that are not recommended for shipment include:

- Jewelry, family heirlooms, photograph albums, snapshots, and personal mementos with sentimental value since they are often difficult to place a value on and may be irreplaceable;
- Money, bank books, bonds, stock certificates, tax returns, legal papers; and
- Firearms, the transport of which is subject to various local, state, and Federal laws.

We suggest that you carry these valuables with you. **Never hide these valuables among your household goods.**

Are there articles in my household that the moving company will not move?

Yes, there are restricted article(s) that are not permitted to be transported.

Examples are:

- Hazardous articles, such as explosives, ammunition, fireworks, flammable and corrosive materials, and poisons;
- Items that are likely to damage equipment or other property while in transit, such as fuels (e.g., gasoline, kerosene, propane, automotive oil, turpentine, paint, varnish removers, cleaning fluids), matches, aerosol cans, flashbulbs, or, as mentioned previously, combustible, corrosive, or explosive items, and poisons;
- Articles which cannot be taken from your home without damage to the item, house, or apartment; and
- Perishable goods, including refrigerated or frozen foods or live plants, unless the articles will be transported no more than 150 miles and/or delivery will be completed within 24 hours after loading, the articles will not be stored, and no servicing or watering is required during transit.

Section 5: What Does the Term "Shipment Released Valuation" Mean?

The term "shipment released valuation" means the total amount of monetary value placed on a shipment at the time of its release to the carrier.

What will be the value of my shipment?

Your shipment will be automatically valued at a base value of $5.00 times the actual shipment weight in pounds. *For example, under the base value, if your shipment weighs 10,000 pounds the total released value of your shipment would be $50,000. You may specifically elect a higher total value or your agency may have elected a higher value than the base value. Check with your Responsible Transportation Officer/Agency Move Coordinator for agency policy.*

Will the $5.00 base liability be enough valuation?

You can only determine your household goods value. You may want to check your homeowner's insurance policy for the amount of coverage you currently have and whether it applies while your goods are being moved. The base value of $5.00 times the net weight of your shipment is the minimum released valuation available to you. It generally provides adequate valuation for an average shipment of household goods. The moving company's liability is limited to the actual full replacement value for the lost articles and the repair costs for damaged articles, regardless of their individual weight, up to a maximum value of $5.00 times the net weight of your shipment.

Who is liable if my shipment is lost or damaged?

The moving company is liable if the loss or damage occurred while the shipment was in the moving company's custody, or if the moving company uses a third party to perform a portion of the move.

Can I purchase additional liability coverage?

Yes. See Part 3.

Section 6: What are Accessorial Services?

Accessorial services include such services as packing, unpacking, crating, appliance servicing, and any other service that is not part of the line-haul services necessary to complete the move.

Section 7: Am I Entitled to Place My Household Goods into Temporary Storage?

Yes, if authorized by your agency. Your household goods may be temporarily stored initially up to 90 days. If you require additional temporary storage time, you may be allowed an additional 90 days, if authorized by your agency. You should contact your Responsible Transportation Officer/Agency Move Coordinator for instructions on how to request the additional storage time.

Who pays for temporary storage charges?

The Government will arrange and pay for authorized temporary storage.

Is there any special justification needed to request additional temporary storage time?

Yes, justification for additional storage time may include:

- An intervening temporary duty or long-term training assignment;
- Lack of available housing;
- Delays in construction work on a new or renovated residence;
- Serious illness of employee, or illness or death of a close relative; and
- Strikes, acts of God, or other circumstances beyond the employee's control.

What happens if my household goods are still in storage after the temporary storage time expires?

If your household goods are not removed from storage-in-transit at midnight on the 180th day, liability of the moving company terminates, the interstate character of the shipment or portion thereof ceases, the warehouse is considered the destination of your property. The warehouseman becomes the agent for the property owner, and the property is then subject to the rules, regulations and charges of the warehouseman.

If I leave my household goods in storage after the 180-day temporary storage period, will the Government pay for the storage?

No, the Government will not pay for temporary storage that exceeds 180 days. Household goods shipments that remain in storage after the 180-day temporary storage period changes its character from temporary storage to non-temporary storage without transition.

Will the Government pay for non-temporary storage if I'm assigned to an isolated location?

If approved by the head of the agency concerned, the Government in some instances will provide an allowance for non-temporary storage during assignment to isolated locations in the contiguous United States only when it is not primarily for the convenience or at the request of the employee.

What is the criteria to be considered an isolated location?

An isolated location is a place of permanent duty assignment in the contiguous United States for which an employee has no alternative except to live where he/she is unable to use his/her household goods because:

(1) The type of quarters he/she is required to occupy at the isolated permanent duty station will not accommodate his/her household goods, or

(2) Residence quarters which would accommodate his/her household goods are not available within reasonable daily commuting distance of the official duty station. The determination should be made in individual instances that adequate housing is available for some employees stationed there based on housing which may be available within daily commuting distance and the size and other characteristics of each employee's immediate family should be made. In those instances, the station will not be considered isolated for the employees with adequate family housing available.

How are isolated locations determined?

Heads of agencies concerned are responsible for designating the isolated official stations at which conditions exist for allowing non-temporary storage of household goods at Government expense for some or all employees.

How long can my household goods stay in non-temporary storage at the Government's expense?

Non-temporary storage will be authorized for periods of time not exceeding one year and extended as necessary in accordance with the length of your assignment at an isolated official station. However, the period of non-temporary storage will not exceed three years.

How should I insure my household goods in non-temporary storage?

Goods going into non-temporary storage should be insured through the warehouseman who is storing your household goods or a commercial insurance company.

Section 8: What About the Transportation of Mobile Homes?

See Part 6: "Transporting Mobile Homes."

Part 2: Different Move Methods

Section 1: Move Method 1

The Government makes the arrangements and selects the moving company.

Section 2: Move Method 2

The Government makes the arrangements and the employee selects the moving company.

Method 2 is used if you prefer to use a mover that is more expensive than the one your agency selects. Your agency will pay the moving company and then collect from you the difference between the cost of the carrier the agency selects and the cost of the carrier that you selected.

How does my move begin?

The Bill of Lading (BL) is the document used by your agency to procure transportation services. The BL serves as the contract for transportation services between the Government and the moving company transporting your shipment. Because of certain Federal statutes, the moving company is required to issue a Commercial Bill of Lading (CBL) for the shipment. The BL is the controlling document, and in the event of a dispute, the BL is the document proving the contractual relationship between the Government and the moving company. As a contract, the BL must set out the terms and conditions that apply to the move either specifically or by reference. Terms and conditions applicable by reference are the GSA Household Goods Tender of Service (HTOS) and the moving company's rates, rules, and charges.

The Government, not you, act as the shipper.

When a permanent change of station is authorized, your Responsible Transportation Officer/Agency Move Coordinator will:

- Obtain a list of moving companies from GSA;
- Select a moving company from those participating in the GSA Centralized Household Goods Traffic Management Program (CHAMP);
- Counsel you regarding dates for packing order;
- Schedule the move;
- Authorize/Prepare the Bill of Lading (BL);
- Pay the bill; and
- Assist you in filing loss and damage claims.

The moving company is required to do a visual pre-move survey of your household goods unless waived in writing by the Responsible Transportation Officer/Agency Move Coordinator.

The moving company's representative will give you a written estimate of the weight of your household goods and a copy of the GSA pamphlet "When You Move, Your Rights and Responsibilities." This pamphlet contains valuable information on the moving company's liability in the event of loss or damage to your shipment, the services you should expect, as well as papers you must sign. It also includes advice on such matters as packing, verifying the weight of your shipment, payment of bills, and loss or damage to your shipment.

What are my responsibilities as an employee?

Your chief responsibilities are:

- to ensure that the mover services your shipment in a professional manner and to immediately advise your Responsible Transportation Officer/Agency Move Coordinator when it does not;
- to establish with the mover the date on which your shipment will be packed and loaded;
- to advise (prior to pickup of your shipment) your Responsible Transportation Officer/Agency Move Coordinator, in writing, if you want to declare excess valuation on your shipment above that declared by your agency. Any increased valuation in excess of that declared by your agency must be shown on the BL;
- to be present or have your designated agent present as your goods are packed and loaded to protect your interests and those of the Government;

- to verify and sign the inventory prepared at your old residence to ensure that it properly reflects the contents and condition of your household goods;
- to advise the mover of everything you intend to move, and you must make accessible to the carrier all items you intend to move, including items in the attic, garage, basement, and storage shed;
- to stop work on your shipment and notify your Responsible Transportation Officer/Agency Move Coordinator when it is not being performed to your satisfaction;
- to disassemble before your move and reassemble after delivery, ice maker refrigerator, swing sets, outdoor playground equipment, television and radio antennas, satellite dishes, storage sheds, and other similar articles;
- to disconnect/reconnect or arrange to have disconnected/reconnected gas and/or electric washers/dryers. You also have the responsibility of draining and refilling waterbeds and washer hoses;
- to arrange for the disassembling, reassembling, or servicing/unservicing of articles that require special servicing or the services of a technician or craftsman such as a grandfather clock, hi-fi stereo or other electronic equipment, phonograph sets, gas dryers, wall units/room dividers (German shrunks), electric/pipe organs, hot tubs, pool tables, etc.;
- to pay transportation costs to ship that portion of your household goods in excess of 18,000 pounds;
- to take out additional valuation, if you desire, to fully protect the value of your goods;
- to ensure that the moving company's equipment is in good condition and the interior of the vans, trailers, and containers are clean and contain a sufficient quantity of clean pads, covers, and other protective equipment to ensure safe transit of your household goods;
- to be present or have your agent present when your goods are delivered to confirm from the original inventory listing that all boxes, furniture, and other items are accounted for and are received in the same condition as when they were picked up. You must immediately notify the carrier and annotate on the carrier's delivery papers/inventory listing all loss or damage that is readily visible as your goods are unloaded;
- to instruct the mover in the placement of property at your new residence. This does not mean the mover must place articles being unpacked in drawers, cupboards, cabinets, or closets except when articles are removed from hanging wardrobes;
- to report and submit a claim in writing for any loss/damage discovered at the time of delivery or any loss/damage found after delivery. Any loss or damage that is not readily noticeable at the time of delivery, such as broken china or glassware in a carton that was not unpacked when goods were delivered must be reported, in writing, to the mover within 75 days after delivery. This does not mean, however, that you cannot file a claim after 75 days. Concealed damage must be reported within 75 days. If it is not, you must prove that the mover did the damage;
- to be aware of the laborers employed by the moving company to determine if they are competent in the performance of required services. They must be neat and courteous to the people with whom they interact;
- to report immediately to the moving company representative and the Responsible Transportation Officer/Agency Coordinator all moving company employees who you have determined to be under the influence of alcohol, drugs, using abusive language, or engaging in abusive conduct. You must ask those employees to leave your premises. If the employees refuse to leave, contact the local law enforcement authority; and
- to complete and return the Household Goods Carrier Evaluation to your Responsible Transportation Officer/Agency Move Coordinator.

How will the moving company bill the Government?

Your Responsible Transportation Officer/Agency Move Coordinator will authorize the moving company to bill the charges directly to your agency's paying office.

Part 3: Levels of Service

(Shipment Valuation)

What is "Level of Service?"

Level of service defines the extent of a carrier's liability with regards to household goods items.

What is "Full Value Service?"

The Full Value Service is determined by multiplying the base value of $5.00 times the actual weight of the shipment in pounds. This establishes the moving company's maximum liability and its liability for any given item in the shipment is limited to the full replacement value of that item. Full replacement value is defined as the cost to replace the item with one of the same or similar quality and function at the current market price.

Who selects the level of service under which my shipment is released?

Each agency is responsible for selecting the base level of service consistent with the agency's requirements. Check with your Responsible Transportation Officer/Agency Move Coordinator for agency policy.

What if I determine the base level of service that my agency selects is not adequate; can I increase the level?

Yes, you may increase the moving company's maximum liability above the base level of service selected by your agency.

Any costs associated with this increase will ultimately be the responsibility of the relocating employee.

How will the cost for the increase in the level of service be computed, and how much will I have to pay?

In the event you want a greater value than the base value, an additional charge of $0.85 per $100 will apply on that portion of the valuation declared in excess of the base value times the weight of the shipment. See the following example:

Full Value Service with employee's declared excess valuation:

10,000 pound shipment with declared valuation of $60,000.00. In this example, the employee did request excess valuation, therefore, there are additional charges to be reimbursed to the Government:

Base level of service =

$50,000.00 ($5.00 x 10,000 pounds)

Excess valuation =

$10,000.00 ($60,000 - $50,000)

Employee pays =

$85.00 ($10,000/100 = 100 x 0.85)

NOTE: if your household goods are placed in storage-in-transit, you will also have to pay a Storage Liability Insurance Charge (SLIC) for the excess valuation. The additional SLIC excess valuation charge for Full Value Service is $0.18 per $100 on that portion of the valuation declared in excess of the base value of $5.00 times the weight of the shipment. In this example the employee pays $18.00 (100 x $0.18 = $18.00).

Part 4: Planning the Move

Section 1: Setting Packing, Pickup and Delivery Dates

How do I set my packing, pickup and delivery dates?

Your packing, pickup and delivery dates should be prearranged with your Responsible Transportation Officer/Agency Move Coordinator. However, if permitted by your Responsible Transportation Officer/Agency Move Coordinator, you may negotiate with the moving company's representative the times for packing, loading and delivery of your household goods.

You will be expected to tell the moving company's representative when you want the goods to be packed, picked up and delivered. The moving company will tell you if the dates are practical and suggest alternatives if they are not.

Be definite rather than using vague terms, such as **"as soon as possible."** You should confirm these dates with your Responsible Transportation Officer/Agency Move Coordinator at this time. The dates you select should be entered on the Bill of Lading.

What hours will my household goods be packed, loaded and delivered?

You may expect the carrier to pick up and deliver your goods between the hours of 8 A.M. and 5 P.M., Monday through Friday, excluding Federal holidays.

What if the moving company arrives at my residence to deliver my household goods after 5 p.m.?

The carrier may perform packing, pickup and delivery services at hours other than between 8 A.M. and 5 P.M., including Federal holidays, only **if this is satisfactory to you and the carrier agrees to do so at no additional cost to the Government. The Government does not pay for overtime work which has not been authorized.**

If the moving company arrives at my residence at 1 p.m. or 3 p.m. to deliver and unload my household goods and it is not a convenient time, do I have to let them begin to unload?

No. The moving company will allow you a specific amount of FREE TIME before assessing a waiting time charge. This waiting time is based on the time between 8 A.M. and 5 P.M., depending on when the moving company arrives.

For example: If the distance between point of pickup and point of delivery is less than 200 miles, and the moving company arrives at your residence at 3 P.M., you have one hour of free time. After the one hour free time ends, the moving company will be allowed to charge for one hour (4 P.M. to 5 P.M.) waiting time.

If the distance between point of pickup and point of delivery is 200 miles or more, and the moving company arrives at your residence at 1 P.M., you have two hours of free time. After the two-hour free time ends, the moving company will be allowed to charge for two hours (3 P.M. to 5 P.M.) waiting time. This charge for waiting time is not applicable on Sundays except:

(1) When pickup or delivery on Sunday is requested by the shipper, or (2) When waiting time occurs on a Sunday preceding a Monday holiday. The charge is not applicable on National or State holidays except: (1) When pickup or delivery on a holiday is requested by the shipper, or

(2) When waiting time charges apply the day before such holidays.

Who pays the cost of waiting time?

It depends. Waiting time falls into two different categories.

(1) If after the free time has expired, you (the property owner) will be responsible for paying any costs for any additional waiting time if you fail to allow the moving company to deliver your household goods between the hours of 8 A.M. and 5 P.M. except as noted in the previous paragraph; and

(2) If your household goods, after the free time has expired, are authorized for storage-in-transit (SIT), you may elect, in lieu of actual warehouse storage, to keep your household goods on the moving company's vehicle, and your agency will bear the costs for the extended waiting time, not to exceed the cost of temporary storage. The decision to pay waiting time in lieu of storage costs is based on the lesser of the two costs and whether there is a benefit to you and/or the Government.

Does the free time and waiting time apply to delivery from storage-in-transit?

Yes, as described previously.

What if the moving company can't make the agreed upon pickup and delivery dates?

If the moving company cannot make the agreed pickup and delivery dates, you should contact the Responsible Transportation Officer/Agency Move Coordinator for further instructions, and to reschedule the pickup and/or delivery dates.

How many days does the moving company have to deliver my goods?

Once your household goods are loaded, the moving company is required to deliver the shipment according to the maximum amount of time listed in the Household Goods Tender of Service (HTOS). These transit times may be adjusted when the moving company and the Government mutually agree to a transit time longer or shorter than the transit then those identified in the HTOS. Check with your Responsible Transportation Officer/Agency Move Coordinator for agency policy.

Can I change my agreed upon delivery date?

Yes, you may, if you do so prior to loading or pickup. First, you MUST contact your agency's Responsible Transportation Officer/Agency Move Coordinator. Most moving companies will agree to change the delivery dates even after pickup has been made, but they are not required to do so. They have the right to place your shipment in storage at additional costs, if you are unwilling or unable to accept delivery on the date entered on the BL.

What should I do if the moving company doesn't show up on our agreed delivery date?

You should call the local office of the moving company and your Responsible Transportation Officer/Agency Move Coordinator.

What if I have problems with the moving company's personnel during my move?

Depending on the nature of the problems, if you encounter issues that cannot be resolved with the moving company's representative, you should contact your Responsible Transportation Officer/Agency Move Coordinator. If the problems are unlawful in nature and cannot be resolved by the moving company and/or your Agency Move Coordinator, you should contact the local law enforcement authority.

Section 2:
Household Goods Planning Checklist

TASK

- [ ] 1. Survey Home-Determine what will be moved.
- [ ] 2. Prepare weight estimation chart.
- [ ] 3. Agency Transportation Office will contact you to arrange move:

  (a) Set tentative move date.

  (b) Determine storage requirements.

  (c) Identify large items.

  (d) Determine special packing requirements.
- [ ] 4. Carrier representative will contact you for pre-move survey.
- [ ] 5. Date pre-move survey performed.

  DATE DUE/STARTED_____

  DATE COMPLETED_____
- [ ] 6. Confirm dates with your Agency Relocation Coordinator:

  (a) Packing

  (b) Loading

  (c) Delivery
- [ ] 7. Actual packing date.
- [ ] 8. Actual loading date.
- [ ] 9. Arrange utilities final billing.
- [ ] 10. Travel to new area.
- [ ] 11. Delivery of household goods.
- [ ] 12. File claims, if any, for loss or damage.
- [ ] 13. Complete carrier evaluation report (GSA Form 3080).
- [ ] 14. Agency Relocation Coordinator:

  Name:_____

  Agency: _____

  Address: _____

  City/State/Zip: _____

  Phone: _____
- [ ] 15. Moving company's coordinator:

  Name:_____

  Address: _____

  City/State/Zip: _____

  Phone: _____

Section 3: Lightening the Load

What type of household goods should I discard to help lighten my shipment?

Examples of items you may wish to discard are:

- Magazines and books you no longer want or need.
- Clothes you haven't worn in several years.
- Empty bottles and jars, opened cans of food, syrup or other liquids.
- Furniture and appliances that you plan to replace at your new location.
- Items in your storage area you haven't used in several years.

Suggestion: You might consider having a garage sale to clear out items no longer needed or used.

Section 4: Other Preparations

What if some of my household goods will require disassembling and reassembling?

The disassembling and reassembling of property for shipment, such as regular beds (not outdoor fixtures), regular sectional bookcases, and the preparation of appliances, such as washers, dryers and record players may be performed by the moving company as part of the transportation services entitlements.

What items will the moving company not disassemble or reassemble as part of the transportation services entitlements?

Items such as icemaker refrigerators, outside TV antennas, swing sets, outside sheds, and pool tables must be disassembled/reassembled by you or arrangements made to be disassembled/reassembled by you with a third party services company or the moving company. This is not considered as part of the transportation services entitlements. The cost for such services may be reimbursed to the employee as miscellaneous expenses.

What does the government consider to be a miscellaneous expense?

A miscellaneous expense is an allowance authorized for the purpose of defraying various contingent costs associated with discontinuing residence at one location and establishing residence at a new location in connection with an authorized or approved permanent change of station.

What types of miscellaneous expense costs are covered?

The expenses that are common to living quarters, furnishings, household appliances, and to other general types of costs inherent in relocation of a place of residence. The types of costs include but are not limited to the following:

- Fees for discontinuing and connecting appliances, equipment, and utilities involved in relocation and costs of converting appliances for operation with available utilities;
- Fees for unblocking and blocking and related expenses in connection with relocating a mobile home, but not the transportation expenses;
- Fees for cutting and fitting rugs, draperies, and curtains moved from one residence to another;
- Utility fees or deposits that are not offset by eventual refunds;
- Forfeiture losses on medical, dental, and food locker contracts that are not transferable; and
- Costs of automobile registration, driver's license, and use taxes imposed when bringing automobiles into certain jurisdictions.

What types of miscellaneous expense costs are not covered?

Miscellaneous expenses cannot be used to reimburse costs or expenses incurred that exceed maximums provided by statute; costs reimbursed under other provisions of law or regulations; costs or expenses incurred for reasons of personal taste or preference and not required because of the move; losses covered by insurance; fines or other penalties imposed on employees or members of their immediate family; judgements, court costs, and similar expenses growing out of civil actions; or any other expenses brought about by circumstances, factors, or actions that were not caused by the move to a new duty station.

Examples of these types of costs are as follows:

- Losses in selling or buying real and personal property and cost items related to such transactions;
- Cost of additional insurance on your household goods while in transit to the new official station or cost of loss or damage to such property;
- Additional costs of moving household goods caused by exceeding the maximum weight limitation for your household goods;
- Costs of newly acquired items, such as the purchase or installation cost of new rugs or draperies;
- Higher income, real estate, sales, or other taxes as the result of establishing residence in the new locality;
- Fines imposed for traffic infractions while enroute to your new official station locality;
- Accident insurance premiums or liability costs incurred in connection with travel to your new official station locality;
- Losses as the result of the sale or disposal of items of personal property not considered convenient or feasible to move;
- Damage or loss of clothing, luggage, or other personal effects while traveling to your new official station locality;
- Subsistence, transportation, or mileage expenses in excess of the amount reimbursed as per diem or other allowances;
- Medical expenses due to illness or injuries of your immediate family while enroute to your new official station locality or while living in temporary quarters at Government expense; or
- Costs incurred in connection with structural alterations; remodeling or modernizing living quarters, garages, or other buildings to accommodate privately owned automobiles, appliances or equipment; or the cost of replacing or repairing worn-out or defective appliances, or equipment shipped to the new location.

What does the term "servicing and unservicing" of household goods articles mean?

"Servicing and unservicing" means preparing the articles at origin that have free-moving parts, mechanisms, attachments or accessories, which if not properly serviced, would be damaged or rendered inoperative during transit and reversing the process at destination EXCEPT when delivery is to permanent storage. Servicing and unservicing DOES NOT INCLUDE disconnecting or reconnecting, repairing the articles in any way at origin or destination, removal or installation of TV antennas, air conditioners, wiring or plumbing, electrical or carpentry services.

What are some of the articles that might require servicing and unservicing?

- Servicing and unservicing of washers that require other than tightening bolts and securing permanently installed braces (combination washer-dryers will be considered one article), and

- Those articles of unusual nature or high value, such as, but not limited to, grandfather clocks, hi-fi stereos, phonograph sets, dryers, electric pipe organs, electronic equipment, wall units/room dividers (German Shranks), water beds, hot tubs, pool tables of certain design size and weight and other articles of similar nature.

Will the moving company arrange for the disassembly or reassembly of these items?

The moving company will, at your request, when services are required to be performed by a third party, arrange for assembling and disassembling or servicing and unservicing articles.

How will the charges for these services be paid?

Charges for such services will be billed by the moving company on SF Form 1113 (Voucher for Transportation Charges) as an advanced charge when performed by a third party when approved by the Responsible Transportation Officer/Agency Move Coordinator. The Government will then collect from you for these services.

Can I pack my clothes in chest and dresser drawers?

Lightweight clothing, sweaters, shirts, blouses, and lingerie may be left in drawers. Do not fill drawers with heavy items such as books, table linens or sheets, which can damage the piece of furniture during transit. Be careful NOT to include fragile items or anything that might spill or leak.

Can I move my frozen foods?

Frozen foods can be moved, but only under certain specific conditions. Be sure to discuss this with your Responsible Transportation Officer/Agency Move Coordinator and the moving company representative prior to shipment. In most instances, we suggest shipping arrangements be made through local frozen food locker plants, especially for a long distance move.

Should I move jewelry and other valuables?

While the moving company can move valuables such as money, credit cards, stamp collections, or other items of extraordinary value, we recommend that you carry irreplaceable and expensive articles with you or check with your local bank or post office for alternate methods of transporting your valuables.

Under no circumstances should you hide your valuable items in boxes, dresser drawers, etc., without telling your moving company's representative and asking that the item(s) be shown on the inventory. Such information clearly establishes that the particular item is included in the shipment and extends the moving company's liability for that item.

Can I move my houseplants?

The moving company can move your plants under certain conditions, but plants may suffer from changes in climate and a lack of water and sun. If you attempt to transport plants in the family car, you will have to contend with these same problems. Ask the moving company's representative for advice on moving houseplants. Some states prohibit the entry of all plants, while other states will admit plants under certain conditions; still others have no plant regulations. Be sure to check the regulations of the state to which you're moving or through which you will be traveling.

Can I move my pets?

Pets cannot be carried on the moving van. Dogs, cats, canaries, and parakeets can usually be transported in the family car. If this isn't convenient, your moving company may suggest alternate ways to ship your pets safely.

Section 5: Final Preparations

What are some final preparations I should do?

Before the moving company arrives, arrange in a separate area of your home those items that you plan to take with you from those that will be packed and moved by the moving company.

Separate your professional books and papers. You may ship these items separately if the total weight of your shipment exceeds the maximum limit of 18,000 pounds.

Tie your garden tools together in a secure bundle.

Drain the fuel and oil from your power lawn mower and other combustion-engine powered machinery.

Dismantle outdoor play equipment and other outdoor structures that will be part of your shipment, such as sheds and playhouses.

Clean the refrigerator and freezer. If these items are to be shipped, allow two days for the refrigerator and freezer to dry, leaving doors open during that time.

Dispose of any leftover foods, plants or other items that you don't intend to move.

Remove heavy items (and liquids) from furniture drawers.

Dismantle stereos, video games and similar items.

Remove your window air conditioner if you have one that will be part of your shipment.

Take down curtain rods, pictures, electrical fixtures, and mirrors, as well as utensil and food racks, hanging bookcases, cabinets, and anything else secured to the wall that is to be included in your shipment.

Arrange to discontinue utility services (gas, electricity, telephone, paper delivery, mail, etc.). If a utility is to remain in service, see that the meter is read just before you leave.

Arrange to have carpentry, plumbing, electrical or other work as needed to disconnect your appliances.

Arrange to have items such as musical instruments prepared for transport. Special attention and care should be considered when transporting wood constructed instruments, such as, guitars, banjos, etc. These items may be damaged if and when there are climatic condition changes during transport. Special packing may be required, or you may even want to consider moving these items in your vehicle or by some other mode.

Arrange to have coin collections, antiques, and art objects properly appraised and packed for transport.

Part 5: Making the Move

Section 1: Moving Day

What happens on moving day?

The moving company will arrive at your residence at any time after 8 A.M., on the agreed moving date. It is strongly recommended that you be there. If you cannot be there, have a trusted friend or relative represent you. However, make every effort to supervise the move yourself and, if possible, have somebody assist you. Don't leave the house while the movers are there, and don't leave money or valuables lying around unattended.

Section 2: Packing, Crating and Transportation

How will my household goods be transported?

Household goods transported within the United States ordinarily will be shipped in highway moving vans. For a move within the 48 adjoining states, the moving company will load furniture on the van and pack your dishes, lamps, clothing, books, and similar items in barrels, cartons, or other suitable containers.

The moving company is responsible for:

- using new, clean packing materials for linens, clothing, and bedding and new or like-new packing materials for other items;
- wrapping mirrors, pictures, and glass table tops in special padding and placing them in separate cartons;
- wrapping and protecting all finished surfaces from marring and scratching;
- properly rolling and protecting rugs and rug pads; and
- putting all nuts, bolts, and screws from disassembled items in bags and attaching the bags to the items.

How are packing and unpacking charges assessed?

Packing and unpacking charges include a charge for the container and packing materials, a charge for packing the containers, and a charge for unpacking.

Note: You should not be billed for any packing containers not provided by the moving company and/or any unpacking services that are not performed by the moving company.

What if I require special packing and crating?

If you feel the packing and containers used by the moving company are inadequate, you may request special packing through your Responsible Transportation Officer/Agency Move Coordinator.

Will the Government pay for the special packing and crating?

No. The Government will only pay for packing and crating and materials that are used in the normal course of business by the moving company. You must pay any special packing and crating requirements that you request. However, if you feel that the packing materials used by the moving company are inadequate, you may request, through the Responsible Transportation Officer/Agency Move Coordinator, any special packaging and/or crating requirements to be authorized that will fall within the applicable limits for the costs of transporting your household goods.

Who is responsible for packing and unpacking my shipment?

The moving company is responsible for performing all packing and unpacking when requested. The moving company may inspect any goods prepacked by you for type and condition of the container and to ensure that no "prohibited" items are present.

Section 3: Inventory of Household Goods

What is an inventory?

An inventory is the document containing an itemized list of your household goods possessions and their condition.

How is the inventory of my household goods performed?

Once the moving company has completed packing, all the boxes and items are numbered. The name and number of each item is listed on the shipment inventory together with an abbreviation that best indicates the condition of the item. For instance, if a piece of furniture is marred or scratched, the moving company will write "M" or "SC" and the location of the marred or scratched condition on the furniture on the inventory next to the item description. You should make sure such notations are accurate. The inventory sheets list explanations of the abbreviations or notations as made by the moving company.

What if I disagree with the moving company's notations?

If you disagree with the moving company's notations, request that the inventory be changed to indicate the exact or correct condition. If the moving company will not change such notations, make these changes yourself before signing. Note on the inventory, by the item number, any exceptions you may have. Each sheet of the inventory has several blank lines at the bottom where you may write your exceptions.

What is my responsibility for the preparation of inventory?

Before your move, your responsibility at origin is to ensure that the inventory is accurately prepared and is complete. Remember that your signature is on the inventory listing and indicates that you agreed with the moving company's listing. Be sure to get a copy of the inventory after you have signed it.

At your destination, you should check your unloaded household goods against the inventory listing and compare their delivered condition with the condition indicated at loading time. Also note on the inventory itself any lost or damaged items. It is your responsibility to double-check your inventory at the beginning and end of your move.

What if there is no destination inventory?

In the event the moving company does not have a copy of the inventory, it is recommended that you make your own itemized listing of your household goods and personal affects, while being unloaded, and note the conditions as you receive them.

Should I also make an inventory of my household items?

It is strongly recommended that you make your own inventory listing and code it to indicate what should be unpacked immediately at destination and what can wait. Such a system will be especially helpful if some of your goods go into storage. In addition, you can write on each box indicating where it should go at destination. For instance, marking boxes for the kitchen, dining room, living room, master bedroom, garage, basement, etc., can speed up the unloading process considerably and help you set up your new household more quickly.

Section 4: Weighing of Household Goods

How is the actual weight of my household goods shipment determined?

The weight of your shipment will be determined by weighing the moving van before and after loading. The difference, or net weight, is the weight on which charges are paid. "Before" and "after" weigh-in, the van should be loaded with all pads, ramps, dollies, hand trucks, and other equipment used to transport your household goods. The fuel tanks are to be full at each weighing or, alternatively, no fuel should be added between the weigh-in if the first weighing is done before your shipment is loaded. Neither the driver nor any other person may be aboard during the weighing.

Am I allowed to observe the weighing of my household goods?

Yes. The moving company must use public certified scales that will permit you to observe the weighing of your shipment and must tell you the location of the scale.

What if there is more than one shipment on the moving van?

There may be one or more shipments on board the van before your goods are loaded, but this will not affect the accurate weighing of your goods. The weight of each shipment will be obtained by determining the difference between the tare weight of the vehicle on which the shipment is to be loaded and the gross weight of the same vehicle after the shipment is loaded; or the gross weight of the vehicle with the shipment loaded and the tare weight of the same vehicle after the shipment is unloaded.

Will the moving company weigh my shipment at the origin and the destination?

Not necessarily; the moving company will in most instances weigh your shipment at origin. The weighing of your shipment at destination will be performed if requested by you or the Responsible Transportation Officer/Agency Move Coordinator. The moving company will determine the weight of your shipment before the assessment of any charges dependent on the shipment weight. You will have the right to observe all weigh-ins of your shipment. The moving company must advise you or any other person entitled to observe the weighing of the time and specific location where each weighing will be performed and must give you a reasonable opportunity to be present to observe the weigh-ins.

What if I have doubts about the weighing of my household goods?

Before the actual unloading of your household goods, you may contact your Responsible Transportation Officer/Agency Move Coordinator and request your shipment be reweighed at destination. This is the time to clear up any doubts about the weight. The charges will be based on the re-weigh weight.

Section 5: Unloading and Unpacking of My Goods

Who unloads and unpacks my household goods?

The moving company will deliver and unload your shipment. The moving company will unpack, however, **you must request unpacking. Unpacking is part of the transportation costs entitlement.**

What time will the moving company deliver, unload and unpack my household goods?

The moving company should deliver, unload and unpack your shipment on the agreed upon day between the hours of 8 A.M. and 5 P.M., Monday through Friday.

What if the moving company arrives to deliver my household goods after 5 p.m.?

If the moving company arrives after 5 P.M. to deliver your household goods, you do not have to allow the unloading of your household goods until the following business day, beginning at 8 A.M.

Can the moving company deliver and unload my household goods on weekends and/or Federal holidays?

Unless mutually agreed upon by you and the moving company, in writing, and no liability on the part of the Government will be incurred for overtime labor or any other additional charges, the moving company cannot deliver your household goods on weekends and/or Federal holidays.

Should I be there when the moving company unloads and unpacks my household goods?

Yes, it is best that you are there to accept your household goods. However, if it is impossible, your representative must be at your new residence when the shipment arrives.

What happens to my household goods if I am not at home to accept delivery?

If you are not at your residence, the moving company will allow you up to a maximum of one or two hours free time, depending on the number of miles your shipment has moved before departing. The moving company has the right to charge the Government for waiting time at the hourly rate specified in the moving company's tariffs, or, may place your goods in temporary storage and assess the Government storage charges according to the moving company's tariff rates.

What should I do before the moving company's arrival to unload and unpack?

Before the movers arrive, plan where you want each item placed in your new home.

What is the moving company actually required to do once it arrives at my residence?

The moving company is required to perform the following tasks:

- Unpack, if requested, the containers packed by the company at origin and place the furniture ONCE where you say;
- Reassemble all furniture and equipment that was disassembled by the moving company at origin;
- Remove packing and blocking from appliances but not connect the appliances;
- Remove all packing materials and other clutter resulting from the unpacking; and
- Record, in writing, any loss or damage and give you a copy of the shipment inventory.

What am I expected to do when the moving company arrives for delivery?

You should perform the following tasks:

- Inspect the household goods as they are unpacked to make sure they haven't been damaged and then check them off the shipment inventory;
- See that the moving company notes any missing or damaged items on all copies of the shipment inventory listing. If they do not make such notations, MAKE THEM YOURSELF;
- Sign the shipment inventory or the delivery receipt, but only after delivery is complete and any damage or loss has been noted on all inventory copies. Do not sign any receipt which does not provide that you are signing for your shipment in apparent good condition except as noted on the shipping documents; and
- Keep your copy of the inventory. The notations on it about loss or damaged items are legal proof for a claim against the moving company.

If there is loss or damage at destination, should I refuse to sign for delivery?

Do not refuse to sign any papers merely because of loss or damage as long as the loss or damage is noted. Should you discover loss or damage later, notify the moving company immediately by phone and confirm the message in writing (see Part 7 on claims and complaints).

Section 6:
Time of Performance

How much time does the moving company have to deliver my household goods to my residence?

The moving company is required to deliver your household goods directly to your residence in accordance with the transit times set forth in the Household Goods Tender of Service. Check with your Responsible Transportation Officer/Agency Move Coordinator.

How much time does the moving company have to deliver my household goods from temporary storage?

Delivery from temporary storage must be accomplished on the date you requested, excluding Saturdays, Sundays, and Federal holidays. If, because of prior commitments, the moving company cannot deliver on the day requested, delivery must be completed no later than three business days thereafter.

If my household goods are placed in storage at origin, do the transit times in the Household Goods Tender of Service still apply?

Yes. Transit times are based on a minimum of five days notice before the pickup date. The days should be increased by one for each day less than the five days notice. Transit time is measured in calendar days from the date loading is completed to the date on which the shipment is offered for delivery at the residence, except when the last day of the transit time falls on a Saturday, Sunday, or a Federal holiday. If that is the case, then the next Government working day will be the last day of transit. Check with your Responsible Transportation Officer/Agency Move Coordinator for applicable times for your shipment based on weight and mileage.

Check with your responsible Transportation Officer/Agency Move Coordinator for transit time requirements.

Section 7:
Household Goods Shipment Tracing

Can I ask the moving company to trace my household goods shipment, and, does the moving company have a specific timeframe in which to respond to my tracing request?

Yes, you may request your shipment to be traced. When you or the Responsible Transportation Officer/Agency Move Coordinator requests information concerning your household goods shipment in transit, the moving company must acknowledge such requests and make a prompt report within 24 hours as to the location of your shipment.

Part 6: Transporting Mobile Homes

Will the Government pay to move my mobile home?

Yes. The Government will pay to move your mobile home if it is to be used as a residence for you or your family at your destination. However, such moves are available only within the 48 adjoining states of the United States, within Alaska, or through Canada to and from Alaska.

Section 1: Methods of Transport

Will the Government contact the moving company to have my mobile home shipped?

Yes. The Government will contact a commercial transporter to make the arrangements to move your mobile home.

Section 2: Weight Allowance for Transporting My Mobile Home and Temporary Storage

Is there a weight allowance restriction for moving my mobile home?

No. There is no weight allowance restriction on your mobile home. However, reimbursement of costs to move your mobile home is limited to what the costs would be to move 18,000 pounds of household goods plus 30 days storage. Your mobile home may weigh more than 18,000 pounds.

Am I authorized to place my mobile home in temporary storage?

No. There are no provisions in the current regulations that allow placing your mobile home into temporary storage at Government expense. However, you should check with your Responsible Transportation Officer/Agency Move Coordinator for agency policy.

Section 3:
How Should I Prepare My Mobile Home to be Transported?

The following general areas should be checked when preparing your mobile home for transporting. You should also verify what the moving company expects of you.

- Unlock the trailer a day or so ahead of moving to allow the springs to settle into proper riding position.
- Inspect the hitch components, lights and tires (provide two or three spare tires, if possible).
- Check the wheel bearings and grease (these should be repacked if the mobile home has been parked longer than six months).
- Tighten the lugs on all wheels.
- Remove flower boxes, awnings, antennas, air conditioners, etc., which are attached to the mobile home and secure these items inside.
- Pack all loose items, including breakables, in boxes and place them on the floor of the trailer.
- Place furniture against the wall toward the front and center of the mobile home. As little weight as possible should be placed in the rooms in the back. Do not overload your trailer. The distance between the top of each wheel and the floor should be at least 3 inches or more to allow trailer movement without rubbing the tires. If the tires rub, they may blow out.
- Pack and secure all appliance accessories.
- Disconnect, remove, clean, and secure all pipes inside the mobile home.
- Secure all doors.
- Anchor all fixtures that cannot be removed.
- Remove outside fuel tanks.
- Carry all valuables in your car.

Part 7: Claims and Complaints

Section 1: Loss or Damage Claims

When will I know if I should file a loss or damage claim?

You should consider filing a loss or damage claim if you observe loss or damage as the moving company unloads or unpacks your household goods, or if you discover loss or damage after your household goods have been delivered.

How should I document the loss or damage?

You should list the loss or damage on the shipment inventory form. You should also note discrepancies on the inventory form if the moving company won't. Then sign your name, be sure the moving company representative signs the form, and keep your inventory copy.

Will the moving company settle my claim using the inventory forms?

No. You should write or call the moving company and request claim forms and a visit from the moving company's representative to verify the loss or damage, if necessary. You should contact the moving company in writing for the claim forms immediately after you discover your loss or damage.

What if I discover loss or damage while unpacking after the moving company has completed the delivery and the destination inventory forms have been signed?

You should write or call the moving company and request claim forms and a visit by the moving company's representative to verify the loss and/or damage. The discovery of loss and/or damage after delivery may be considered concealed loss and/or damage and you have up to 75 days after delivery of your household goods to notify the moving company, in writing (identify what the loss and/or damage is), and the moving company WILL BE LIABLE. You may also file a claim for concealed loss or damage after 75 days, however, you must prove the moving company caused the loss and/or damage while your household goods were in its custody.

What if the moving company does not send me the claim forms or a representative to my home to verify the loss or damage?

You should promptly prepare a list of the lost or damaged items and forward this information, in writing, to the moving company, describing the following information for each item:

- Inventory item number;
- Item description (i.e., Johnson's Food Blender);
- Description of loss or damage (i.e., food blender glass broken);
- Repair and replacement cost (glass cannot be repaired; manufacturer no longer makes the Johnson model; part is unavailable; replacement model is $175.00); and
- Claim must be for a specific dollar amount (generalizing such as "approximately $100.00" or "between $75.00 and $100.00" is not sufficient).

If the moving company refuses to verify the loss or damage at your residence, that fact should be included in your letter.

What if the moving company sends a representative to verify the loss or damage and I do not agree with the moving company representative's position, what should I do?

You should make a copy of the verification and your exceptions to the moving company's position and submit these exceptions to the moving company along with your claim. A copy of your inventory should also be included.

How will the moving company determine the current value of my lost or damaged items?

Each item(s) value is determined by the current market value of an item of the same or like value.

When the moving company settles my claim, what will be used to determine the basis of the settlement?

All shipments moving under CHAMP are released at full value. The moving company will either replace the lost or damaged item, reimburse you for the full value (as determined by current market value), repair the item, or reimburse you for the cost of repairs to damaged items to the extent necessary to restore the item to the same condition as when received by the moving company from the shipper. Actual replacement articles, if any, will consist of articles of like kind and quality.

With whom should I file the loss or damage claim?

Unless instructed otherwise by your agency, you should file the claim with the moving company named on the BL. If you are uncertain of the moving company's name, contact your Responsible Transportation Officer/Agency Move Coordinator.

If I file a loss or damage claim with the moving company, is the settlement paid to me or the Government?

You should receive the settlement directly unless you have mutually agreed otherwise with the moving company and/or the Government.

How much time do I have to file a claim for loss or damage with the moving company?

You should file your claim immediately after delivery or just as soon as you discover the loss and/or damage to your household goods. If you experience concealed loss and/or damage, you must notify the moving company in writing within 75 days from the date of delivery. This notification of concealed loss and/or damage does not constitute filing of a claim. You must still file a formal claim with the moving company. In either case, a loss and damage claim should be filed with the moving company no later than six years from date of delivery.

How much time do I have to file a claim with the Government?

Under the Military Personnel and Civilian Employees Claims Act, the timeframe in which to file a claim is limited to two years from the date of delivery. However, all Federal agencies do not participate in the Claims Act so you must check with your Responsible Transportation Officer (RTO) to confirm eligibility.

Does the moving company have a specific timeframe to acknowledge the receipt of my loss and damage claim?

Yes. The moving company must acknowledge all claims for loss and/or damage within 10 days after receipt.

How much time does the moving company have to settle a loss or damage claim?

The moving company has 30 days after receipt of a properly filed claim to pay, decline, or make a firm compromise settlement offer to you in writing.

What if the moving company is unable to offer me a settlement within 30 days?

If the claim cannot be processed and disposed of within 30 days after its receipt, the moving company may be allowed, with approval by the Government, an additional 30-day period for settlement of the claim.

How will I know if the moving company requires additional time to settle a claim?

When the moving company determines it needs more than 30 days, it will advise you and the Responsible Transportation Officer/Agency Move Coordinator, in writing, or electronically (by FAX or e-mail), of the status of the claim and reason for the request for additional time in making final disposition of the claim.

What if after the additional 30 days, the moving company still does not make me an offer for settlement?

If the moving company fails to make a settlement after the additional 30 days, you should contact your Responsible Transportation Officer/Agency Move Coordinator for further assistance.

Section 2: Disputed Settlements

What if the moving company refuses to settle my claim to my satisfaction?

You should contact your Responsible Transportation Officer/Agency Move Coordinator for assistance.

Can I file a lawsuit against the moving company?

If the loss is considerable and you're not satisfied with the moving company's settlement offer, you may consider filing a civil action suit in a court to recover your loss.

What is the General Services Administration's role involving disputes?

In the event a satisfactory agreement cannot be reached between the carrier and the Federal agency, the Program Manager of the Centralized Household Goods Traffic Management Program (CHAMP) will provide assistance and issue a final decision in the resolution of claims disputes when and if requested by the moving company.

What is considered a properly filed claim?

The following items are minimum filing requirements that are considered sufficient to constitute a properly filed claim.

(a) You must always submit your claim to the moving company or its representative in writing.

(b) Your claim must contain facts sufficient to identify the shipment of property involved.

(c) Your claim must identify the loss or damage, and assert that it was caused by the moving company.

(d) Your claim must demand restitution of a specified or determinable amount of compensation.

What if I specify an uncertain amount, such as $100 more or less in my claim? Is this considered sufficient?

No. Whenever a claim is presented against a moving company for an uncertain amount, such as $100 more or less, it is not considered to be a proper claim.

Can I file a claim against the moving company for delay?

No, you may not. However, your agency may file a claim against the moving company if a moving company fails to perform services as agreed and contracted for.

Can I file a claim against the moving company for inconvenience?

You may. If the moving company through its own fault causes an inconvenience, then the moving company becomes responsible for reimbursing either the Government or you for any damages that either you or the Government have suffered. You may only collect for the difference between the amount of per diem reimbursement from the Government and your actual expenses.

If I am inconvenienced because of a delay in receiving my household goods, can I rent or purchase some essentials for immediate use?

Yes. However, you should contact the moving company before buying items such as pots, pans, bedding, and other essentials.

Sometimes moving companies will make them available at no cost; if you purchase them without notifying the carrier, the moving company may refuse to pay for the rental or purchase of the essentials. Save all receipts for such purchases and for groceries, restaurants, or lodging that result from the moving company's delay.

What are some of the other types of claims that I may file with the moving company?

You may file a claim for damage to real property and claims for personal injury.

Do the same time limitations for filing a claim, as prescribed for loss or damage described previously, apply on real property claims for personal injuries?

Yes. However, for injury claims, you may want to contact your agency legal counselor or your own legal representative for advice and assistance.

Can I file a claim for loss or damage against the Government?

Yes. You may file a claim against the Government under the terms of the Military Personnel and Civilian Employees Claims Act of 1964, Public Law 97-226 (31 U.S.C. 240). Under 31 U.S.C. 3721 (the Military Personnel and Civilian Employees Claims Act of 1964, as amended), employees who sustain a loss or damage to their household goods that exceeds the amount recovered from a carrier in settlement of a claim may file a claim against the United States for the difference sustained. The Act authorizes, but does not require, agencies to compensate employees up to $40,000 for the excess loss or damage sustained by the employee. When it is the policy of the agency not to compensate its employees under the Act, the agency should advise employees of the options available to them for insuring their household goods against greater risk of loss.

Is there a time limit for filing a claim with the Government?

Yes. You are limited to two years from the date of delivery of your household goods by the moving company to file a claim with the Government.

Section 3: Complaints and Inquiries

Must the moving company have a complaint and inquiry system if I have a problem?

Yes. All interstate moving companies must have complaint and inquiry procedures. If you are not given information on your moving company's procedures, ask the moving company about them. Also, find out whom to call regarding complaints, the telephone number, and if the moving company will pay for such calls.

If I have a complaint, whom should I contact first?

Filing complaints depends on the nature of the problem.

FOR EXAMPLE:

- if you have a problem during packing where the packers are being careless and not packing your household goods properly, i.e., mixing kitchenware with other household goods items, etc.; or
- if you have a problem during loading where the moving company's crew, based on your opinion is not loading your furnishings in a safe manner; i.e., placing your sofa in the vehicle without proper padding or wrapping; or
- if during delivery the moving company's crew refuses to allow you enough time to inventory the condition of your household goods as they are being unloaded from the vehicle; or
- if you have a problem with the placement of your household goods in storage-in-transit at a location that is not a desirable location, i.e., lack of security at the location; warehouse construction does not prevent rain from entering the building; dirty facilities. For these types of problems, you should stop work immediately and contact your Responsible Transportation Officer/Agency Move Coordinator for assistance to correct the problems.

FOR EXAMPLE:

- if the moving company refuses to unpack your household goods upon your request at the time of delivery; or
- if the moving company refuses to remove debris from your residence; or
- if after the move the moving company denies your claim for loss and/or damage in full or in-part, missing items, etc.; or
- if the moving company fails to offer you a settlement to a claim within 30 calendar days. For these types of problems, you should contact your Responsible Transportation Officer/Agency Move Coordinator immediately for assistance to correct the problems. In all of the previously mentioned instances, make sure you have the number assigned to your shipment by the moving company as well as other documents relating to the move.

Section 4: Household Goods Carrier Evaluation Report

Is there a form that I should use to rate the performance of the moving company that moved my household goods?

Yes. To help the General Services Administration (GSA) judge how well various household goods moving companies are performing their tasks, please complete the "Household Goods Carrier Evaluation Report (GSA FORM 3080)," after your move. It is very important to do this promptly and completely. Your agency should provide you with a copy of the GSA Form 3080 at the time of your shipment or shortly after. If your agency fails to provide the GSA Form 3080, you can use the sample form included in this booklet (see Appendix III) to note dates, weights, costs, and other facts you might otherwise forget.

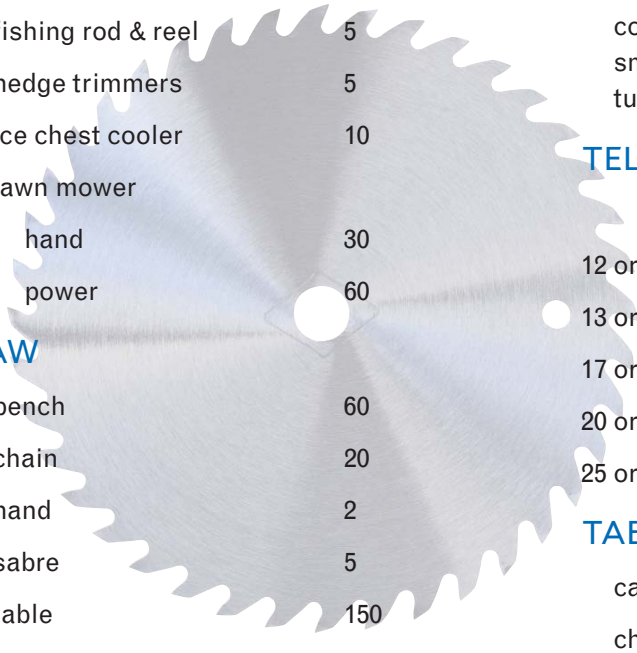
Appendix I

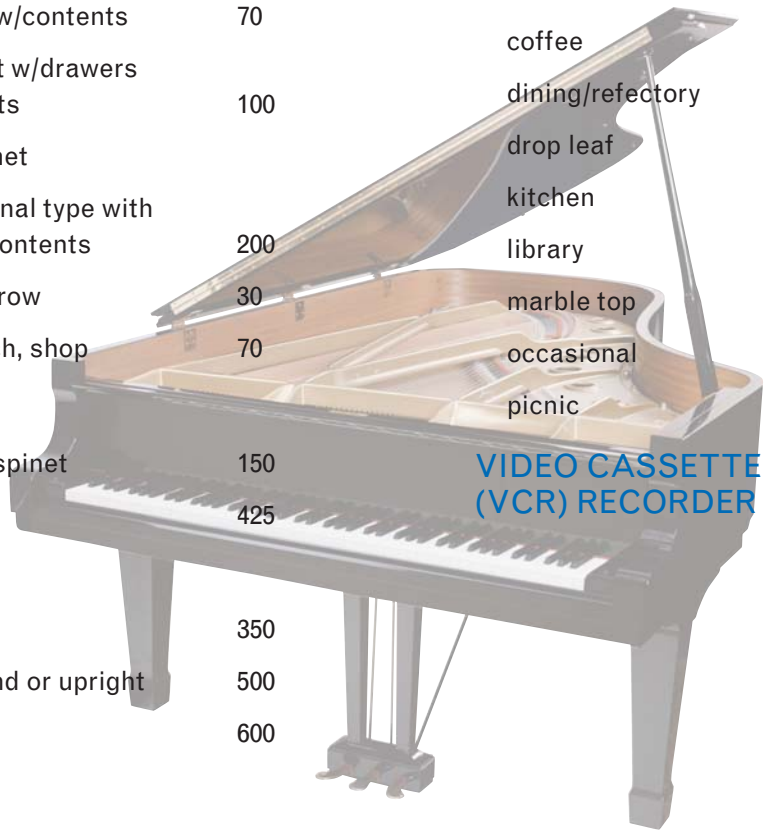
Weights of Common Household Goods Furnishings

ITEM	POUNDS
APPLIANCE	
dehumidifier	50
dishwasher	150
dryer	150
freezer/refrigerator (per cubic foot)	
up to 10 cu. ft.	100
10 to 15 cu. ft.	200
15 to 20 cu. ft.	250
over 20 cu. ft.	300
oven, microwave	70
range/stove	
apartment or small	100
double oven	250
regular oven	200
washer	200
BED (includes box springs, mattresses, bedstead)	
bunk (set)	140
twin	150
double	180
queen/king	290
crib	60
rollaway with mattress	50
water	210
BOOKCASE, or section	30
BUFFET/credenza/sidebed	140
CARPET PAD (per sq. yd.)	3
CARPETING (per sq. yd)	4

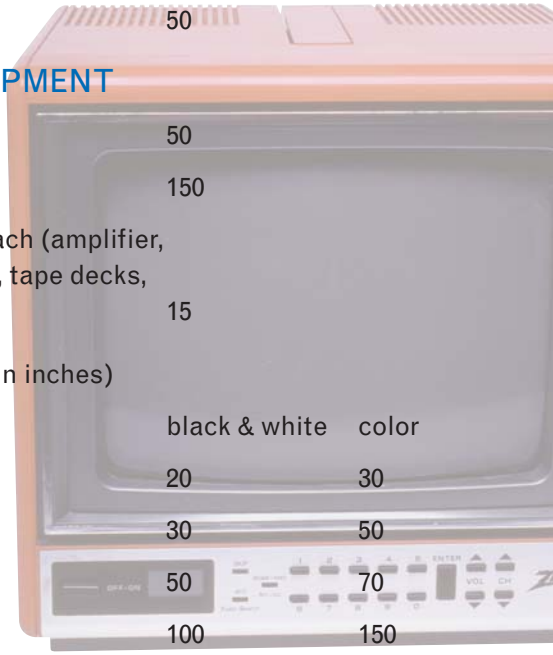
ITEM	POUNDS
CHAIR	
arm, wood/metal	20
arm, upholstered	50
chaise, redwood	20
chaise, upholstered	60
dining	20
folding	5
high (child's)	20
kitchen	10
platform rocker, uphol.	60
recliner	90
rocking	30
CLOCK	
hall or grandfather	80
wall, antique	30
CABINET	
corner	90
DESK	
office size	150
rolltop	100
secretary	11
small	70
DRESSER/bureau/chest	
with drawers, child's	40
double	110
triple	150

ITEM	POUNDS
EQUIPMENT/TOOLS	
barbeque stand	30
battery, auto	40
bench saw	60
bicycle	40
drill	5
drill press, floor model	170
extension ladder (per foot)	2
fishing rod & reel	5
hedge trimmers	5
ice chest cooler	10
lawn mower	
hand	30
power	60
SAW	
bench	60
chain	20
hand	2
sabre	5
table	150
tool box, w/contents	70
tool chest w/drawers w/contents	100
tool cabinet	
professional type with casters/contents	200
wheelbarrow	30
workbench, shop	70
ORGAN	
chord or spinet	150
large	425
PIANO	
spinet	350
baby grand or upright	500
player	600





ITEM	POUNDS	
SOFA/couch/divan (6 ft)	120	
per linear foot	20	
sofabed	210	
sectional pit grouping each section	50	
STEREO EQUIPMENT		
portable	50	
console	150	
components, each (amplifier, small speakers, tape decks, turntables)	15	
TELEVISION (in inches)		
	black & white	color
12 or less	20	30
13 or 16	30	50
17 or 19	50	70
20 or 24	100	150
25 or over	120	180
TABLE		
card	10	
child's	10	
coffee	40	
dining/refectory	110	
drop leaf	40	
kitchen	40	
library	60	
marble top	80	
occasional	40	
picnic	70	
VIDEO CASSETTE (VCR) RECORDER	30	



Appendix II

EMPLOYEE'S PERSONAL INVENTORY AND PRE-MOVE SURVEY OF HOUSEHOLD GOODS

This form should be prepared prior to the moving company arriving to pack your household goods and personal effects. List all items in each room of your home. Please remember to write down, in the block space provided, the number of items in the room and you may want to make a note stating in whose room the items were located. *For example: Kitchen, (4) Chairs, (1) Kitchen Table.*

	Kitchen/Pantry Breakfast Room	Year of Purchase	Original Costs	Present Value

	Bathroom/Hall Closets	Year of Purchase	Original Costs	Present Value

EMPLOYEE'S PERSONAL INVENTORY AND PRE-MOVE SURVEY OF HOUSEHOLD GOODS (continued)

This form should be prepared prior to the moving company arriving to pack your household goods and personal effects. List all items in each room of your home. Please remember to write down, in the block space provided, the number of items in the room and you may want to make a note stating in whose room the items were located. *For example: Garage, (2) Lawn Chairs, attic over the garage.*

	Garage/Yard/Porch/Recreation Equipment	Year of Purchase	Original Costs	Present Value

	Miscellaneous	Year of Purchase	Original Costs	Present Value

EMPLOYEE'S PERSONAL INVENTORY AND PRE-MOVE SURVEY OF HOUSEHOLD GOODS (continued)

This form should be prepared prior to the moving company arriving to pack your household goods and personal effects. List all items in each room of your home. Please remember to write down, in the block space provided, the number of items in the room and you may want to make a note stating in whose room the items were located. *For example: Living Room, (2) End Tables.*

	Living Room	Year of Purchase	Original Costs	Present Value

	Dining Room	Year of Purchase	Original Costs	Present Value

EMPLOYEE'S PERSONAL INVENTORY AND PRE-MOVE SURVEY OF HOUSEHOLD GOODS (continued)

This form should be prepared prior to the moving company arriving to pack your household goods and personal effects. List all items in each room of your home. Please remember to write down, in the block space provided, the number of items in the room and you may want to make a note stating in whose room the items were located. *For example: Bedrooms, (2) Night Stands, Richard's room.*

	Family Room	Year of Purchase	Original Costs	Present Value

	Bedrooms	Year of Purchase	Original Costs	Present Value

Appendix III

HOUSEHOLD GOODS CARRIER EVALUATION REPORT

PRIVACY ACT STATEMENT: The information requested on this form is solicited under Title 38, United States Code, and will be used to monitor and control the carrier's performance. The information may be furnished to the carrier involved for their evaluation. Your disclosure of this information will aid in our overall mission of making certain transferees receive satisfactory performance in the shipment of their household goods, privately owned vehicle and air baggage.

INSTRUCTIONS

Employee: Complete this form upon delivery of your shipment(s) to your new duty station and then send to your Agency's GBL Issuing Officer or Move Coordinator for their evaluation.

GBL Issuing Officer/Agency Move Coordinator: After completing the form, send to: General Services Administration (6FBD-X), Centralized Household Goods Traffic Management Program, 1500 East Bannister Road, Room 1076, Kansas City, MO 64131

EMPLOYEE INFORMATION

NAME			DUTY STATIONS			
LAST	FIRST	MI		CITY	STATE	ZIP CODE
PRESENT HOME ADDRESS			OLD			
			NEW			

SOCIAL SECURITY NUMBER	TELEPHONE			PICKUP DATE
	HOME *(AREA CODE)*	HOME *(NUMBER)*		
	WORK *(AREA CODE)*	WORK *(NUMBER)*	WORK *(EXTENSION)*	DELIVERY DATE

HHG GBL NUMBER	UAB GBL NUMBER	POV GBL NUMBER	FEDERAL AGENCY ID	CARRIER NAME ON GBL

RELOCATING EMPLOYEE'S RESPONSE *(Use "Remarks" on reverse for any comments)*

HOW WOULD YOU RATE YOUR SATISFACTION WITH THE CARRIER? *(Circle response)*	VERY UNSATISFIED	SOMEWHAT UNSATISFIED	NEITHER SATISFIED NOR UNSATISFIED	SOMEWHAT SATISFIED	VERY SATISFIED
Quality of Packing	1	2	3	4	5
Delivering/Pickup Items With LIttle or No Damage	1	2	3	4	5
Having Workers Who Show Personal Courtesy	1	2	3	4	5
Delivering/Pickup Within the Scheduled Timeframe	1	2	3	4	5
Clearly Communicating the Services to be Provided	1	2	3	4	5
Being Responsive in Resolving Problems	1	2	3	4	5
How Would You Rate the Overall Quality of Service?	1	2	3	4	5

IF YOU HAVE ANY LOSS OR DAMAGE, WHAT ARE THE ESTIMATED AMOUNTS?			SIGNATURE OF EMPLOYEE	DATE
HOUSEHOLD GOODS	AIR BAGGAGE	VEHICLE		

GBL ISSUING OFFICER'S/AGENCY MOVE COORDINATOR'S RESPONSE *(Use "Remarks" on reverse for any comments)*

HOW WOULD YOU RATE YOUR SATISFACTION WITH THE CARRIER? *(Circle response)*	VERY UNSATISFIED	SOMEWHAT UNSATISFIED	NEITHER SATISFIED NOR UNSATISFIED	SOMEWHAT SATISFIED	VERY SATISFIED
Having Courteous People Help You When Tracing a Shipment	1	2	3	4	5
Keeping You Informed of Any Changes Occurring During the Move	1	2	3	4	5
Being Flexible in Meeting Special Employee or Agency Needs	1	2	3	4	5
How Would You Rate the Overall Quality of Service?	1	2	3	4	5

SIGNATURE OF GBL ISSUING OFFICER/AGENCY MOVE COORDINATOR	DATE

NAME OF GBL ISSUING OFFICER/AGENCY MOVE COORDINATOR	TELEPHONE NUMBER		
	AREA CODE	NUMBER	EXTENSION

GENERAL SERVICES ADMINISTRATION PREVIOUS EDITION IS NOT USABLE GSA FORM 3080 (REV. 12-2000)

HOUSEHOLD GOODS CARRIER EVALUATION REPORT

(For Domestic and International Shipments) (See Privacy Act Statement on reverse)

INSTRUCTIONS

Employee: Complete this form upon delivery of your shipment(s) to your new duty station and then send to your Agency's B/L Issuing Officer or Move Coordinator for their evaluation.

B/L Issuing Officer/Agency Move Coordinator: After completing the form, send to: General Services Administration (6FBD-X), Centralized Household Goods Traffic Management Program, 1500 East Bannister Road, Room 1076, Kansas City, MO 64131

EMPLOYEE INFORMATION

NAME	LAST	FIRST	MI	PRESENT HOME ADDRESS

DUTY STATIONS

	CITY	COUNTRY *(If duty station is not in the United States)*	STATE	ZIP CODE
OLD				
NEW				

SOCIAL SECURITY NUMBER	TELEPHONE			PICKUP DATE
	HOME *(AREA CODE)*	HOME *(NUMBER)*		
	WORK *(AREA CODE)*	WORK *(NUMBER)*	WORK *(EXTENSION)*	DELIVERY DATE

HHG B/L NUMBER	UAB B/L NUMBER	POV B/L NUMBER	FEDERAL AGENCY ID	CARRIER NAME ON B/L

RELOCATING EMPLOYEE'S RESPONSE *(Use "Remarks" on reverse for any comments)*

HOW WOULD YOU RATE YOUR SATISFACTION WITH THE CARRIER? *(Circle response)*	VERY UNSATISFIED	SOMEWHAT UNSATISFIED	NEITHER SATISFIED NOR UNSATISFIED	SOMEWHAT SATISFIED	VERY SATISFIED
Quality of Packing	1	2	3	4	5
Delivering/Pickup Items With Little or No Damage	1	2	3	4	5
Having Workers Who Show Personal Courtesy	1	2	3	4	5
Delivering/Pickup Within the Scheduled Timeframe	1	2	3	4	5
Clearly Communicating the Services to be Provided	1	2	3	4	5
Being Responsive in Resolving Problems	1	2	3	4	5
How Would You Rate the Overall Quality of Service	1	2	3	4	5

IF YOU HAVE ANY LOSS OR DAMAGE, WHAT ARE THE ESTIMATED AMOUNTS?			SIGNATURE OF EMPLOYEE	DATE
HOUSEHOLD GOODS	AIR BAGGAGE	VEHICLE		

B/L ISSUING OFFICER'S/AGENCY MOVE COORDINATOR'S RESPONSE *(Use "Remarks" on reverse for any comments)*

HOW WOULD YOU RATE YOUR SATISFACTION WITH THE CARRIER? *(Circle response)*	VERY UNSATISFIED	SOMEWHAT UNSATISFIED	NEITHER SATISFIED NOR UNSATISFIED	SOMEWHAT SATISFIED	VERY SATISFIED
Having Courteous People Help You When Tracing a Shipment	1	2	3	4	5
Keeping You Informed of Any Changes Occurring During the Move	1	2	3	4	5
Being Flexible in Meeting Special Employee or Agency Needs	1	2	3	4	5
How Would You Rate the Overall Quality of Service	1	2	3	4	5

SIGNATURE OF B/L ISSUING OFFICER/AGENCY MOVE COORDINATOR	DATE

NAME OF B/L ISSUING OFFICER/AGENCY MOVE COORDINATOR	TELEPHONE NUMBER		
	AREA CODE	NUMBER	EXTENSION

REMARKS *(Employee and|or B|L Issuing Officer|Agency Move Coordinator)*

PRIVACY ACT STATEMENT: The information requested on this form is solicited under Title 38, United States Code, and will be used to monitor and control the carrier's performance. The information may be furnished to the carrier involved for their evaluation. Your disclosure of this information will aid in our overall mission of making certain transferees receive satisfactory performance in the shipment of their household goods, privately owned vehicle, and air baggage.

GSA FORM 3080 (REV. 7/2001) BACK

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FOR HOME FIX UP
FRAGILE
THIS SIDE UP
HANDLE WITH CARE
DISH PACK
FRAGILE
THIS SIDE UP
HANDLE WITH CARE
DISH PACK
P 102 12

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