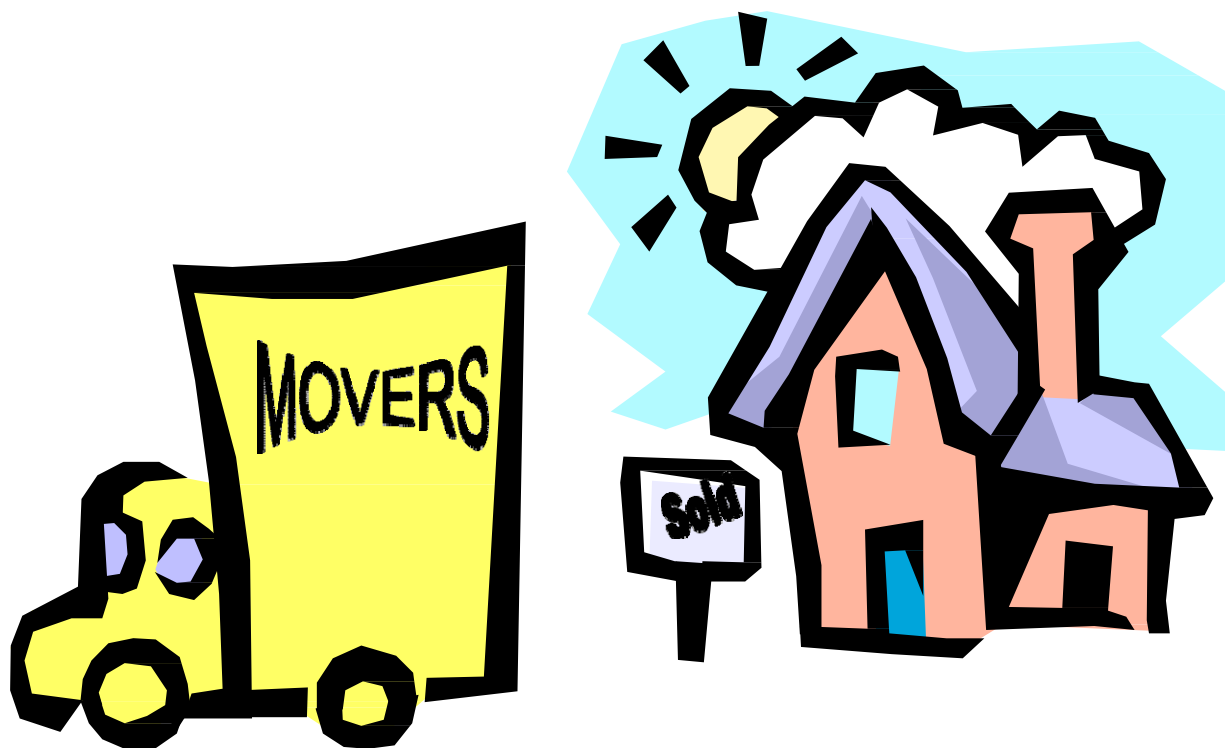


U.S. Department of
Homeland Security

United States
Coast Guard



Civilian PCS Handbook



First Post & Return from Overseas

Chapter 1	- 3 -
PCS Overview	- 3 -
Introduction.....	- 3 -
Travel Orders and Amendments	- 4 -
Rules and Regulations	- 4 -
Time Limitations	- 4 -
Reimbursement Limitation	- 4 -
Steps in the Relocation Process	- 5 -
Payment Method.....	- 6 -
Taxes and Retirement	- 6 -
Travel Voucher or Sub Voucher (DD Form 1351-2)	- 6 -
When and Where Should I File My Claims?.....	- 7 -
Employee’s Obligation	- 7 -
Customer Service Telephone Lines.....	- 7 -
Chapter 2	- 8 -
Entitlement Overview.....	- 8 -
Definitions	- 8 -
Reimbursable Items	- 8 -
Chapter 3.....	- 9 -
Advances.....	- 9 -
Rules and Regulations	- 9 -
How to Request Advances.....	- 9 -
Liquidation of Advances.....	- 9 -
Checklist for Advances.....	- 10 -
Chapter 4	- 11 -
En Route Travel.....	- 11 -
Rules and Regulations	- 11 -
Entitlements	- 11 -
Federal Travel Regulations References	- 12 -
Checklist for En Route Travel	- 13 -
Chapter 5	- 14 -
Household Goods	- 14 -
Rules and Regulations	- 14 -
Government Bill of Lading (GBL)	- 14 -
Personally Procured Move (PPM)	- 15 -
Federal Travel Regulations References	- 15 -
Checklist for PPM Shipment	- 16 -
Temporary Storage of Household Goods	- 16 -
Non-temporary Storage of Household Goods INCONUS.....	- 17 -
Non-temporary Storage of Household Goods OUTCONUS.....	- 17 -
Federal Travel Regulations References	- 18 -
Movement of a Mobile Home or Boat.....	- 19 -
Federal Travel Regulations References	- 19 -
Shipment of a Privately Owned Vehicle (POV).....	- 20 -
Scheduling the Packers	- 20 -
Be Prepared.....	- 20 -

What You May Ship as Household Goods	- 21 -
Valuable Tips	- 21 -
Employee's Responsibilities.....	- 22 -
Employee's Responsibilities (Continued)	- 23 -
Carrier's Responsibilities.....	- 23 -

Chapter 1

PCS Overview

Introduction

This handbook was prepared to make relocation easier for you. It discusses, in simple terms, your benefits and allowances and the rules that you must follow. This cannot possibly cover all of the details or questions that may arise in each individual case, but it will help you to understand civilian Permanent Change of Station (PCS) entitlements, the proper filing procedures, the forms you will need to complete your claims, and who to contact for assistance.

This handbook was designed to supplement, not replace, the regulations included in the Federal Travel Regulation (FTR). To apply this handbook to your move, you should be aware of three important definitions:

- The term “Continental United States” (CONUS), refers to the 48 continuous states and the District of Columbia.
 - The term “Outside the Continental United States” (OCONUS), for the purposes of this handbook only, refers to the following non-foreign areas: Alaska, Guam, Saipan, Hawaii, Pacific Islands, and Puerto Rico.
 - The terms “family members” and “immediate family” refer to any of the following members of your household at the time you report to your new official station:
 - Spouse.
 - Children (to include stepchildren; adopted children; grandchildren, legal minor wards, or other dependent children under you or your spouse’s legal guardianship) of you or your spouse that meet one of the following two conditions:
 - Under the age of 21 and unmarried.
 - Physically or mentally incapable of self-support, regardless of age.
-

Travel Orders and Amendments

- Civilian PCS orders and amendments are issued by the Office of Civilian Personnel Human Recourses Operations Division, Washington, DC.
- Civilian PCS claims are processed at Pay & Personnel Center (PPC), Topeka, KS.
 - For questions regarding your PCS claim for any of the entitlements listed below please contact PPC Topeka by visiting <http://www.uscg.mil/ppc/ccb/> or by phone at **(785) 339 – 2200**.
 - Advances
 - En Route Travel
 - Personally Procured Household Goods Moves
- Privately Owned Vehicle (POV) moves and Government Bill of Lading (GBL) moves are processed by the military installation responsible for your specific area.

Rules and Regulations

There are many complex rules, regulations, statues, and other official documents which govern PCS travel. Coast Guard Civilian PCS entitlements are governed by the Federal Travel Regulations (FTR). The Civilian Law Manual and GSA Board of Contract Appeals Decisions are additional references used when clarification of PCS entitlements is needed.

Time Limitations

All travel and transportation of the employee, their dependents, and their household goods allowed under these regulations shall be accomplished as soon as possible. The maximum time for beginning and completing allowable travel and transportation shall not exceed 1 year from the official date of orders.

Reimbursement Limitation

All transportation tickets should be purchased at and will be reimbursed at the government rate. Employees should contact SATO to obtain their transportation tickets.

**Steps in the
Relocation Process**

Step	Action
1	Employee is selected for the job and receives relocation package from Headquarters.
2	Employee completes and returns relocation questionnaire and government service agreement to Headquarters.
3	Headquarters office prepares and sends PCS travel orders to employee and advises employee of Government Bill of Lading (GBL).
4	Employee contacts PPC Coast Guard Civilian PCS travel personnel, to request a copy of the Civilian PCS Handbook for First Post and Return from Overseas Employees.
5	Employee contacts the specific military installation to arrange for GBL shipment of household goods, if applicable.
6	Employee completes travel; requesting advances (when applicable) and submits travel claims within set timeframes.

Payment Method

All travel advances and payments must be made by electronic funds transfer (EFT); check payments are no longer authorized. All travel advances and payments must be electronically deposited to the same account utilized for the salary EFT. The employee must submit a separate direct deposit form for his/her travel EFT, in addition to the form submitted for his salary EFT. If an employee travels more than 12 times annually he/she may submit a request for a separate EFT account. The written request should be sent to FINCEN (OPQ) via unit, along with form FMS 2231, Direct Deposit Fast Start, to fax (757) 523-6900.

The employee must establish an EFT account for travel payments or request a waiver to continue receiving checks. Employees who do not currently receive their salary via EFT are required to receive travel payments EFT unless they receive a waiver. Waiver requests must be made certifying in writing (and signed by the individual) to COMDT (G-CFP), at fax (202) 267-4272, via the employee's command, stating that, "check payment" is requested for all travel payments since the individual does not have an account with a financial institution."

Taxes and Retirement

PCS travel entitlements are considered additional gross income in accordance with 26 USC § 82 and are thus taxable. These entitlements are taxed at a flat rate of 25%.

In addition, retirement is deducted as follows:

Retirement System	Deduction(s)
CSRS	Medicare 1.45%
FERS and CSRS Offset	Medicare 1.45 % and FICA 6.2%

All taxable PCS entitlements received are captured and reported on an additional W-2 provided by FINCEN and are considered earned income.

Travel Voucher or Sub Voucher (DD Form 1351-2)

All civilian PCS travel claims (with the exception of an advance request) require a Travel Voucher or Sub Voucher (DD Form 1351-2). All claims require the employee's signature for processing. Claims are processed and reimbursement is approved or denied by PPC Civilian PCS Travel.

**When and Where
Should I File My
Claims?**

All claims should be submitted within 3 workdays of completing **each segment** of the PCS move.

All claims will be processed by PPC and should be submitted to:

PPC Civilian PCS TVL
444 SE Quincy Street
Topeka, KS 66683-3591
Attn: Civilian PCS Claims Examiner

Please submit only **one unfolded** copy of the claim packet to include signed DD Form 1351-2 (s), all other relevant itemization forms, and all relevant receipts for single expenses over \$75.00.

**Employee's
Obligation**

As a traveler making a move the employee should exercise the same care in incurring expenses and accomplishing a mission that a prudent person would exercise if they were traveling on personal funds. Excess costs, circuitous routes, delays or luxury accommodations unnecessary or unjustified in the performance of a mission are not considered acceptable. Employees will be responsible for excess costs and any additional expenses incurred for personal preference or convenience.

**Customer Service
Telephone Lines**

Questions regarding civilian PCS receipt and status of claims processed by PPC should be referred to PPC Civilian PCS travel personnel by:

Calling PPC's Customer Service line **(785) 339 – 2200** or by submission of a Customer Care ticket by following the link <http://www.uscg.mil/ppc/ccb> or by email CustomerCare@uscg.mil

Employees may also check TPAX to obtain a copy of the Travel Voucher Summary for claims and entitlements paid. **Do NOT try to file your PCS claim by using TPAX, PCS claims cannot be processed in TPAX at this time.**

To receive travel claim payment information, employees can call the FINCEN automated Customer Service Line **(1-800-564-5504)**, enter their social security number, and obtain information for up to the last five claims paid within the last six months.

Chapter 2

Entitlement Overview

Definitions

A new employee is an individual who is employed with the Federal Government for the very first time (including an individual who has preformed transition activities under section 3 of the Presidential Transition act of 1963 (3 U.S.C. note), and is appointed in the same fiscal year as the Presidential inauguration), an employee who is returning to the Government after a break in service, or a student trainee assigned to work for the Government upon completion of their college work.

A Return from Overseas employee is an individual that was transferred from a CONUS post of duty to an OCONUS post of duty and upon completion of their service agreement, may return to a CONUS location.

Reimbursable Items

The following list details what the employee and their dependents are entitled to for their PCS move:

- Transportation for the employee and dependents.
 - An allowance for the employee's lodging, meals, and incidental expenses while traveling to their new official station (expenses incurred by dependents are not reimbursable).
 - Transportation and temporary storage of the employee and dependent's household goods.
 - Transportation of a mobile home or boat used as a primary residence, instead of transportation of household goods.
 - Shipment of a POV to an OCONUS location.
-

Chapter 3

Advances

Rules and Regulations

Upon the receipt of PCS orders, employees may be advanced funds for use while traveling and for certain expenses which they may incur incident of their move based on prospective entitlement to reimbursement for those expenses after they are incurred.

Funds may be advanced for the following approved PCS travel entitlements:

- En Route Transportation for the employee and dependents.
- Per Diem for the employee only.
- Transportation of a Mobile Home.
- Transportation of Personal Automobile (Alaska, Hawaii, or overseas).

All advances will be processed and issued by the PPC PCS Travel Office.

How to Request Advances

Complete and fax the following to the Civilian PCS Travel Desk, PPC (785) 339 – 3777:

- CG – 1038 Coast Guard Civilian PCS Advance request.
- Copy of your PCS orders.
- Estimated amounts for expected expenses of airfare or ferry expenses.

Direct deposit information must be filled out by visiting the following web address:

https://www.fincen.uscg.mil/secure/enrollment_form.htm

Liquidation of Advances

A travel claim must be submitted within 3 workdays of completion of each segment of the PCS move for which an advance was given.

If settlement of the advance is not made within 45 days of the receipt, indebtedness in the amount of the advance will be referred for collection from the employee's pay account. Submission of a travel voucher is required, even though the amount of expenses equals or exceeds the advance.

**Checklist for
Advances**

Checklist	Yes	No
Have you completed the geographic information on the form?		
Have you clearly marked which of the advance entitlements you are requesting?		
Have you provided a duty telephone number where you can be reached during business hours?		
Have you signed your advance request (CG Form 1038)?		

Chapter 4

En Route Travel

Rules and Regulations

Transportation for the employee and their dependents, and per diem for the employee will only be provided for the most direct route from the old to new Permanent Duty Station (PDS). The Coast Guard uses Defense Table of Official Distances (DTOD) to determine distance and estimated travel time to your new official duty station. Employees are reimbursed a per mile rate as set by General Services Administration (GSA), this rate is adjusted annually, to view current rates please visit GSA's website at www.GSA.gov/relo.

- Daily average minimum driving distance for relocation is 300 miles each calendar day.
- Reimbursement of more than one vehicle must be specifically authorized on the PCS orders.
- A daily itemized receipt must be provided for lodging and each single expense of \$75.00 or greater.

If the total travel time is less than 12 hours, no per diem will be given. If the employee fails to meet the average daily driving distance requirement, no per diem will be given for that travel day.

Entitlements

Below is a list of en route entitlements:

- Transportation, tolls, and per diem for the employee for travel greater than 12 hours.
- Transportation and tolls only for the employee for travel less than 12 hours.
- Transportation only for dependents.

Per diem is paid to the employee based on the standard CONUS rate for travel INCONUS and the locality rate for travel OCONUS.

- Rates are set by GSA, you can view the current rates by going to www.GSA.gov

As mandated in the FTR, a flat 75% of the applicable daily per diem rate will be paid for the first and last day of travel.

**Federal Travel
Regulations
References**

Below are sections of the FTR that are relevant to your en route travel entitlements:

- §302-4.200 – What per diem rate will I receive for en route relocation travel within CONUS?
 - Your per diem for en route relocation travel between your old and new official station will be at the standard CONUS rate (see applicable FTR Per Diem Bulletins available on the Internet at <http://www.gsa.gov/perdiem>). You will be reimbursed in accordance with §§301-11.100 through 301-11.102 of this title.
 - §302-4.201 – How are my authorized en route travel days and per diem determined for relocation travel?
 - Your authorized en route travel days and per diem are determined as follows: The number of authorized travel days is the actual number of days used to complete the trip, but not to exceed an amount based on a minimum driving distance per day determined to be reasonable by your agency. The minimum driving distance shall be not less than an average of 300 miles per calendar day. An exception to the daily minimum driving distance may be made when delay is beyond control of the employee, such as when it results from acts of God or restrictions by Government officials; when the employee is physically handicapped; or for other reasons acceptable to the agency.
 - §302-4.300 – What is the POV mileage rate for PCS travel?
 - For approved/authorized PCS travel by POV, the mileage reimbursement rate is the same as the moving expenses mileage rate established by the Internal Revenue Service (IRS) for moving expense deductions. See IRS guidance available on the Internet at www.irs.gov. GSA publishes the rate for mileage reimbursement in an FTR Bulletin on an intermittent basis. You may find the FTR Bulletins at www.gsa.gov/relo.
 - §302-4.400 – Will I be required to drive a minimum distance per day?
 - Yes, your agency may establish a reasonable minimum driving distance that may be more than, but not less than an average of 300 miles per calendar day.
-

**Checklist for En
Route Travel**

Checklist	Yes	No
On your Travel Voucher or Sub Voucher (DD Form 1351-2), have you clearly listed your itinerary, including date, mode of transportation, reason for stop, and mileage?		
Have you provided a duty telephone number where you can be reached during business hours?		
Have you signed the DD Form 1351-2?		
Have you enclosed a copy of your travel orders and all amendments to those travel orders?		
Have you enclosed an itemized receipt of lodging and any single expense of \$75.00 or greater?		
Do you understand your taxation?		

Chapter 5

Household Goods

Rules and Regulations

The maximum weight of household goods (HHG) that may be transported or stored at the government's expense is limited to 18,000 pounds net weight.

Books and professional papers that cause shipments to exceed 18,000 pounds may be shipped as administrative weight if authorized (in advance) and paid by the gaining agency. This expense is **not** payable under the PCS order.

Employees moving within the continental United States may choose to move their HHG by Government Bill of Lading (GBL), Personally Procured Move (PPM), or a combination of both. Reimbursement of HHG shipment is limited, not to exceed the cost of the GBL, no matter what method is chosen.

Household goods of employees moving outside of the continental United States must be moved under the GBL method.

Government Bill of Lading (GBL)

- The government assumes responsibility for awarding contracts and for other negotiations with carriers. The property is shipped on a government bill of lading and the government audits and pays transportation vouchers directly to the carriers.
- The government assists the employee with loss or damage claims.
- The employee contacts the military installation to request shipment of HHG per PCS travel orders.

Questions regarding the Government Bill of Lading method should be referred to your local federal transportation office.

**Personally
Procured Move
(PPM)**

- The employee assumes the responsibility for all arrangements, payments, and submission or litigation of any loss or damage claims.
- The employee makes personal arrangements with either a commercial carrier or moves themselves with the use of a rental truck or trailer.

Reimbursement is made directly to the employee, not to exceed the cost of a GBL move. The amount that the employee is paid for transportation and related services are based on the actual expenses incurred.

In order to receive payment for a PPM the employee must provide the following:

- Weight certificates showing the gross weight (weight of the vehicle and HHG).
- Weight certificates showing the tare weight (weight of the vehicle alone).
- Rental truck and/or trailer receipts.
- Government Bill of Lading (if applicable).

Questions regarding a PPM claim should be referred to the Civilian PCS travel desk, PPC, (785) 339 – 2200.

**Federal Travel
Regulations
References**

Below is a section of the FTR that is relevant to your household goods shipment entitlements:

- §302-7.2 – What is the maximum weight of HHG that may be transported or stored at Government expense?
 - (a) The maximum weight allowance of HHG that may be shipped or stored at Government expense is 18,000 pounds net weight. For uncrated or van line shipments, a 2,000 pound allowance is added to the 18,000 pounds net weight allowance to cover packing materials for the shipment. In no case may the shipment weigh over 20,000 gross pounds (the 18,000 pounds net weight of uncrated HHG plus the 2,000 pound allowance for packing materials). The relocating employee is responsible for reimbursing the Government for all costs incurred if the shipment is overweight. For determining the weight of crated shipments, containerized shipments, and constructive weight for other types of household good shipments, please see the chart in §302-7.13.
-

**Checklist for PPM
Shipment**

Checklist	Yes	No
On your Travel Voucher or Sub Voucher (DD Form 1351-2), have you clearly listed your itinerary, including date, mode of transportation, reason for stop, and mileage? In block 18 have you listed PPM HHG move?		
Have you provided a duty telephone number where you can be reached during business hours?		
Have you signed the DD Form 1351-2?		
Have you enclosed a copy of your travel orders and all amendments to those travel orders?		
Have you enclosed an itemized receipt of lodging, rental truck or trailer, and any single expense of \$75.00 or greater? In addition have you enclosed copies of gross weight tickets, tare weight tickets, and GBL (if applicable)?		

**Temporary
Storage of
Household Goods**

Temporary storage of household goods is initially authorized for up to 60 days and may be extended, with appropriate justification, not to exceed 150 days total. This request must be submitted prior to the expiration of the original 60 day authorization or no extension will be authorized. The employee must submit an extension request in writing to the Personnel Office, Washington, DC. When HHG are moved under a GBL, the federal transportation office will arrange for the first 60 days of temporary storage of HHG. Employees opting to complete a PPM are responsible for arranging for HHG storage and submitting a claim for reimbursement to the PPC civilian PCS travel office.

**Non-
temporary
Storage of
Household
Goods
INCONUS**

Non-temporary storage of HHG belonging to a new appointee assigned to an official station at an isolated location in the United States shall be allowed only when:

- The employee's isolated official station leaves no alternative except to live where they are unable to use their HHG. The quarters they are required to occupy will not accommodate their HHG, or residence quarters which would accommodate their HHG are not available within a reasonable daily commuting distance of the official station.
- Initial approval usually for one year, extended as necessary in accordance with length of assignment at the isolated station.

**Non-
temporary
Storage of
Household
Goods
OUTCONUS**

Non-temporary storage of HHG may be authorized for a new employee assigned at an official station outside of the continental United States for the length of the assignment, plus one month, when:

- The official station is one to which they are not authorized to take, or at which they are unable to use, the household goods; or
 - The storage is authorized in the public interest: or
 - The estimated cost of storage would be less than the cost of round-trip transportation (including temporary storage) of the household goods to the new official station.
-

**Federal Travel
Regulations
References**

Below are sections of the FTR that are relevant to your household goods storage entitlements:

- §302-7.9 – What are the time limits for temporary storage of authorized HHG shipments?
 - (a) For CONUS to CONUS shipments. The initial period of temporary storage at Government expense may not exceed 60 days. You may request additional time, up to a maximum of 90 days, and you must make such a request prior to the expiration of the original 60 days. This extension must be approved by the agency official designated for such requests. Under no circumstances may temporary storage at Government expense for OCNUS to CONUS shipments exceed a total of 150 days.
 - (b) For shipments that include an OCONUS origin or destination. The initial period of temporary storage at Government expense may not exceed 90 days. You may request additional time, up to a maximum of 90 days, and you must make such a request prior to the expiration of the original 90 days. This extension must be approved by the agency official designated for such requests. Under no circumstances may temporary storage for shipments at Government expense that include an OCONUS origin or destination exceed a total of 180 days.
 - §302-7.10 – What are the reasons that would justify the additional storage beyond the initial 60 days CONUS and 90 days OCONUS limits?
 - Reasons for justifying temporary storage beyond the initial limit include, but are not limited to:
 - (a) An intervening temporary duty or long-term training assignment;
 - (b) Non-availability of suitable housing;
 - (c) Completion of residence under construction;
 - (d) Serious illness of employee or illness or death of a dependent; or
 - (e) Strikes, acts of God, or other circumstances beyond the control of the employee.
-

Movement of a Mobile Home or Boat

- A mobile home is defined as any type of house trailer or mobile dwelling constructed for use as a residence and designated to be moved over land, either by self-propulsion or towing. This includes a boat, when used as the employee's primary residence. A certification that the mobile home or boat is the employee's primary residence is required.
- Shipment of a mobile home is authorized in lieu of shipment of HHG within CONUS, within Alaska, and between Alaska and CONUS via Canada.
- The FTR authorized the following options for transporting mobile homes or boats:
 - Over water transportation.
 - Commercial carrier.
 - Government bill of lading.
 - Private means.
 - Mixed method.
- Over water shipment is allowed if the point of origin is within CONUS or Alaska and the destination point is either within CONUS or Alaska.
- Reimbursement is specific and limited; employees often incur out-of-pocket expense. Employees should seek thorough explanation and advice from a federal transportation office.

Federal Travel Regulations References

Below are sections of the FTR that are relevant to your mobile home or boat in lieu household goods shipment entitlement:

- §302-10.1 – May I be reimbursed for transporting my mobile home instead of an HHG shipment?
 - Yes, if you are eligible for the transportation of HHG, you will be reimbursed for transporting a mobile home instead of an HHG shipment, not to exceed what the Government would incur for the transportation of your HHG and 90-days temporary storage.
 - §301-10.3 – What is the maximum amount my agency may authorize me to receive for transporting a mobile home?
 - The maximum amount your agency may authorize you to receive for transporting a mobile home shall not exceed the cost of transporting 18,000 pounds of HHG and 90 days of temporary storage.
-

Shipment of a Privately Owned Vehicle (POV)

- Shipment of a POV is authorized for most overseas relocations and is arranged through the federal transportation office.
- CONUS shipments of a POV are mostly limited to disabled employees with no immediate family to drive them. Employees may opt to ship their vehicle or place themselves and their vehicle on a train within CONUS, but reimbursement is limited to the maximum entitlement to drive their POV to the new PDS.
- Each vehicle must be approved by the Coast Guard as appropriate for use in the area of the overseas station and the vehicle must be primarily for use as personal transportation contribution to the employee's effectiveness on the job.

Scheduling the Packers

A successful HHG move is not a matter of chance. It is a result of planning and hard work of all involved – the employee, the federal transportation office, and the contracted carriers.

You may ship HHG anytime after the receipt of PCS orders. The earlier you call or visit the federal transportation office, the greater chance of moving on the date you desire.

Any government transportation office (Coast Guard, Army, Air Force, Navy, or Marine Corps) may arrange your move, per authorization given on your travel orders. Your origin transportation office is your first point of contact if questions or problems about the movement of HHG arise prior to shipment.

Be Prepared

For a GBL move your transportation office will make all arrangements necessary to schedule packing and pickup of your HHG. Be prepared when you go to the transportation office and have:

- Six copies of your travel orders (and amendments).
- An idea of when you want to move. Be as flexible as possible. You will be asked to select a packing and pickup date.
- The date you plan to arrive at your new duty station.
- An idea of types of shipments you expect to make (unaccompanied/accompanied, professional, storage) and estimated weight of each.
- A list of large or unusual items (piano, pool table, china cabinet, wall unit, satellite dish, hot tub, boat, etc.).

If you are unable to visit the transportation office, you may appoint your spouse or an agent to act on your behalf. A letter of authorization signed by you or a power of attorney is required.

What You May Ship as Household Goods

You may ship all personal property associated with the home and all personal effects belonging to you and your dependents on receipt of your PCS orders. Also included are spare parts for a privately owned vehicle (extra tires, wheels, tire chains, tools etc.) and a pickup tailgate when removed to install a camper. Snowmobiles, motorcycles, mopeds, golf carts, and designated boats. The definition of a designated boat includes, but is not limited to, canoes, skiffs, sailboards, light rowboats, kayaks, and dinghies or sculls. Boats fourteen feet or less without a trailer may be shipped in your household goods. Boats in excess of fourteen feet or any boat with a trailer must be shipped separately, which, in most cases, will result in excess costs to you. Your federal transportation office will provide counseling on shipment options, regulations, and procedures. For information regarding shipment of a mobile home or POV, please contact your transportation office.

Valuable Tips

- Have expensive and valuable items (artwork, collectibles, heirlooms, etc.) appraised. The government will not pay for the appraisals, but consider this part of your investment in the event of loss or damage.
 - Use a video camera and take close-up pictures to record the condition of your furniture and to show what your expensive and valuable items look like.
 - Don't ship small, extremely valuable items such as stocks, bonds, jewelry, coin collections, and items of sentimental value such as photo albums. Pack them in your suitcase and hand carry them, as well as your purchase receipts, pictures, and appraisals.
 - Thoroughly research additional insurance options available for total protection of your personal property against damage or loss.
 - Bear in mind that if you waive unpacking; the carrier is not required to return later to unpack or remove the empty cartons, packing material, and other debris.
 - If at any time you decide to assist the carrier – help load/unload the truck – you may relieve the carrier of all damage liability.
-

Employee's Responsibilities

At Origin:

- Keep your transportation office informed of any change in your travel orders or other changes, such as a contact telephone number.
 - Begin preparation for your move as soon as possible, thirty days in advance is not too early. Remove personal property from an attic, crawl space, or similar storage areas within the residence. Disconnect computers, televisions, stereos, etc. Empty, defrost, and thoroughly wash the insides of your refrigerator and/or freezer. To keep mildew at a minimum during transit and storage, these appliances need at least two days to dry out. Leave doors open after cleaning. Dismantle outdoor play equipment and outdoor structures (utility sheds, playhouses, swing or gym sets, etc.). Drain all gasoline, oil and water, and remove battery from power-driven equipment (motorcycle, moped, lawn mowers, etc.). Remove all old carrier markings and stickers from furniture and boxes.
 - Have your property separated by shipment and distinctly marked (unaccompanied, baggage, storage, professional, or not to be packed).
 - Do not leave cash, jewelry, airline tickets, passports, etc. unattended on packing and pickup day. Lock them in your car or leave them at a friend's house until your shipment has been picked up.
 - Monitor the wrapping and packing of your items. Make sure everything is wrapped individually and adequately. Do not allow your property to be taken to the warehouse to be packed without first consulting the transportation office.
 - Ensure each carton and loose items have an inventory tag correctly identifying the contents. Carefully read the inventory prepared by the carrier's personnel before you sign it. Make sure descriptions of major items are complete (make, model, serial number, etc.). Pay close attention to the packing symbols identifying pre-existing damage. The symbols are explained in the top right-hand corner of the inventory. For example, "BR 2-4-5-3" means broken, bottom front left corner. If you disagree with the inventory, tell the carrier's representative and write down why you disagree at the bottom of the inventory in the space marked for exceptions.
 - As a gesture of your appreciation, you may choose to provide beverages, lunch, etc. for your movers, but it is not a requirement.
-

**Employee's
Responsibilities
(Continued)**

At Destination:

- Contact the destination office as soon as possible after your arrival and give them a contact telephone number or address.
- Check each carton or item off the inventory. List any damaged or missing items with appropriate inventory numbers on the "Joint Statement of Loss or Damage at Delivery" (DD Form 1840). Do not sign for services if the carrier did not perform them. Do not argue with the carrier. Contact the destination transportation office if problems arise.

If you discover additional loss and/or damage after delivery, you are required to list it on the DD Form 1840R, "Notice of Loss or Damage" (the reverse side of DD Form 1840). The completed form must be delivered to the local carrier claims office no later than 70 days from date of delivery. Do not dispose of any damaged items until all authorized parties have inspected the damage or you have been instructed to do so by the federal claims office.

**Carrier's
Responsibilities**

At Origin:

- Pack and prepare all property for shipment. Identify each carton and loose item and its contents with an inventory tag. Provide a complete, accurate and legible inventory listing all items shipped and the condition of the items at the time of pickup.
- Use new, clean packing materials for linen, clothing, and bedding. Use new or like-new packing materials for all other items.
- Pack mirrors, pictures, and glass tables in specially designed cartons. Wrap and protect all finished services from marring or scratching.
- Put all nuts, bolts, and screws from an item disassembled by carrier personnel in a bag and attach the bag securely to the item.
- Protect appliances against transit damage by securing moving parts.

At Destination:

- Unpack and unwrap all cartons, boxes, crates, and loose items. Place each item or carton in the room/cabinet you indicate. Movers are not required to go into an attic, crawl space, or similar storage area for the purpose of delivering and placing personal property.
 - Assemble all furniture and equipment disassembled by the movers at origin.
-