

CHAPTER 410

SPECIALIZED PROCEDURES

A. SHIPMENT ITV AND TRACING POLICY

1. The carrier will provide ITV service for DOD personal property shipments upon request and at any point during the shipment. The ITV system will have the capability to monitor and report movement progress of any shipment under the carrier responsibility. The carrier will report to the destination TO all anticipated late shipments, including the original RDD, new estimated time of arrival (ETA), present location, and reason for delay.
2. The carrier of record and/or carrier identified on the PPGBL/BL will trace shipments on customer or government request and provide a response within 24 hours on domestic shipments and within 120 hours on international shipments. Tracing requests will contain the PPGBL/BL number. For tracer actions requested on a weekend or holiday, the 24 hours will begin the next business day.
3. If a carrier fails to trace a shipment, the destination TO may request immediate suspension action from the origin TO. The destination TO will contact the origin TO and HQ MTMC and provide the following information:
 - a. Member's/employee's name and SSAN.
 - b. Carrier's name and SCAC.
 - c. TCN and PPGBL/BL number.
 - d. Origin and destination TO.
 - e. Method of shipment.
 - f. Date of pick up and RDD.
 - g. Tracing TO will provide the date and time of tracing request to the carrier.
 - h. Information concerning request for suspension action taken by the TO for non-response by the carrier.
 - i. POC, including name, commercial/Defense Switched Network (DSN) telephone number and commercial/DSN Facsimile (Fax) number.
4. When shipments are moving by DPM, the destination TO will trace with the origin TO and inform HQ MTMC. The tracing TO will provide all the information that is available based upon Paragraph A.3, above.

B. LOSS AND DAMAGE

1. Purpose and Scope. This paragraph establishes procedures and provides guidance concerning claims for loss or damage to personal property shipments and documents required for processing and adjudication of claims by military Service/Agency claims offices.

2. Report of Loss or Damage. The member/employee will be counseled to:
 - a. Contact the TO for any assistance required at time of delivery and for any supporting documents required in processing a claim.
 - b. In conjunction with the carrier, complete Section B and sign the DD Form 1840 (Figure 401-4) at the time of delivery.
 - c. Retain three signed and completed copies of the DD Form 1840.
 - d. If additional loss/damage is discovered, annotate the information on the DD Form 1840R (Figure 401-5). Submit all three copies of the completed DD Forms 1840 and 1840R to the claims office within 70 calendar days.
3. Notice of Loss or Damage, DD Form 1840.
 - a. When the PPSO is notified of loss or damage, the PPSO will:
 - (1) Retain the carrier provided copy of the DD Form 1840.
 - (2) Conduct an inspection for loss or damage upon a request by the Service/Agency, member/employee, or military Service/Agency claims office within 10 workdays of the request and prepare a DD Form 1841, Government Inspection Report, Figure 410-1.
 - (3) Upon request, provide a copy of the PPGBL/BL and any other shipment documents to assist the member/employee in filing a claim.
 - (4) Contact the TO for any assistance required at the time of delivery and for any supporting documents required in processing a claim.
 - b. The Claims offices will return one copy to the member/employee acknowledging receipt for use in filing claim; provide one copy to the carrier for notice of additional loss and/or damage; retain one copy for filing within the claims office; and send a legible copy of the DD Form 1840R to the destination TO, as specified in Block 20 of the PPGBL/BL. DD Forms 1840R may be batch-mailed to the destination TO at least weekly.
4. Distribution of DD Form 1841. The original will be forwarded to the claims judge advocate or investigating officer, with all required supporting documents below.
 - a. One copy will be provided to the member/employee.
 - b. One copy will be retained by the TO.
 - c. One copy will be furnished to the origin TO.
 - d. One copy will be furnished to the carrier assigned on the PPGBL/BL.

C. INCONVENIENCE CLAIMS

1. It is the carrier's responsibility to pickup and deliver personal property shipments on the agreed date. Failure to do so can cause serious inconvenience to the DOD members/employees and

family, and can result in the expenditure of funds by the member/employee for lodging, food, rental/purchase of household necessities, and directly related miscellaneous expenses.

2. The carrier will acknowledge receipt of an inconvenience claim filed by a member/employee or a TO within 15 calendar days from the date of receipt. The carrier will reimburse the member/employee within 30 days from receipt for reasonable out-of-pocket expenses limited to the items specified in Paragraph C.3. (below) and other items needed by a member/employee while awaiting the delivery of his or her HHG which result from the failure to offer the shipment for delivery on or before the RDD as stated on the PPGBL/BL or correction notice. The contractor is not liable for these costs if the delay was caused by acts of God, acts of the public enemy, acts of the government, acts of the public authority, violent strikes, mob interference, or delays of Code 5, Code J, or Code T shipments, caused by the government in which carrier negligence did not contribute to the delay. The maximum liability for lodging will not exceed the per diem lodging rate, based on the number of people in the member's/employee's family, e.g., the member/employee and spouse would be expected to share one room in a hotel; additional family members, depending on age and sex, may require additional rooms. Carrier's maximum liability for meals and incidental expenses will not exceed the Meals and Incidental Expenses rate for the member/employee and each family member. The member/employee will document the claim fully with an itemized list of charges and accompanying receipts for charges incurred. Charges will be computed from the day after the RDD specified on the PPGBL/BL as the RDD or PPGBL/BL correction notice thereof or the date following the day the member/employee obtains quarters, whichever date is the latest, and will be payable through the day of actual delivery of the shipment.
3. Expenses: Out-of-pocket expenses are all expenses incurred by a member/employee and their family members because they are not able to use the items in the shipment or to establish his or her household. Expenses include but are not limited to, lodging, meals, laundry service, furniture and/or appliance rental, to include rental of a television or other similar expenses such as towels (two per person), pots, pans, paper plates, plastic knives, plastic spoons, plastic forks, paper and/or plastic cups, and napkins. A request for reimbursement of alcoholic beverages in any quantity is prohibited. If the carrier purchases tangible household items such as towels, pots, and pans, the carrier may make arrangements to reclaim those items upon delivery of the member's/employee's shipment. The member/employee must be cautioned that out of pocket expenses claimed must be reasonable and relate directly to relieving a definite hardship being suffered by the member/employee or the member's/employee's dependents.
 - a. The carrier will pay the member/employee within 30 calendar days of the receipt by the carrier of the member's/employee's receipts for reasonable out of pocket expenses and will report to the destination TO, with a copy to HQ MTMC, ATTN: MTPP-PP, of the final action taken, to include the date and total amount of settlement if the claim is deemed to be valid. In the event of a disputed claim, the carrier will appeal the case to the destination TO no later than the 35th day. The TO will make every effort to resolve the dispute by the 45th day. If the carrier disagrees with the decision of the TO, the carrier may appeal the case to HQ MTMC by the 50th day. The decision of HQ MTMC is final and the claim will be settled within 10 days from the postmark date of the HQ MTMC decision letter or a total of 75 days from the claim's submission date, whichever occurs later. If HQ MTMC determines the claim is valid and the carrier refuses to pay or resolve the claim, HQ MTMC may suspend the carrier and convene a Carrier Review Board to determine if further punitive action will be taken. If the carrier fails to settle a valid inconvenience claim, set-off action will be taken against the carrier by the finance office. The carrier is not responsible for payment of an inconvenience claim when a shipment is ordered in SIT at destination, regardless of the RDD,

unless the need for SIT is a direct result of the carrier's failure to effect delivery of the shipment by the RDD and the member/employee was officially ordered away from the area at the time delivery was available. The carrier will reimburse the member/employee through the day prior to the member's/employee's departure from the area.

D. UNUSUAL OCCURRENCE

1. This paragraph describes procedures to be followed to provide traffic management support whenever an unusual occurrence as described below occurs. This paragraph applies to all modes and methods of transportation and storage discussed in this regulation. The provisions apply to the shipment and storage of personal property in CONUS and overseas areas. These provisions apply to all unusual occurrences including, but not limited to, the following:
 - a. Acts of God/natural disasters (such as floods, fires, storms, earthquakes).
 - b. Strikes, labor disputes, work stoppages.
 - c. Civil disturbances.
 - d. Unlawful entries, vandalism, theft.
 - e. Seizure of a carrier's/contractor's facility for failure to pay just debts.
 - f. Closure of a carrier's/contractor's facility due to a court order.
 - g. Carrier service failure/cessation of operations/bankruptcy. (See Paragraph F.)
2. TOs who receive notification of an unusual occurrence (as defined above) will comply with the following actions:
 - a. Immediately notify the DOD Component and HQ MTMC/MTPP-PP. When the unusual occurrence has, or can be expected to have, an adverse effect upon the movement or storage of personal property, notification will be by telephone with immediate follow-up by electronic means. The report will include the following information.
 - (1) Type and date of the unusual occurrence.
 - (2) Extent of known damage.
 - (3) Geographic areas currently affected and/or those that may be affected.
 - (4) Military installations affected.
 - (5) Names and addresses of all facilities affected and those that may be affected. Include TGBL carrier/agent facilities, NTS facilities, and DPM contractor's facilities.
 - (6) Number of shipments involved by military Service/Agency.
 - (7) Current locations of the affected shipments.
 - (8) Destination of the affected shipments.

- (9) Additional information unique to a strike situation.
- b. The TO will provide support and request additional base agencies to support any and all actions identified in Paragraph D.1.a, above. However, during occurrences affecting an installation, normally the on-scene commander takes charge to provide protection to all affected resources under government control or under control of a government contractor.
- c. In the event that a DOD-approved personal property facility or equipment used in commerce has been affected by the occurrences identified in Paragraph D.1.a, the TO and the carrier, with support of the claims personnel, will:
 - (1) Determine the extent of damage, photograph conditions, and record findings.
 - (2) Determine items that may be salvaged and those that require unpacking, drying, cleaning or repacking.
 - (3) Contact the members/employees involved and give them the opportunity to inspect their property and provide disposition instructions, i.e., discard or deliver to residence.
 - (4) When the members/employees are not available to inspect their damaged shipments, determine what items are damaged beyond repair/salvage. Damaged beyond repair items, other than those with intrinsic or sentimental value, will be disposed of with SJA/claims office approval. Notify the member/employee in writing of the loss and provide instructions to file a claim.
 - (a) The linehaul carrier involved is responsible for the removal/disposal of that property damaged beyond repair.
 - (b) If no carrier is involved, the TO will dispose of the property IAW military Service/Agency disposal/salvage regulations. Where items can be repaired/salvaged, notify the member/employee and request instructions on repair/disposal. Do not dispose of damaged repairable property without the member's/employee's consent.
 - (5) Contact the local SJA/claims office for instructions concerning personal property that is damaged while en route to final destination.
 - (6) Provide the member/employee with as much evidence as available to support the member's/employee's claim.
- d. For the following unusual occurrences, PPSO personnel are responsible for verifying that carriers/agents/contractors have completed the following actions:
 - (1) Theft/Vandalism.
 - (a) Notify the law enforcement agency(s).
 - (b) Provide 24-hour security.
 - (c) Advise the insurance company.
 - (d) Ensure security devices (doors, locks) are properly replaced/repared.

- (e) Ensure structural damage is repaired.
 - (f) Provide a detailed report of loss/damage.
 - (g) As necessary, begin unpacking/repacking of affected goods. Opened cartons will be repacked, resealed and marked “inspected”.
 - (h) Clean/repair items. Records will be kept of all items sent out for repair or dry-cleaning.
 - (i) Obtain a copy of the police report.
 - (j) Prepare a written report within 10 working days (or as otherwise directed by the PPSO) of all known facts and events in chronological order. Include a statement from each employee involved.
- (2) Flood/Storm/Water or Fire/Smoke Damage.
- (a) Take actions to prevent additional damage.
 - (b) Provide 24-hour security.
 - (c) Advise the insurance company.
 - (d) Begin unpacking, inspecting, drying, and repacking of affected goods. Cartons opened will be repacked, resealed and marked “inspected”.
 - (e) Clean/repair items. Records will be kept to identify all items sent out for repair or dry-cleaning.
 - (f) No items will be discarded until advised to do so by the PPSO.
 - (g) Provide a detailed report of loss or damage.
 - (h) Prepare a written report within 10 working days (or as otherwise directed by the PPSO) of all known facts and events in chronological order. Include a statement from each employee involved.
 - (i) Obtain a copy of the fire inspector’s report.
- e. Areas disrupted by a strike or work stoppage.
- (1) In addition to the information required in Paragraph D.2.a.(1), also provide the following:
 - (a) Labor and management contacts.
 - (b) Main issue in dispute.
 - (c) Date disruption began or may begin.
 - (d) Local union involved, names and telephone numbers of union officials.

- (e) Preliminary evaluation of the situation.
- (2) Impartiality in Merits of Labor Disputes. The FAR specifies that military representatives will remain impartial in labor disputes. They will refrain from taking a position on the merits of any labor dispute and will refrain from the conciliation, mediation, or arbitration of such disputes. The TO, however, will establish and maintain contact with individuals involved in disputes to ensure that they are taking all possible actions to avoid delays and stoppages in the movement of personal property. If possible, the TO will attempt to obtain a voluntary agreement between management and labor that will permit the continued movement of personal property shipments during the labor dispute. If a general agreement cannot be reached, the TO will seek an agreement for the movement of those shipments required to relieve hardships imposed upon members/employees. In either case, the PPSO's actions may not involve, or appear to involve, the TO in the merits of the dispute.
3. Actions to be taken by installation commanders. The commander of an installation in an area by a strike, embargo, or work stoppage will determine those affected shipments that will cause extreme personal hardship to the member/employee and will require special arrangements for release or delivery. Names of the members/employees and the reasons, in detail, for the declared hardships will be furnished to the HQ MTMC designated representative. Air Force TOs will include the Major Command (MAJCOM) as an information addressee. Before identifying an affected shipment as a hardship case, the TO will coordinate with the installation commander to attempt to provide the member/employee or the member's/employee's family whatever resources may be available, including government household furnishings and other light housekeeping items, to alleviate the potential hardship. In addition to notification of hardship cases, specify whether military personnel and equipment under control of the installation will be made available to remove such shipments from the affected facilities.
 4. Actions to be taken by HQ MTMC designated representatives. Upon notification of an emergency condition affecting or expected to affect the movement or storage of personal property shipments, the following actions will be taken:
 - a. Immediately notify USTRANSCOM J5, HQ MTMC/MTPP-PP, and the DOD Components of the nature of the unusual occurrence, the extent of the disruption, and the area affected. When warranted by the nature of the situation or at the request of USTRANSCOM or Commander, HQ MTMC, submit periodic progress reports pending return of the area to a normal condition.
 - b. Provide immediate traffic management guidance to the TO nearest the site of the occurrence and ensure compliance with the provisions of Paragraph D.2.a.
 - c. Advise all TOs and military ocean and air terminals of the nature of the occurrence and the capability of installations in the affected area to receive personal property shipments.
 - d. Provide instructions for disposition of shipments currently in transit to the affected area.
 - e. Provide assistance to the responsible TOs in the diversion or reconsignment of personal property shipments to temporary storage areas and direct the relocation of personal property shipments.

- f. Authorize the TO to use carriers' and carriers' agents' facilities located outside the AOR to prevent service failures.
 - g. During a strike or work stoppage, appoint a strike coordinator to maintain contact with the TO, union officials, and management to assist in the movement of hardship cases. Upon notification from a TO that a member's/employee's frustrated shipment has been declared a hardship, prepare a message to the Commander, HQ MTMC, Attn: MTPP-PP (information copies to the military Service/Agency HQs responsible for the installation) including, but not limited to, the following:
 - (1) A statement that the commander of the affected installation has determined that a hardship exists. For each hardship case, provide the member's/employee's name, rank/grade, SSAN, branch of Service/Agency, and describe in detail the existing hardship.
 - (2) Notification of whether the commander of the affected installation will provide military personnel and equipment to remove shipments from the affected facilities to alleviate hardship cases.
 - (3) Notification that union and management officials agree to removal of such shipments by military personnel and equipment.
 - (4) A statement that a uniformed military officer and a union representative will be present during removal of personal property shipments and that the use of force or the appearance of force will be avoided, as well as any action that might affect ongoing labor negotiations. In the event of difficulty, removal efforts will be suspended and military personnel removed, and the situation will be reported to the Commander, HQ MTMC. The concurrence of the responsible SJA will be secured before the above message is released.
5. HQ MTMC and USTRANSCOM. Upon receiving notification of an emergency condition that affects, or can be expected to affect, the movement or storage of personal property shipments, HQ MTMC, after consultation with the HQ MTMC SJA and USTRANSCOM, will:
- a. Issue specific instructions to responsible elements to ensure the continued movement and security of personal property shipments when a major unusual occurrence encompasses a widespread area.
 - b. Issue worldwide instructions for disposition of shipments destined to affected areas where restrictions on incoming shipments have been imposed.
 - c. Provide necessary guidance for the release and movement of shipments to alleviate reported hardship cases.
 - d. Advise each military Service/Agency HQs of the number of shipments involved, by Service/Agency, and provide information concerning the status of each shipment.
 - e. Request approval of the assistant secretary of the military department responsible for an affected installation to use installation vehicles and uniformed personnel for removal of shipments required to alleviate hardship cases.

- f. Issue specific guidance and instructions to responsible elements to minimize the effects upon the movement of personal property in the event of an unusual occurrence involving major segments of the transportation industry (such as longshoremen or maritime strikes).
- g. Comply with the provision of the HQ MTMC Emergency Traffic Management Plan.
- h. Coordinate with the military Service/Agencies for the diversion to other codes/modes those personal property shipments in jeopardy of missing the RDD.
- i. Direct the carrier or warehouseman to take immediate action to account for, secure, protect, and control all shipments.

E. PERSONAL PROPERTY SHIPMENTS OF DECEASED MEMBERS/EMPLOYEES

This paragraph sets forth policy and procedures for transportation of personal property of deceased members/employees. It prescribes procedures to be followed at both origin and destination and designates responsibilities for notification and shipment monitoring. This paragraph applies to all methods and modes of shipment of personal property for deceased members/employees. For guidance on entitlements, processing, and preparation for shipment for members, the sponsoring Service/Agency regulations and the JFTR, Paragraph U5372, HHG Transportation When Member Officially Reported As Dead, Injured, Ill, Absent For More Than 29 Days In A Missing Status, Or Upon Death, Paragraph U5455, POV Transportation Under Unusual Or Emergency Circumstances, and Paragraph U5545, Mobile Home Transportation When Member Officially Reported As Dead, Injured, Ill, Absent For More Than 29 Days In A Missing Status, Or Upon Death apply. For guidance on entitlements, processing, and preparation for shipment for employees, the sponsoring Service/Agency regulations and the JTR, Paragraph C6051, Responsibility, Paragraph C6059, Baggage Transportation, and Paragraph C6060, POV Transportation apply.

1. BLUE BARK Designation. The term "BLUE BARK" will be used to designate a personal property shipment of a deceased member/employee, or deceased dependent of a member/employee.
2. Documentation required to support the movement of personal property belonging to a deceased member/employee is identified in Chapter 401, Paragraph H.3.f. TOs will coordinate with the casualty assistance officer/mortuary officer to ensure they have complied with the DOD Component publication concerning BLUE BARK prior to arranging or effecting for the movement of personal property.
3. Origin TO. In the case of a BLUE BARK shipment, origin TO will:
 - a. Mark the words "BLUE BARK" in a conspicuous place on all shipping documents.
 - b. Notify the destination TO by electronic means of the impending BLUE BARK shipment. The destination TO will be provided, as a minimum, the consignee's name and address, the RDD, and the name of the carrier to which the shipment was tendered.
 - c. Send copies of all documentation (annotated with the term "BLUE BARK") to the destination TO. Advance documentation will be provided in a timely manner to allow the destination TO sufficient time to contact the carrier and consignee before arrival of the shipment.

- d. The destination TO will:
 - (1) Contact the destination agent and the consignee upon receipt of advance documentation to effect coordination of the delivery.
 - (2) Inform the casualty assistance officer of the projected shipment delivery.
 - (3) Inspect the shipment upon delivery and remain at the delivery site to record damages and provide assistance.
4. Applies to Civilians Only. While completing and signing the DD Form 1299, if it is the same date as the employee's death, there is no authority to ship HHG if the death is at a CONUS PDS.

F. CARRIER FAILURE/BANKRUPTCY PROCEDURES

1. HQ MTMC will establish internal procedures to take action to protect the US Government and the property belonging to DOD Component's members/employees in all carrier failure and bankruptcies. These procedures will include a process to ensure that the DOD Component's claims services and finance centers receive prompt notice of any bankruptcy filing.
2. Action Taken by TOs.
 - a. Identify/locate all shipments frustrated in their AOR, i.e., origin, en route, destination.
 - b. Provide HQ MTMC/MTPP-PP with a list of all shipments that have not arrived at destination.
 - c. Comply with HQ MTMC instructions to effect onward movement and issue all documentation necessary to complete movement of shipments frustrated in their AOR (to include those shipments at origin or destination port agent facilities ready for onward movement).
 - d. International shipments frustrated at commercial ports due to nonpayment of charges will be moved using HQ MTMC OTOs. The OTO issuing activity will designate TOs issuing the documentation for the onward movement.
 - e. Upon issuance of documentation, provide HQ MTMC/MTPP PP copies of all documentation to support the movement.
 - f. TOs, upon notification from HQ MTMC to terminate shipments of bankrupt carrier, will immediately attempt to locate all shipments within their AOR.
 - (1) Shipments Still at Origin.
 - (a) Shipments that have been booked, but a PPGBL/BL has not been issued, will be rebooked with another carrier.
 - (b) Shipments that have been booked, a PPGBL/BL issued, but no origin services have been performed, will be pulled back and rebooked with another carrier. Cancel the original PPGBL/BL and issue a new PPGBL/BL. Advise member/employee of the change in carrier.

- (c) PPGBL/BL issued, shipment picked up and at the origin agent's facility will be pulled back and rebooked with another carrier represented by the same agent. The new carrier will not be charged tonnage. State in the remarks block of the PPGBL/BL the rationale for cancellation and cross reference PPGBL/BLs.

(2) Shipments at Destination.

- (a) Shipments at the Destination Agent's Facility. Terminate at the destination by issuing a SF 1200, Government Bill of Lading Correction Notice, (See Figure 413-2), effective the date shipment was received by the destination agent. State in the remarks section, "PPGBL/BL terminated at destination agent due to the, i.e., non-use, disqualification of (carrier name)." For ITGBL shipments moving under SFRs that include unpacking, show SFR reduction for nonperformance of unpacking, i.e., "ITGBL Rate Solicitation number (state number) applies (\$_____) per (net or gross) cwt reduction to SFR. HHG containers which are the property of (carrier name) will be made available to the (carrier name) agent upon delivery of the shipment." Use the DPM contractor for all further services or pay the destination agent for services performed as follows:

1 Army, Air Force, Navy, and Coast Guard: Pay the destination agent on a local purchase order or blanket purchase agreement.

2 Marine Corps: The destination agent will submit an invoice for services performed to the destination TO for certification and then forward the invoice to the Commanding General, Marine Corps Logistics Base (Code 470), Albany GA 31704, for payment with a copy of the DD Form 1299, Orders, DD Form 619, PPGBL/BL Correction Notice; and terminated PPGBL/BL.

- (b) Shipments Held by a Linehaul/Flatbed/Motor Freight Carrier at Destination for Payment of Linehaul Charges.

1 The destination TO will terminate the original PPGBL/BL at the point where the delivering linehaul carrier picked up the shipment, i.e., destination port, by issuing a SF 1200. State in the remarks section, "PPGBL/BL terminated at (state point where shipment was terminated) due to the, i.e., non-use, disqualification, of (carrier name)." "(Carrier name) can bill for services performed to (state point where shipment was terminated)." Issue a new PPGBL/BL to the linehaul carrier that moved the shipment to destination showing the origin (Block 19) as the point where the linehaul carrier picked up the shipment, and Consignee (Block 18) as the DPM contractor at destination. In the Remarks Section (Block 25) of the new PPGBL/BL, annotate the following: "Onward movement of frustrated shipment due to, i.e., non-use, disqualification, of (carrier name)," and "HHG containers which are the property of (carrier name) will be made available to (carrier name) agent at destination upon delivery of the shipment." Cross-reference the old and new PPGBL/BLs and carrier names on the SF 1200 and the new PPGBL/BL.

g. Intermediate Locations.

- (1) Shipments On Hand at Intermediate Locations. The TO responsible for the area where the property is located (to include shipments at origin or destination port or port agent

facilities) will terminate the shipment by issuing a SF 1200, to be effective the date shipment was received. State in the remarks section, "PPGBL/BL terminated at (state point where shipment was terminated) due to the (reason for termination, i.e., non-use, disqualification) of (carrier name)." "(Carrier name) can bill for services performed to (termination point)." Issue a new PPGBL/BL for onward movement using the following instructions.

- (a) Shipments at the Destination Port or Destination Port Agent. Tender the shipment as either a DPM shipment or a Code 2 shipment. Issue a new PPGBL/BL to the new carrier to the final destination showing origin (Block 19) as the point where the shipment is located. Cross-reference the old and the new PPGBL/BL and carrier names on both the PPGBL/BL correction notice and the new PPGBL/BL. State in the Remarks Section (Block 25) of the new PPGBL/BL, "Onward movement of frustrated shipment due to, i.e., non-use, disqualification, of (carrier name)," and "HHG containers which are the property of (carrier name) will be made available to (carrier name) agent at destination upon delivery of the shipment." If the shipment is moved as a Code 2 shipment, state in the Remarks Section (Block 25), "No packing services performed. Carrier can bill for linehaul and services certified by TO." The Code 2 carrier will obtain new weight tickets. If the shipment is being held by the port agent for payment of port services, arrange for payment to the port agent by a local purchase order or if moving via Code 2, a DD Form 619. For overseas PCS shipments, the above information will be entered on the freight warrant or other document issued to complete movement to destination.
 - (b) Shipments at the Origin Port or Origin Port Agent. Tender the shipment to a new ITGBL carrier with cost favorable rates from the termination point. In the Remarks Section (Block 25) show the SFR reduction for non-performance of packing, i.e., "ITGBL Rate Solicitation number (state number) applies. (\$_____) per (net or gross) cwt reduction to SFR." The new carrier will obtain new weight tickets. State in Remarks Section (Block 25) of the new PPGBL/BL, "Onward movement of frustrated shipment due to, i.e., non-use, disqualification, of (carrier name)," and "HHG containers which are the property of (carrier name) will be made available to (carrier name) agent at destination upon delivery of the shipment." Cross-reference the old and the new PPGBL/BL and carrier names on both the SF 1200 and the new PPGBL/BL.
- (2) Shipments Held by Linehaul/Flatbed/Motor Freight Carriers at Origin Port for Payment of Linehaul Charges.
- (a) The TO/port/VPC receiving information that a shipment is being held at the port will notify the origin TO who will terminate the original PPGBL/BL at the origin agent's warehouse by issuing a SF 1200. State in the Remarks Section "PPGBL/BL terminated at (name of origin agent) due to, i.e., non-use, disqualification, of (carrier name)." "(Carrier name) can bill for origin services only in accordance with item (item number) of ITGBL Rate Solicitation number (numbers)."
 - (b) The origin TO will issue a new PPGBL/BL to a new carrier from the origin agent's warehouse to the final destination. Advise the new carrier that the shipment is being held by linehaul/flatbed/motor freight carrier at the origin port (identify

specific location) and the new carrier will be required to pay the carrier holding the shipment for the linehaul charges to the port and arrange for onward movement to the final destination. PPGBL/BL Remarks Section (Block 25) will show SFR reduction for non-performance of packing, i.e., "ITGBL Rate Solicitation number (state number) applies. (\$_____) per (net or gross) cwt reduction to SFR." Also state in the Remarks Section, "HHG containers which are the property of (carrier name) will be made available to (carrier name) agent at destination upon delivery of the shipment," and "Onward movement of frustrated shipment due to, i.e., non-use, disqualification, of (carrier name)." Cross-reference the old and the new PPGBL/BLs and carrier names on both the SF 1200 and the new PPGBL/BL. The new carrier will obtain new weight tickets.

- (3) Domestic Shipments Abandoned/Frustrated at a Point En Route to Final Destination. The TO responsible for the area where the shipment is frustrated will terminate the original PPGBL/BL at the point where the shipment is located by issuing a SF 1200. State in the Remarks Section (Block 25), "PPGBL/BL terminated at (termination location) due to (reason for termination) of (carrier name)." "(Carrier name) can bill for services to (shipment location)." Issue a new PPGBL/BL to a new carrier for movement to the final destination showing the origin as the point where the shipment is located and state in the Remarks Section (Block 25), "Onward movement of frustrated shipment due to, i.e., non-use, disqualification, of (carrier name)." For Code 2 (containerized) shipments, state in Remarks Section (Block 25), "HHG containers which are the property of (carrier name) will be made available to (carrier name) agent at destination upon delivery of the shipment," and "No packing services performed. Carrier can bill for linehaul and services certified by TO." Cross-reference the old and the new PPGBL/BLs and carrier names on both the SF 1200 and new PPGBL/BL. The carrier will obtain new weight tickets.
- (4) Domestic Shipments Moving by an Alternate Carrier for (Carrier Name) That Become Frustrated En Route. The TO receiving information that a shipment is being held will notify the origin TO who will cancel the original PPGBL/BL at origin by issuing a SF 1200. State in Remarks Section (Block 25) "PPGBL/BL canceled due to, i.e., non-use, disqualification, of (carrier name)." Issue a new PPGBL/BL to the alternate carrier from origin to final destination. Cross-reference the old and the new PPGBL/BLs on both the SF 1200 and the new PPGBL/BL. If the alternate carrier does not have rates on file, move under the carrier's commercial tariff. The new carrier will obtain new weight tickets.
- (5) Domestic Shipments Moving by an Interline Carrier That Become Frustrated En Route. The TO responsible for the area where the shipment is frustrated will terminate the original PPGBL/BL at the point where the interline carrier received the shipment by issuing a SF 1200. State in Remarks Section (Block 25), "PPGBL/BL terminated at (show point where shipment was interlined) due to, i.e., non-use, disqualification, of (carrier name)." "(Carrier name) can bill for services to (show point where shipment was interlined)." Issue a new PPGBL/BL to the interline carrier showing the origin as the point where the shipment was interlined. State in the Remarks Section (Block 25), "Onward movement of frustrated shipment due to, i.e., non-use, disqualification, of (carrier name)." For Code 2 (containerized) shipments, state in the Remarks Section (Block 25), "HHG containers which are the property of (carrier name) will be made available to (carrier name) agent at destination upon delivery of the shipment," and "No packing services performed. Carrier can bill for linehaul and services certified by TO."

Cross-reference the old and the new PPGBL/BLs and the carrier names on both the SF 1200 and the new PPGBL/BL. If interline carrier does not have rates on file, move under the interline carrier's commercial tariff. The new carrier will obtain new weight tickets.

- (6) Domestic mobile home or boat tow-away shipments will be handled IAW the "Termination of Service" item in the Mobile Home Solicitation.
- h. Shipments Detained by Ocean Carriers for Nonpayment of Ocean Charges.
- (1) Unless otherwise directed by HQ MTMC/MTPP, the HQ MTMC designated representatives will ascertain those shipments being held at the ports in their AOR for nonpayment of ocean charges and will notify HQ MTMC/MTPP-PP-R to solicit OTO rates. Coordination with HQ MTMC/MTPP-PP-R may be necessary to determine whether port solicitations or individual shipment OTOs are required. Requests for individual OTOs will include the member's/employee's name/rank or grade/SSAN, code of service, PPGBL/BL, RDD, origin port, present location of shipment, pieces/weight/cube, ocean carrier/vessel/voyage number, ocean bill of lading number, container number, final destination, and responsible destination TO.
 - (2) HQ MTMC/MTPP-PP-R will solicit competitive OTO rates by individual ports or, where volume is limited, by individual shipment rather than by port. Carriers that bid will be required to pay the ocean charges and all other charges that may have accrued, i.e., demurrage, storage, port handling, drayage, and complete movement to final destination.
 - (3) When the OTO bids have been processed, HQ MTMC/MTPP-PP-R will provide the destination TOs and HQ MTMC designated representatives, by message, the names of the carriers selected to move the shipments. If the solicitation is by port, the primary and secondary carriers selected to service each port, their OTO tender number, and the rate information will be provided.
 - (4) Each destination TO that has shipments in this category is responsible for issuing all documentation for shipments destined to their activity. If the solicitation is by port, the HQ MTMC designated representative will provide the responsible destination TOs a list of all shipments being held at the various ports that are destined to their activity. The list will include the member's/employee's name, PPGBL/BL number, origin port, and present location of shipment. Upon receipt of this information, each destination TO will be responsible for issuing the following documents to complete movement of these shipments.
 - (a) Issue a SF 1200 to terminate the original PPGBL/BL at the origin port. State in the Remarks Section (Block 25) "PPGBL/BL terminated at (name of origin port) due to the, i.e., non-use, disqualification, of (carrier name)." "(Carrier name) can bill for services to the origin port only in accordance with items (item numbers) of ITGBL Rate Solicitation number (number)."
 - (b) Issue a new PPGBL/BL to the OTO carrier. Cross-reference the old and the new PPGBL/BLs and the carrier names on both the SF 1200 and new PPGBL/BL. In Block 19 of the new PPGBL/BL show the name of the origin port where the original PPGBL/BL was terminated and state in the Remarks Section (Block 25)

the current location of the shipment, i.e., Port of Baltimore. In “Consignee” (Block 18) show the final destination of the shipment. State in “Remarks” Section, (Block 25) “HHG containers which are the property of (carrier name) will be made available to (carrier name) agent upon delivery of shipment” and “Onward movement of frustrated shipment due to, i.e., non-use, disqualification, of (carrier name). All ocean charges, including storage and drayage, will be paid by Finance on a submission of a paid invoice.” In “Tariff or Special Rate Authorities” Section (Block 31) show the OTO tender number and OTO rate. If the solicitation is by port, show the OTO tender number and statement “See Remarks Block.” In Remarks Section (Block 25), show the rate information provided by HQ MTMC (MTPP-PP-R). The OTO carrier will obtain new weight tickets. For a pickup date, use the date the PPGBL/BL was issued. Establish the RDD based on the pickup date, plus 5 days.

i. Recovery of Excess Funds Expended by the DOD to Complete Movement.

- (1) All TOs, immediately upon completion of retendering of all frustrated shipments detailed in Paragraphs F.2.f. through F.2.h. above, will forward a list of all shipments retendered by their activity to HQ MTMC/MTPP-PP. The following information will be included in the lists.
 - (a) Member’s/employee’s last name, first name, MI.
 - (b) Rank or Grade.
 - (c) SSAN.
 - (d) Branch of Service/Agency.
 - (e) Original PPGBL/BL number.
 - (f) Name of new carrier.
 - (g) New carrier PPGBL/BL number.
 - (h) Paying finance office.

Note: If a purchase order or freight warrant was issued to cover payment of services performed, indicate this and provide a copy of the paid bill to HQ MTMC/MTPP-PP.

- (2) HQ MTMC will consolidate all data for their use in the audit of these shipments for recovery of excess funds expended by the DOD to complete movement of the shipments.
- (3) HQ MTMC will provide the results of the recovery actions to the military Services involved.

G. EMERGENCIES INVOLVING SHIPMENTS IN NTS (CONUS)

1. Purpose and Scope. This paragraph prescribes procedures and provides guidance for the notification to the Commander, MTMC, of any incident at a commercial storage facility that affects, or is likely to affect, the storage of personal property. It applies to any incident (such as flood, fire, and unlawful entry) that causes, or is likely to cause, loss or damage to stored personal property. It also applies to bankruptcy proceedings or any adverse actions against or by a contractor that will impede or prevent the removal of goods from storage or result in loss or damage to stored personal property.
2. Actions to Be Taken by Ordering Officers.
 - a. Upon becoming aware of an incident or situation that is causing, or is likely to cause, loss, damage, or frustration of personal property shipments in NTS, the ordering officer will immediately notify the responsible MTMC RSMO contracting officer. Incidents or situations to be reported include, but are not limited to, the following:
 - (1) Natural disasters (such as floods, fires, and storms).
 - (2) Unlawful entries.
 - (3) Strikes, work stoppages, or embargoes.
 - (4) The seizure of a contractor's facility for failure to pay just debts.
 - (5) Closure of a contractor facility in compliance with a court order.
 - (6) Action on the part of the contractor or the contractor's creditors to file a bankruptcy petition.
 - (7) Failure on the part of the contractor to fulfill all the terms and conditions of the BOA for storage of HHG and related services (Appendix J).
 - b. Notification To Be Furnished to USTRANSCOM and DOD Components. To inform the DOD of unusual circumstances that may result in the filing of a large number of claims for loss or damage to stored personal property shipments, the Commander, MTMC, will provide each DOD component claims office a copy of the RSMO contracting officer's final report.

GOVERNMENT INSPECTION REPORT		1. PREPARING INSTALLATION	
2. NAME OF PROPERTY OWNER		3. DESTINATION ADDRESS (Street, City, State and ZIP Code)	
4. MODE OF SHIPMENT			
5. PROPERTY SHIPPED		6. DATE OF DELIVERY TO OWNER (YYYYMMDD)	
a. FROM (Include ZIP Code)	b. TO (Include ZIP Code)	c. WEIGHT OF SHIPMENT	d. NUMBER OF PIECES
e. NAME AND ADDRESS OF GOVERNMENT BILL OF LADING CARRIER (Include ZIP Code)			
i. NAME AND ADDRESS OF WAREHOUSE (If shipment from nontemporary storage) (Include ZIP Code)		f. GBL NUMBER	
		g. AIRWAY BILL NUMBER	
		h. CARRIER'S BILL OF LADING NUMBER	
j. LOT NUMBER		k. SERVICE ORDER NUMBER	
		m. CONTRACT NUMBER	
7. DISCREPANCIES NOTED BY INSPECTOR (Use supplemental sheets if necessary)			
CARRIER'S INVENTORY NUMBER (Carton No. if packed item) a.	ARTICLE b.	DESCRIBE LOCATION, NATURE AND EXTENT OF NEW DAMAGE AND APPARENT CAUSE OF DAMAGE (State "MISSING" if applicable) c.	WEIGHT (Lbs) OF ARTICLE OR CARTON IF PACKED ITEM d.

DD FORM 1841, SEP 1998 (EG)

PREVIOUS EDITION IS OBSOLETE.

Figure 410-1. DD Form 1841, Government Inspection Report

8. INVENTORY NUMBERS OF CARTONS OR CONTAINERS WITH VISIBLE EXTERNAL DAMAGE <i>(Describe damage to each and apparent cause of damage)</i>			
9. PACKING VIOLATIONS NOTED <i>(Describe in detail) (See MIL-STD-212c)</i>			
10. CERTIFICATE OF INSPECTOR I personally made the above inspection on the date shown and certify that the conditions as shown on this report of _____ pages accurately reflect the loss and/or damage incurred during shipment and/or storage.			
a. DATE OF INSPECTION <i>(YYYYMMDD)</i>	b. TYPED NAME OF INSPECTOR <i>(Last, First, Middle Initial)</i>	c. GRADE	d. SIGNATURE
11. CERTIFICATE OF PROPERTY OWNER I have examined this report of _____ pages and the conditions shown accurately and completely set forth the entire loss and/or damage to my property incurred during shipment and/or storage.			
a. DATE <i>(YYYYMMDD)</i>	b. SIGNATURE		
12. CERTIFICATE OF TRANSPORTATION OFFICER I certify that the information on this report of _____ pages is accurate and complete to the best of my knowledge.			
13. "NOTICE OF LOSS OR DAMAGE" DISPATCHED			
a. DATE <i>(YYYYMMDD)</i>	b. ADDRESSEE		
c. DATE <i>(YYYYMMDD)</i>	d. ADDRESSEE		
e. DATE OF REPORT <i>(YYYYMMDD)</i>	f. TYPED NAME OF INSTALLATION TRANSPORTATION OFFICER <i>(Last, First, Middle Initial)</i>	g. SIGNATURE	

DD FORM 1841 (BACK), SEP 1998

Figure 410-1. DD Form 1841 (Back), Government Inspection Report (Cont'd)