10000. Shipment Tracing.

a. **Purpose and Scope.** This section establishes procedures for tracing and reporting DOD personal property shipments. It includes shipments by all methods and modes of transportation that have been tendered by a representative of a DOD Component. This section applies to all shipments for which a PPGBL or other shipping document has been issued. Shipments moving in the DTS are subject to the DOD 4500.32-R.

b. **Administration of Tracers.** Personal property shipments shall be traced to ascertain current location, status, and new ETA when the needs of the member require such action; when the shipment has not arrived by the RDD and the carrier has not reported a delay to the destination PPPO; or when the carrier-reported ETA has elapsed.

(1) When tracing domestic and international TGBL shipments, including "BLUEBARK," the following procedures apply:

(a) The destination PPPO shall first exhaust all telephone-TELEX avenues through the carrier or the carrier’s agent at destination to locate the property.

(b) If the property is not located, the destination PPPO shall prepare a message in two parts. Part I is for carrier action and is sent to the home office of the carrier. All ITGBL tracers will be addressed using carriers telex number shown in MTMC ITGBL Personal Property Carrier Approval booklet. Part II is for the origin PPPO to read as follows:

"Review of the service provided reveals the carrier is in violation of the Tender of Service (TOS), paragraph 41e, for failure to provide origin and destination notification of shipment delay."

All tracer messages shall be transmitted electronically under routine precedence. The only time a priority precedence shall be used is in the case of hardship to the member caused by nonreceipt of the property. All tracer messages will include an information copy to the origin PPPO.

(2) Tracer messages shall contain the following information elements and any other information pertinent to the shipment:

_(a) Member’s last name, first name, middle initial, rank, branch of military service, and SSN._
(b) Commodity shipped (UB or HHG).
(c) Mode or code of shipment.
(d) Origin PPSO, including GBLOC.
(e) Destination PPSO, including GBLOC.
(f) Date of pickup.
(g) RDD.
(h) PPGBL, airway bill number, TCN, flight number, vessel, or voyage number, if known.
(i) POC including name, and commercial telephone number.
(j) Remarks, including all actions taken on tracing this shipment before this message. Actions will be listed in chronological order.

(3) Tracer messages shall ask the carrier to furnish, within 24 hours (for domestic shipments) or 120 hours (for international shipments), the current status, location, and ETA.

(4) If shipment information is not available, the carrier is required to provide an interim reply within 24 hours or 120 hours, as appropriate, giving an estimated date for final reply.

(5) When a carrier advises in a reply that the Code 5, T, or J shipment has entered the DTS, the destination PPSO shall initiate a tracer in accordance with MILSTAMP DOD 4500.32-R procedures.

(6) When there is no reply to the initial tracer message within 24 or 120 hours, or the reply is uninformative the destination PPSO shall initiate a second tracer to the home office of the carrier in the same format as the original. It will state “second request,” and the MTMC area command or overseas component for the origin and the destination PPSO shall be added as an information addressee. The area commands shall assist in obtaining information on the shipment. If the shipment is an Army or Air Force-sponsored shipment, the major command of the origin and destination PPSO shall also be added as an information addressee.

PART II

For origin PPSO: Add TOS paragraph 25 (Failure to trace and provide shipment status in a timely manner) to the list of TOS violation(s) in Part II of the message. Identify the appropriate area command/overseas component as an information addressee.
(7) When there is no reply to the second tracer within 24 or 120 hours (as appropriate) or the reply is uninformative, the destination PPSO shall initiate a 'third' tracer request in the same manner as above. In this request the appropriate MTMC area command or overseas component responsible for the origin PPSO shall be elevated to action addressee. The appropriate MTMC area command or overseas component responsible for the destination PPSO will an information addressee. The message also shall include the military service headquarters of the member as an information addressee." The MTMC area command or overseas component not receiving a response to their inquiries will elevate the action to the Commander, HQMTMC, for assistance. Third tracer request will contain a-Part III for the origin PPSO as follows:

For origin PPSO: The destination PPSO will recommend the origin PPSO suspend the carrier for the TOS violations cited in the previous tracer messages."

c. Shipments Moving by the DPM. When tracing DPM shipments, the destination PPSO shall follow these procedures:

(1) Determine whether the property has been received at the warehouse facility or by the destination DPM packing and containerization contractor.

(2) Send a tracer message to the origin PPSO if the property is not located. The origin PPSO shall respond within 24 hours (for domestic) or 120 hours (for international). If the shipment data is not available, the origin PPSO shall provide an interim reply giving an estimated date for final reply. The message format and communications media shall be the same as indicated in paragraph 10000.b.(2).

(3) Initiate a tracer in accordance with DOD 4500.32-R when the origin PPSO advises that the DPM shipment was forwarded and received by the POE.

(4) When there is no reply to the initial or subsequent tracer request or the reply is uninformative the second or third request, as applicable, shall be performed as stated in paragraph 10000.b.(6) or 10000.b.(7) except that the messages shall be sent to the origin PPSO.

(5) When the property is received, the PPSO initiating tracers shall notify all addressees.

10001. Loss and Damage.

a. Purpose and Scope. This section 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 claims offices.
h. **Report of Loss or Damage.** The military member shall be counseled to:

1. In conjunction with the carrier, complete Section B and sign the DD Form 1840 at the time of delivery.

2. Within 70 days from date of delivery, submit all three copies of the completed DD Forms 1840 and 1840R to the appropriate claims office.

3. Retain (3) signed and completed copies of the DD Form 1840.

4. Annotate additional loss or damage found after delivery on the DD Form 1840R (reverse of DD Form 1840).

5. Within 70 days from date of delivery submit all (3) copies of the completed DD Form 1840 and DD Form 1840R to the appropriate claims office. The claims office will return one copy of the DD Form 1840R to the PPSO acknowledging receipt for use in filing claim, provide one copy to the carrier for notice of additional loss and or damage, and retain one copy for filing within the claims office.

6. Contact the PPSO for any assistance required at time of delivery and for any supporting documents required in processing a claim.

c. **Notice of Loss or Damage, DD Form 1840 (Figure 10-1).**

1. When the PPSO is notified of loss or damage, the PPSO shall:

   a. Retain the carrier provided copy of the DD Form 1840.

   b. Conduct inspection for loss or damage upon request by service member or military service claims office within 10 workdays of request and prepare the DD Form 1841 (Government Inspection Report).

   c. Upon request provide a copy of the PPGL and any other shipment documents to assist member in filing a claim.

   d. Contact the PPSO for any assistance required at time of delivery and for any supporting documents required in processing a claim.

2. Claims offices will return one copy to member acknowledging receipt for use in filing claim; provide one copy to the carrier for additional 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 PPSO, as specified in block 20 of the PPGL. DD Form 1840R may be batch-mailed to the destination PPSO at least weekly, assuring that all forms submitted reach the destination PPSO within 10 calendar days of receipt from customer/member.
d. **Government Inspection Report, DD Form 1841 (Figure 10-2).**

(1) Upon receiving a report of damage to a personal property shipment, the PPSO shall conduct an inspection of the property and prepare a DD Form 1841. The PPSO's inspection shall be conducted within 10 working days of receiving the report of damage. The inspection report shall describe the nature and extent of the damage and present the PPSO's explanation of the probable cause of the damage.

(2) **Distribution.**

(a) The original shall be forwarded to the appropriate claims judge advocate or investigating officer, with all required supporting documents below.

(b) One copy shall be provided to the member.

(c) One copy shall be retained by the PPSO.

(d) One copy furnished the origin PPSO.

(e) One copy furnished the carrier assigned on the PPGBL.

e. **Supporting Documents.** In addition to the DD Form 1841, Government Inspection Report, the PPSO will forward to the Army or Air Force Claims Judge Advocate, Claims Office or in the case of the Navy, Marine Corps, or Coast Guard, the Claims Investigating Officer or if there is no local claims office, to the owner of the damaged property for use in filing a claim, any of the following documents which are available in the PPSO:

(1) One copy of the PPGBL or other document used for shipment or storage.

(2) One copy of DD Form 619 (Figure 5-4).

(3) One copy of any inventories or warehouse receipts used for the shipment that indicate condition of the property at the time of pickup, movement to storage, surrender to an intermediate carrier, and final delivery.

(4) One copy of the receipt provided to the contractor fore a DPM shipment.

f. **Personal Property Loss/Damage Claims Information Report.** RCS MTMC-56(R2).

(1) When a loss or damage has been reported on a personal property shipment and claim has been duly processed, the military service claims office shall submit a Personal Property Loss/Damage Claims Information Report to the Commander, MTMC, ATTN: MTPP-M, 5611 Columbia Pike, Falls Church, VA
The report shall be submitted monthly and is due on the first workday of each month. (The report for the Air Force is due at the end of each HQ USAF-level processing cycle.)

(2) The Personal Property Loss/Damage Claims Information Report shall consist of the following major data elements for each claims action reported:

   (a) PPGBL or other shipping document number.
   (b) Date or claim.
   (c) Adjudicated amount claimed.
   (d) Amount paid by the Government.
   (e) Amount claimed against the carrier.
   (f) Amount paid by the carrier.
   (g) Date claim was settled.

10002. Inconvenience Claims. The carrier industry generally has shown willingness to honor reasonable inconvenience claims that are the direct result of the carrier’s failure to pick up or deliver personal property shipments on agreed-upon dates. While carriers are not required by the Tender of Service to settle or honor claims for inconvenience, the member is entitled to submit such a claim and shall be provided all appropriate assistance in seeking the claim’s settlement.

   a. PPSO Responsibilities. Both origin and destination PPSOs are responsible for the following:

      (1) Advising the member of the member’s right to file an inconvenience claim against the carrier for out-of-pocket expenses incurred as a direct result of the carrier’s failure to pick up or deliver the member’s personal property shipment on agreed-upon dates.

      (2) Advising the member of the importance of obtaining receipts for all out-of-pocket expenses incurred as a result of the carrier’s service failure. When difficult or impossible to obtain receipts, a statement should be obtained from the member certifying that the claims is” correct and accurate.

      (3) Advising the member that claims should include only the cost-of-living expense over and above what would normally be expended if the shipment had been picked up or delivered on the required dates. The member should be cautioned that out-of-pocket costs claimed shall be for bona fide necessary extra expenditures. Care shall be exercised by the member to select
hotels or motels with rates that are considered reasonable. Additionally, the rental or purchase cost of tangible household items shall be reasonable and relate directly to relieving a definite hardship being suffered by the member or the member's dependents.

(4) Advising the member of the carrier's policy on inconvenience claims (when the PPSO has been provided a statement of policy from the carrier). Some carriers have filed statements with PPSOS that require notification before out-of-pocket expenditures. PPSOS shall furnish a copy of the carrier's policy statement to the member as soon as the shipment is delayed beyond the RDD.

b. **Filing Inconvenience Claims.**

(1) Army and Air Force members shall receive assistance in preparation of their claim from the destination transportation office. Navy and Marine Corps members may obtain assistance from either the local transportation office, legal assistance office, or the claims processing office. In all cases, the member is required to file claims directly with the home office of the carrier.

(2) If the claim is denied by the carrier, the member shall contact the PPSO for additional assistance. The PPSO shall appeal the denial to the home office of the carrier, stating in the appeal the facts in the case and the reasons the PPSO feels the claim should be honored.

(3) If the PPSO is unsuccessful in resolving the claim, the file shall be forwarded to the major commands (for Army and Air Force members), military service headquarters for Marine Corp members, and the Navy Material Transportation Office, Norfolk, Virginia for Navy members. The command or military service headquarters shall verify the reasonableness of the claim and, as necessary, forward it to the Commander, MTMC, for assistance in resolving the claim with the carrier. Each claim submitted to the command military service headquarters by the PPSO shall contain the following:

(a) A statement from the PPSO as to the reasonableness of the claim.

(b) The actual pickup of delivery dates.

(c) The agreed-upon pickup date and RDD.

(d) A copy of the PPSO's appeal to the carrier and the carrier's reply.

(e) A copy of the member's initial claim letter and the carrier's reply thereto, if available.

(f) Copies of the member's receipts for out-of-pocket expenses.
(g) _Any_ other pertinent data or documents to support the claim.

(4) If the Commander, MTMC is _unable_ to resolve the claim with the carrier, the member shall be advised of the right to seek recourse by civil court action against the carrier.

10003. Unusual Occurrence.

a. **Purpose and Scope.** This section describes procedures to be followed to provide timely and necessary traffic management support whenever an unusual occurrence as described below occurs. This section 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:

(1) Acts of God/natural disasters (such as floods, fires, storms, earthquakes).

(2) Strikes, labor disputes, work stoppages.

(3) Civil disturbances.

(4) Unlawful entries, vandalism, theft.

(5) Seizure of a carrier's/contractor's facility for failure to pay just debts.

(6) Closure of a carrier's/contractor's facility due to a court order.

(7) Carrier service failure/cessation of operations/bankruptcy (see paragraph 100070)

b. **Actions to be Taken by PPSOs (CONUS and Overseas).** PPSOs who receive notification of an unusual occurrence (as defined in paragraph 10003.a.) shall comply with the following actions, as appropriate:

(1) Immediately notify the applicable MTMC area command/overseas component/designated representative as appropriate. Also notify the appropriate next higher headquarters through the installation commander. When the unusual occurrence has, or can be expected to have, an adverse effect upon the movement or storage of personal property, notification should be by message or, under extreme emergency conditions, by telephone. When the initial report is by telephone, it shall be confirmed by message not later than the next work day. The report shall include the following information if applicable.
(a) Type and date of the unusual occurrence.

(b) Extent of known damage.

(c) Geographic areas currently affected and/or those that may be affected.

(d) Military installations affected.

(e) 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.

(f) Number of shipments involved by military service.

(g) Current locations of the affected shipments.

(h) Destination of the affected shipments.

(i) Additional information unique to a strike situation (see paragraph 2a(9)).

(2) If deemed necessary, immediately dispatch appropriate personnel from the PPSO and/or SJA/claims office to the scene. Coordinate with the applicable area command/overseas component, theater commander to determine if their representation is also required. This decision will be based on the severity of the unusual occurrence and the personnel resources available. Provide operational and administrative support (i.e., transportation, photographer, clerical, etc.) to those personnel dispatched to the scene. PPSO/Claims personnel, together with the carrier, will:

(a) Determine the extent of damage, photograph conditions, record findings.

(b) Determine items that may be salvaged and those that require unpacking, drying, cleaning, repacking, etc.

(c) Where appropriate, contact the members involved and give them the opportunity to inspect their property and provide disposition instructions (i.e., discard, deliver to residence, etc.).

(d) When members 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 in writing of the loss and provide instructions to file a claim. The line-haul carrier involved is responsible for the removal/disposal of that property damaged beyond-repair. If no carrier is involved, PPSO will dispose of
property in accordance with applicable military service disposal/salvage regulations. Where items can be repaired/salvaged, notify the member and request instructions on repair/disposal. Do not dispose of damaged repairable property without the member’s consent.

(e) Personal property that is damaged while enroute to final destination and is salvageable should be forwarded to final destination for member inspection. Property that is beyond salvage should be handled as directed in paragraph 10003.b.(2)(d) above.

(f) Provide member with as much evidence as available to support member’s claim.

(3) Take immediate action to account for, secure, protect, and control all shipments in SIT or the DPM contractor’s facility that are located in the affected area.

(4) Coordinate with other activities that have responsibility for a portion of the affected area or use the facilities of other carriers or contractors in the affected area.

(5) Assemble a list of carriers’ and agents’ facilities that are not affected by the disruption for use in preventing service failures.

(6) Assemble a list of carriers’ and agents’ facilities outside the installation’s area of responsibility that are not affected by the disruption for possible future use in preventing service failures. Facilities outside the installation’s area of responsibility shall be used only when authorized by the appropriate MTMC area commander/overseas component.

(7) When the movement of personal property is or will be affected significantly by the unusual occurrence, the military service headquarters concerned shall be requested to declare the military service installations located within the disaster area as “restricted areas.” The request shall recommend the dispatch of a worldwide message identifying installations in the restricted area.

(8) For the following unusual occurrences, PPSO personnel are responsible for verifying that carriers/agents/contractors have completed the following actions as applicable:

(a) Theft/Vandalism:

- Notify the appropriate law enforcement agency(s).
- Provide 24-hour security.
- Advise insurance company.
- Ensure security devices (doors, locks, etc.) are properly replaced/repaired.

- Ensure structural damage is repaired.

  Provide a detailed report of loss/damage.

  As necessary, begin unpacking/repacking of affected goods. Opened cartons will be repacked, resealed and marked "inspected."

- Clean/repair items as necessary. Records will be kept of all items sent out for repair—drycleaning, etc.

- Obtain a copy of the police report.

  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.

(b) Flood/Storm/Water or Fire/Smoke Damage:

- Take actions necessary to prevent additional damage.

- Provide 24-hour security.

- Advise insurance company.

  Begin unpacking, inspecting, drying and repacking of affected goods. Cartons opened will be repacked, resealed and marked "inspected."

  Clean/repair items as necessary. Records will be kept to identify all items sent out.

  No items will be discarded until advised to do so by the PPSO.

  Provide a detailed report of loss or damage.

  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.

- Obtain a copy of the fire inspector’s report, if applicable.

(9) Areas Disrupted by a Strike or Work Stoppage.

  (a) In addition to the information required in paragraph 2a(1), also provide the following:
Labor and management contacts.

Main issue in dispute.

Date disruption began or may begin.

Local union involved, names and telephone numbers of union officials.

Preliminary evaluation of the situation.

(b) Impartiality in Merits of Labor Disputes. The Federal Acquisition Regulation (FAR) specifies that military representatives shall remain impartial in labor disputes. They shall refrain from taking a position on the merits of any labor dispute and shall refrain from the conciliation, mediation, or arbitration of such disputes. The PPSO, however, should establish and maintain contact with appropriate 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 PPSO shall 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 PPSO shall seek an agreement for the movement of those shipments required to relieve hardships imposed upon military members. In either case, the PPSO's actions may not involve, or appear to involve, the PPSO in the merits of the dispute.

(10) All household goods shipments must be scored. Shipments involved in unusual occurrences will be scored in accordance with applicable procedures. At the discretion and judgment of the PPSO, the shipment(s) will be included in the carrier’s overall shipment evaluation or be forwarded to the carrier under a separate cover letter advising that, while the shipment is being scored, the score will not be counted against the overall average shipment score. A record of shipments not scored will be kept in the carriers performance file for at least 18 months from the pickup date.

c. Actions to be Taken by Installation Commanders. The commander of an installation in an area by a strike, embargo, or work stoppage shall determine those affected shipments that will cause extreme personal hardship to the member and will require special arrangements for release or delivery. Names of the members and the reasons, in detail, for the declared hardships shall be furnished to the appropriate MTMC area command, MTMC overseas component, or MTMC designated representative. Air Force PPSOs shall include the applicable MAJCOM as an information addressee. Before identifying an affected shipment as a hardship case, coordinate with the installation commander to attempt to provide the member or the member’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.
d. **Actions to be Taken by MTMC Area Commands, MTMC Overseas Components, 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 shall be taken, as appropriate:

1. Immediately notify the Directorate of Personal Property, HQMTMC, and the military services 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 the Commander, HQMTMC, submit periodic progress reports pending return of the areas to a normal condition.

2. Provide immediate traffic management guidance to the PPSO nearest the site of the occurrence where necessary and ensure compliance with the provisions of paragraph 10003.b.(1).

3. Advise all PPSOs 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.

4. Provide instructions for disposition of shipments currently in transit to the affected areas.

5. Provide assistance to the responsible PPSOs in the diversion or reconsignment of personal property shipments to temporary storage areas and direct the relocation of personal property shipments, as required.

6. Authorize the PPSO to use carriers’ and carriers’ agents’ facilities located outside the areas of responsibility to prevent service failures.

7. During a strike or work stoppage, appoint a strike coordinator to maintain contact with the PPSO, union officials and management to assist in the movement of hardship cases. Upon notification from a PPSO that a member’s frustrated shipment has been declared a hardship, prepare a message to the Commander, HQMTMC, ATTN: MTPP (information copies to the military service headquarters responsible for the installation) including, but not limited to, the following:

   (a) A statement that the commander of the affected installation has determined that hardship exists. For each hardship case, provide the member’s name, rank, SSAN, and branch of service, and describe in detail the existing hardship.

   (b) Notification of whether the commander of the affected installation will provide, as required, military personnel and equipment to remove shipments from the affected facilities to alleviate hardship cases.

   (c) Notification that union and management officials agree to removal of such shipments by military personnel and equipment.
(d) A statement that a uniformed military officer and a union representative shall be present during removal of personal property shipments and that the use of force or the appearance of force shall be avoided, as well as any action that might affect ongoing labor negotiations. In the event of difficulty, removal efforts shall be suspended and military personnel removed, and the situation shall be reported to the Commander, HQMTMC. The concurrence of the responsible SJA shall be secured before the above message is released.

e. Actions to be taken by Headquarters, MTMC. Upon receiving notification of an emergency condition that affects, or can be expected to affect, the movement or storage of personal property shipments, HQMTMC, in coordination with the JAG office, shall:

(1) 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.

(2) Issue worldwide instructions for disposition of shipments destined to affected areas where restrictions on incoming shipments have been imposed.

(3) Provide necessary guidance for the release and movement of shipments to alleviate reported hardship cases.

(4) Advise each military service headquarters of the number of shipments involved, by service, and provide information about the status of each shipment.

(5) 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.

(6) 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).

(7) Comply with the provision of the MTMC Emergency Traffic Management Plan.

(8) Coordinate with the military services the diversion to other codes/modes those personal property shipments in jeopardy of missing the RDD.

10004. Emergencies Involving Shipments in NTS (CONUS).

a. Purpose and Scope. This subsection 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.

b. Actions to Be Taken by Ordering Officers.

(1) 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 shall notify immediately the responsible MTMC RSMO contracting officer. Incidents or situations to be reported include, but are not limited to, the following:

(a) Natural disasters (such as floods, fires, and storms).

(b) Unlawful entries.

(c) Strikes, work stoppages, or embargoes.

(d) The seizure of a contractor’s facility for failure to pay just debts.

(e) Closure of a contractor’s facility in compliance with a court order.

(f) Action on the part of the contractor or the contractor’s creditors to file a bankruptcy petition.

(g) Failure on the part of the contractor to fulfill all the terms and conditions of the BOA for storage of HHG and related services (see Appendix H).

(2) When requested by the RSMO contracting officer, the PPSO shall furnish a complete list of accounts in storage at the affected facility.

c. Actions to Be Taken by RSMO Contracting Officers.

(1) RSMO contracting officers shall investigate all unusual occurrences or situations (such as fires, floods, unlawful entries, and bankruptcies) to determine the contractor’s liability under the terms and conditions of the BOA for storage of HHG and related services (see Appendix H). The unusual occurrence checklist will be used by the RSMO contracting officer during the investigation.

(2) The RSMO contracting officer, immediately upon completion of the investigation, shall provide a preliminary report of the incident to the appropriate MTMC area commander. An information copy of the preliminary
report also shall be provided to Headquarters, MTMC, ATTN: MTPP-Q. Weekly progress reports, as appropriate, shall be submitted pending completion of the RSMO contracting officer’s final report.

(3) The RSMO contracting officer’s final report shall be forwarded in duplicate through the responsible MTMC area commander to Headquarters, MTMC, ATTN: MTPP-Q, for review and approval. One copy shall be retained in the RSMO contracting officer’s files. The report, to be completed as early as possible following the date of the occurrence, shall establish whether or not the contractor is liable for loss or damage. If circumstances should cause a delay in the completion of the investigation, the RSMO contracting officer shall advise the Commander, MTMC, through the appropriate MTMC area commander, of the reasons for the delay and the estimated completion date of the final report. The RSMO contracting officer’s final report shall include, but not be limited to, the following:

(a) A narrative description of the occurrence, including a statement specifying the cause of the incident. When possible or appropriate, photographs of the affected facility and damaged personal property shall be included.

(b) The total number and weight of lots stored in the affected facility for each military service, and the number of lots damaged and the extent of the damage applicable to each military service.

(c) Statements from individuals who either observed the occurrence or have knowledge of circumstances surrounding the occurrence. Such statements are very important and should be obtained as soon as possible after the incident.

(d) A record of actions taken by the contractor to prevent loss or damage to the personal property before, during, and after the occurrence.

(e) A copy of any investigation of the incident made by other governmental, municipal, or local activities.

(f) Copies of reports required by AR 420-90.

(g) A COPY of the contracting officer’s notice to the contractor and a copy of the demand holding the contractor liable for loss or damage to personal property. If the contractor is not held liable, a statement of the rationale for that decision shall be included.

(h) The name of the contractor’s insurance carrier and the types and amounts of insurance carried by the contractor to cover losses involved. If possible, a copy of the applicable policies should be included.

(i) The opinion of the appropriate SJA as to the legal sufficiency of the contracting officer’s decision.
d. **Notification To Be Furnished to the Military Services.** To inform the military services 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, shall provide each military service claims office a copy of the RSMO contracting officer’s final report.

10005. Participation in Proceedings Before Regulatory, Legislative, and Supervisory Bodies.

a. **Responsibilities of the Commander, MTMC.** The Commander, MTMC, shall:

   (1) Review dockets and notices issued by regulatory, legislative, and supervisory bodies affecting personal property or related transportation in domestic, domestic (offshore), and international traffic and determine the DOD interest and action required within the scope of the DOD Personal Property Shipment and Storage Program.

   (2) No representative of any military service shall initiate, defend, participate in, or supply information for such proceedings without prior approval of the Commander, MTMC, except when required by subpoena to testify, in which case the provisions of subsection 10005.i. will apply.

b. **Carrier Operating Authority or Service.**

   (1) **Participation in Proceedings.** Operating authority refers to the authorization issued by the appropriate regulating body for a commercial carrier to perform the service. When operating authority, service, abandonment of operating authorities, or discontinuance of services is involved, participation shall be undertaken only when:

   (a) The Department of Defense is named as a party to the proceedings by a transportation regulatory body;

   (b) A transportation regulatory body requests information on matters pending before it; or

   (c) The Commander, MTMC, determines that:

       There is no commercial carrier authorized to render the service required by the Department of Defense; or

       The service of authorized commercial carriers is inadequate to fulfill the needs of the Department of Defense; or

       The discontinuance or abandonment of operating authority or carrier service would be detrimental to the Department of Defense, or the expansion of an operating authority would benefit the Department of Defense.
(d) Appreciably greater economy, frequency, or speed of service to the Department of Defense will result.

(e) A person is required by subpoena to testify (see paragraph 10005.h. below).

(2) Evidence. Evidence and participation in proceedings shall be confined to the needs of Department of Defense or such other information as may be required by the regulatory body concerned (consistent with security regulations).

c. Responsibilities of Personal Property Shipping Officers.

(1) Existing Transportation Services. Personal property shipping officers shall continually evaluate the adequacy of available services by all commercial modes of transportation. When existing service is considered inadequate or when changes in the status or mission of the activity may effect the adequacy of available transportation service, or when any member is requested by carriers or by local governmental or civic organizations to participate in or supply information for use in support of applications or petitions for new or additional operating authority, the following information shall be submitted promptly through the serving MTMC area command to the Commander, MTMC:

(a) Source of request and action desired.

(b) Names of carriers.

(c) Information and documents necessary to support the request.

Currently, different criteria (49 U.S.C. 10922) have been established for approval of permanent motor carrier authority for transportation of US Government shipments in the following two categories: (1) freight, and pack and crate HHG transportation services; and (2) used HHG, hazardous or secret materials, and sensitive weapons and munitions transportation services. Both categories require an ICC finding that the carrier is fit, willing, and able to provide the transportation service. The second category also requires an ICC finding on the basis of evidence presented by persons supporting the issuance of the certificate that the service proposed will serve a useful public purpose responsive to a public demand or need.

DOD Certifications of Shipper Support (using ICC Form OP-1) for additional HHG, hazardous materials, and other services should provide in detail the unsatisfactory aspects of present service, if any; the specialized service needs of the Department of Defense; and other pertinent reasons for requiring additional motor carrier service.

(d) Transportation officer’s recommendation as to action to be taken by the Commander, MTMC.
(2) **Support of Disadvantaged Carriers.** When a need exists to support a carrier applying for emergency, temporary, or permanent operating authority, PPSOS shall ensure that each disadvantaged carrier is fully considered. The serving MTMC area command may be contacted for assistance in identifying disadvantaged carriers.

d. **Responsibilities of MTMC Area Command.** Upon receiving of data pursuant to paragraph 10005.c.c above, the MTMC area command shall review the recommendation and any supplied material, request any additional information or data deemed necessary, and make appropriate comments and recommendations to the Commander, MTMC. Additionally, if a disadvantaged carrier is not being supported for emergency, temporary, or permanent operating authority, an inquiry shall be made of the shipper to determine the reason. When a disadvantaged carrier has not been considered, action shall be taken to determine where there are any disadvantaged carriers interested in being supported for operating authority to perform the needed service. Successful identification of a disadvantaged carrier desiring support shall be referred to the shipper for determination of the carrier’s ability to meet the needs of the shipper. The results of this determination shall be furnished by the shipper to the serving MTMC area command.

e. **Release of Information Concerning Actions or Recommendations.** Requests for information shall be acted upon in accordance with the procedures prescribed in AR 340-17, SECNAVINST 5720.42C, and APR 12-30.

f. **Proceedings Involving Rates and Matters Other Than Carrier Operating Authority and Service.** The Commander, MTMC, shall:

(1) Make appropriate recommendations as to DOD participation in matters of litigation and before regulatory bodies involving transportation and traffic management, when such recommendations are necessary to protect or promote the DOD interests.

(2) When clarification, interpretation, or change of DOD policy is required concerning dockets or notices involving rates and matters other than carrier operating authority and services, advise and make appropriate recommendations to OASD (P&L) L/PP.

(3) Coordinate the development of evidence with, and provide assistance and information to, other shipper services or Government agencies when OASD (P&L) L/PP has delegated authority to such other agencies to represent the Department of Defense in matters before transportation regulatory and supervisory bodies.

g. **Personnel Required by Subpoena to Testify.** When any member is required by subpoena to testify in proceedings before transportation regulatory agencies, prompt notice of service of such subpoena shall be sent immediately through the serving MTMC area command to the Commander, MTMC. Simultaneously, at Marine Corps activities, an information copy of the
subpoena shall be sent to Headquarters, U.S. Marine Corps, and at Air Force activities, an information copy of the subpoena shall be sent to Headquarters, USAF (LET). Notice shall be sent by a medium that such means as will allow reasonable time for necessary action before the date of proceedings.

h. **Designation of Representatives.** The Commander, MTMC, shall obtain appropriate coordination in the determination and designation of DOD representatives to appear in regulatory proceedings.

i. **Security Information.** In all phases of proceedings before transportation regulatory bodies, DOD representatives shall be guided by applicable shipper service regulations pertaining to the disclosure of security information.

10006. Personal Property Shipments of Deceased Members.

a. **Purpose and Scope.** This section sets forth policy and procedures for transportation of personal property of deceased members. It prescribes procedures to be followed at both origin and destination and designates responsibilities for notification and shipment monitoring. This section applies to all methods and modes of shipment of personal property for deceased members. For guidance on entitlements, processing, and preparation for shipment, the sponsoring military service regulation and the JFTR shall apply.

b. **BLUEBARK Designation.** The codeword “BLUEBARK” shall be used to designate a personal property shipment of a deceased member, or deceased dependent of a member.

c. **Origin PPSO.** In the case of a BLUEBARK shipment, origin PPSO shall:

   1. Mark the codeword “BLUEBARK” in a conspicuous place on all shipping documents.

   2. For shipments within CONUS, telephone the destination PPSO of the impending BLUEBARK shipment and all shipment particulars. The destination PPSO shall be advised that advance shipment documentation shall be forwarded by mail; and the destination PPSO shall 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. On shipments from, to, or between overseas areas, notification shall be accomplished by administrative message.

   3. Send copies of all documentation (annotated with the codeword “BLUEBARK”) to the destination PPSO. Advance documentation shall be mailed in a timely manner to allow the destination PPSO sufficient time to contact the carrier and consignee before arrival of the shipment.

d. **Destination PPSO.** In the case of a BLUEBARK shipment, the destination PPSO or the PPSO’s representative shall:
(1) Contact the destination agent and the consignee upon receipt of advance documentation to effect coordination of the delivery.

(2) Inform the appropriate survivor assistance officer (if known) of the projected shipment delivery.

(3) Inspect the shipment upon delivery and remain at the delivery site to record damages and provide assistance and information to the consignee.

10007. Carrier Failure/Bankruptcy Procedures.

a. **Purpose and Scope.** This section establishes procedures to be followed when a DOD approved carrier’s service failure, disqualification or bankruptcy precludes that carrier from completing movement of shipments still in the transportation pipeline. These procedures are to be used only when directed by HQMTMC to move shipments frustrated as a result of the carrier action described above. This section applies to personal property shipments that may become frustrated at some point in the transportation pipeline due to a DOD approved carrier’s inability to complete movement due to their service failure/cessation of operations/bankruptcy, disqualification and similar occurrences.

b. **Action Taken by Headquarters. MTMC.**

(1) Confirm any report of carrier failure to perform/cessation of operation/bankruptcy and advise all personal property offices on actions to be taken against the carrier (i.e., worldwide nonuse, disqualification, removal from the DOD program).

(2) For ITGBL shipments, contact the performance bond surety company and provide them the opportunity to perform the onward movement of frustrated shipments.

(3) Provide termination/onward movement instructions (detailed in paragraphs 10007.e. through 10007.j.) to all personal property offices for shipments frustrated in the pipeline. Ensure GSA and the military finance centers and claims headquarters are notified.

(4) Solicit one-time-only (OTO) rates, either by port or individual OTOs, to cover movement of shipments frustrated at a port due to nonpayment of ocean charges.

(5) Request the carrier involved provide a listing of all shipments still in the pipeline to MTMC area commands, overseas components, or other designated representatives to enable them to monitor the onward movement of the shipments. List should include current location; destination PPSO;
member’s last name, first name; rank; SSN; branch of service; PPGBL Number and Code of Service; pieces/wt/cube; origin; PU date; RDD and any other information such as ocean carrier; sail date; vessel; container number and OBL number.

(6) Request the destination PPSOs provide their cognizant MTMC area command, overseas component, or designated representative a listing of all shipments for the carrier that have not arrived at destination.

(7) Request PPSOs provide a listing to HQMTMC of all shipments terminated and retendered. HQMTMC will consolidate and forward this information to GSA for their use in the audit and recoupment of excess funds spent by DOD to complete movement of the frustrated shipments.

(8) Request GSA provide HQMTMC the results of recoupment actions taken for forwarding to the military services.

c. Action Taken by MTMC Area Commands/Overseas Components/Designated Representatives.

(1) Identify shipments that may be frustrated at a port agent facility ready for onward movement and advise the PPSO responsible for the port area to issue necessary documentation to effect movement to final destination, following the applicable procedures outlined below in paragraphs 10007.e. through 10007.j.

(2) Unless directed otherwise by HQMTMC-PP, also identify shipments that may be frustrated by an ocean carrier due to nonpayment of ocean charges. These shipments will require OTO rate solicitations to pay the ocean freight charges, port handling charges, and movement to final destination. If there is sufficient volume at a port, notify HQMTMC-PP-CI to solicit a port OTO (see paragraph 10007.i.). If there is not sufficient volume at a port to solicit a port OTO, notify MTMC-PP-CI to solicit individual OTO rates for these shipments, following the procedures outlined in paragraph 10007.i. A copy of the OTO request to HQMTMC will be provided to the applicable destination PPSOS to alert them that they will be required to issue the OTO documentation for their shipments.

(3) Monitor the movement of all shipments frustrated in their area of responsibility.

(4) Monitor the movement progress of shipments not yet at destination from the listing provided by the destination PPSOS.

(5) Provide guidance/direction to the PPSOs on problems areas.

(6) Forward problems that cannot be resolved at their level to HQMTMC for resolution.
d. **Action Taken by** PPSOs.

(1) Identify/locate all shipments frustrated in their area of responsibility (i.e., origin, enroute, destination).

(2) As directed by HQMTMC, provide the cognizant area command, overseas component, or designated representative a list of all shipments which have not arrived at destination.

(3) Take action, in accordance with MTMC instructions, to effect onward movement and issue all documentation (as detailed in paragraph 10007.e. - Procedures) necessary to complete movement of shipments frustrated in their area of responsibility (to include those shipments at origin or destination port agent facilities ready for onward movement). EXCEPTION: Those ITGBL Codes 4 and 7 shipments that are frustrated at a commercial ocean port due to nonpayment of ocean charges will require the solicitation of OTO rates by HQMTMC. Unless otherwise directed, the applicable area command/overseas component/designated representative will request the OTO rates from HQMTMC and will notify the applicable destination PPSOS who will be responsible for issuing the documentation for onward movement of these shipments (see paragraph 10007.i.).

(4) Notify the applicable MTMC area command, overseas component, or designated representative of any problem areas.

(5) Upon completing issuance of documentation, provide HQMTMC a listing of all shipments terminated/retendered, to include any documents requested, using the format outlined in paragraph 10007.j. This data must be provided to HQMTMC as soon as possible after completion so that HQMTMC can notify GSA to take set off action for the excess costs expended to complete movement.

e. **PROCEDURES.** All personal property offices, upon receipt of notification from HQMTMC to terminate shipments, should immediately inspect all local agent facilities in their area of responsibility to identify shipments of the carrier (i.e., at origin, a point enroute, or at destination) and take responsibility for the termination and arrangement of alternate transportation to final destination in accordance with the following instructions:

f. **Shipments Still at Origin.**

(1) Shipments that have been booked but PPGBL has not been issued--rebook with another qualified carrier.

(2) Shipments that have been booked, PPGBL issued, but no origin services have been performed--rebook with another qualified carrier. Cancel the original PPGBL and issue a new PPGBL. Advise member of the change in carrier, if possible.
(3) PPGBL issued, shipment picked up by and still at the origin agent’s facility--rebook shipment with another qualified carrier represented by the same agent, if cost effective. Cancel the original PPGBL by issuing a GBL Correction Notice, (SF 1200). State in remarks block, "PPGBL cancelled due to (i.e., nonuse, disqualification, etc.) of (name of carrier)." Issue a new PPGBL to the new carrier. Cross reference the old and new PPGBLs and carrier names on both the GBL Correction Notice and the new PPGBL. State in the Remarks Section (block 25) of the new PPGBL, "HHG containers which are the property of (name of carrier) will be made available to (name of carrier) agent at destination upon delivery of the shipment.” Advise member of the change in carrier, if possible.

(4) PPGBL issued, shipment picked up by and still at the origin facility--rebook shipment with another qualified carrier represented by the same agent, if cost effective. If the origin agent represents no other cost effective carrier--rebook with another qualified carrier using the following instructions. Advise member of the change in carrier if possible.

(a) Army, Air Force and Navy Shipments:

1. If the origin agent has a SCAC and has the original PPGBL, issue a GBL Correction Notice (SF 1200) to change the name of the carrier to that of the agent and to terminate the PPGBL. State in remarks block "PPGBL terminated at origin due to (i.e., nonuse, disqualification, etc.) of (name of carrier)" and "Origin agent can bill for origin services on this PPGBL." The agent should submit billing on a public voucher (SF 1113) to the appropriate finance center with the original PPGBL, GBL Correction Notice and DD Form 619 certified by the PPSO. Issue a new PPGBL to a new carrier. Cross reference the old and new PPGBLs and carrier names on both the GBL Correction Notice and new PPGBL. State in the remarks section of the new PPGBL, "HHG containers which are the property of (name of carrier) will be made available to (name of carrier) agent at destination upon delivery of the shipment,” and also state, “Onward movement of frustrated shipment due to the (i.e., nonuse, disqualification, etc.) of (name of carrier).” For ITGBL shipments moving under single factor rates, show the SFR reduction for non-performance of packing as applicable, i.e., "ITGBL Rate Solicitation number (state applicable number) applies. (§ ) per (net or gross) cwt reduction to SFR." For domestic shipments already packed state on new PPGBL "No packing services performed. Carrier can bill for line haul and services certified by PPSO.'

2. If the origin agent does not have the original PPGBL or has not been assigned a SCAC, issue a GBL Correction Notice to cancel the original PPGBL. State in remarks block: “PPGBL cancelled due to (i.e., nonuse, disqualification, etc.) of (name of carrier).” Issue a new PPGBL to a new carrier. Cross reference the old and new PPGBLs and carrier names on both the GBL Correction Notice and new PPGBL. State in Remarks Section (block 25): "Onward movement of frustrated shipment due to the (i.e., nonuse, disqualification) of (name of carrier)," and "HHG containers which are the
property of (name of carrier) will be made available to (name of carrier) agent at destination upon delivery of the shipment.” For ITGBL shipments moving under single factor rates, show the SFR reduction for nonperformance of packing as applicable, i.e., “ITGBL Rate Solicitation number [state applicable number] applies, ($ ) per (net or gross) cwt reduction to SFR.” For domestic shipments already packed state on new PPGBL “No packing services performed. Carrier can bill for line haul and services certified by PPSO.” Pay the origin agent for services performed under a local purchase order or blanket purchase agreement.

(b) Marine Corps Shipments only: Issue a GBL Correction Notice to cancel the original PPGBL. State in remarks block: “PPGBL cancelled due to (i.e., nonuse, disqualification) of (name of carrier).” Issue a new PPGBL to a new carrier. Cross reference the old and new PPGBLs and carrier names on both the GBL correction notice and new PPGBL. State in Remarks Section (block 25) of the new PPGBL: “Onward movement of frustrated shipment due to the (i.e., nonuse, disqualification) of (name of carrier)” and "HHG containers which are the property of (name of carrier) will be made available to (name of carrier) agent at destination upon delivery of the shipment.” For ITGBL shipments moving under single factor rates, show the SFR reduction for nonperformance of packing as applicable, i.e., “ITGBL Rate Solicitation number [state applicable number] applies. ($ ) per (net or gross) cwt reduction to SFR.” For domestic shipments already packed state on new PPGBL “No packing services performed. Carrier can bill for line haul and services certified by PPSO.” The origin agent should submit an invoice for services performed to the origin PPSO 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, copy of GBL Correction Notice and cancelled PPGBL.

g. Shipments at Destination.

(1) Shipments at the Destination Agent's Facility. Terminate at destination by issuing a GBL Correction Notice (SF 1200) effective the date shipment was received by the destination agent. State in the remarks section, "PPGBL terminated at destination agent due to the (i.e., nonuse, disqualification, etc.) of (name of carrier).” ITGBL shipments moving under single factor rates that include unpacking, show SFR reduction for nonperformance of unpacking as applicable, i.e., "ITGBL Rate Solicitation number [state applicable number] applies. ($ ) per (net or gross) cwt reduction to SFR." HHG containers which are the property of (name of carrier) will be made available to the (name of carrier) agent upon delivery of the shipment.” Use the DPM contractor for all further services or pay the destination agent for services performed as follows:

(a) Army, Air Force, and Navy: Pay the destination agent on a local purchase order or blanket purchase agreement.
(b) Marine Corps: Destination agent should submit an invoice for services performed to the destination PPSO 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 1299, orders, DD 619, GBL Correction Notice and terminated PPGBL.

(2) Shipments being held by a line haul/flatbed/motor freight carrier at destination for payment of line-haul charges. Handle as follows:

(a) The destination PPSO will terminate the original PPGBL at the point where the delivering line haul carrier picked up the shipment, (i.e., destination port) by issuing a GBL Correction Notice (SF 1200). State in the remarks section, "PPGBL terminated at (state point where shipment was terminated) due to the (i.e., nonuse, disqualification, etc.) of (name of carrier)." "(name of carrier) can bill for services performed to (state point where shipment was terminated)." Issue a new PPGBL to the line haul carrier that moved the shipment to destination showing the origin (block 19) as the point where the line haul carrier picked up the shipment, and Consignee (block 18) as the DPM contractor at destination. State in the Remarks block (block 25) of the new PPGBL, "Onward movement of frustrated shipment due to (i.e., nonuse, disqualification, etc.) of (name of carrier)," and "HHG containers which are the property of (name of carrier) will be made available to (name of carrier) agent at destination upon delivery of the shipment." Cross reference the old and new PPGBLs and carrier names on both the GBL Correction Notice and new PPGBL.

h. Intermediate Locations.

(1) Shipments on hand at intermediate locations. The PPSO responsible for the area where the property is located (to include shipments at origin or destination port or port agent facilities) should terminate the shipment by issuing a GBL Correction Notice, SF 1200, effective the date shipment was received. State in remarks section, "PPGBL terminated at (state point where shipment was terminated) due to the (i.e., nonuse, disqualification, etc.) of (name of carrier)." "(Name of carrier) can bill for services performed to (state termination Point)." Issue a new PPGBL 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 domestic shipment. Issue a new PPGBL to the new carrier to final destination showing origin (block 19) as the point where the shipment is located. Cross reference the old and new PPGBL and carrier names on both the GBL correction notice and new PPGBL. State in Remarks Section (block 25) of the new PPGBL, "Onward movement of frustrated shipment due to (i.e., nonuse, disqualification, etc.) of (name of carrier)," and, when applicable, "HHG containers which are the property of (name of carrier) will be made available to (name of carrier) agent at destination upon delivery of the shipment." If shipment is moved as a Code 2 shipment, state in the Remarks Section (block 25)' "No packing services
performed. Carrier can bill for line haul and services certified by PPSO. Code 2 carrier must obtain new weight tickets. “If shipment is being held by the port agent for payment of port services, arrange for payment to the port agent by local purchase order or if moving via Code 2, a DD Form 619 as applicable. For overseas DPM 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 shipment to a new ITGBL carrier with cost favorable rates from the termination point. In remarks section show the SFR reduction for non-performance of packing as applicable, i.e., "ITGBL Rate Solicitation number (state applicable number) applies. ($ ) per (net or gross) cwt reduction to SFR." The new carrier must obtain new weight tickets. State in Remarks Section (block 25) of the new PPGBL, “Onward movement of frustrated shipment due to (i.e., nonuse, disqualification, etc.) of (name of carrier),” and if applicable, "HHG containers which are the property of (name of carrier) will be made available to (name of carrier) agent at destination upon delivery of the shipment.” Cross reference the old and new PPGBL and carrier names on both the GBL Correction Notice and new PPGBL.

(2) **Shipments being held by line-haul/flatbed/motor freight carriers at origin port for payment of line haul charges.** Handle as follows:

(a) The PPSO/port who receives information that shipment is being held at the port will notify the origin PPSO who will terminate the original PPGBL at the origin agent’s warehouse by issuing a GBL Correction Notice, SF 1200. State in the remarks section, “PPGBL terminated at (name of origin agent) due to the (i.e., nonuse, disqualification, etc.) of (name of carrier).” (name of carrier) can bill for origin services only in accordance with item ( ) of ITGBL Rate Solicitation number (state applicable number)."

(b) Origin PPSO will issue a new PPGBL to a new carrier from origin agent’s warehouse to final destination. Advise new carrier that shipment is being held by line haul/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 line haul charges to the port and arrange onward movement to final destination. PPGBL Remarks Section (block 25) should show SFR reduction for non-performance of packing as applicable, i.e., "ITGBL Rate Solicitation number (state applicable number) applies. ($ ) per (net or gross) cwt reduction to SFR." Also state in Remarks Section, "HHG containers which are the property of (name of carrier) will be made available to (name of carrier) agent at destination upon delivery of the shipment,” and “Onward movement of frustrated shipment due to (i.e., nonuse, disqualification, etc.) of (name of carrier).” Cross reference the old and new PPGBLs and carrier names on both the GBL Correction Notice and new PPGBL. New carrier must obtain new weight tickets.
(c) Domestic shipments abandoned/frustrated at a point enroute to final destination. The PPSO responsible for the area where the shipment is frustrated will terminate the original PPGBL at the point where the shipment is located by issuing a GBL Correction Notice (SF 1200). State in remarks section: "PPGBL terminated at (show point where shipment is located) due to (i.e., nonuse, disqualification, etc.) of (name of carrier)." 

(name of carrier) can bill for services to (show point where shipment is located)." Issue a new PPGBL to a new carrier for movement to final destination showing the origin as the point where shipment is presently located and state in the Remarks Section (block 25), "Onward movement of frustrated shipment due to (i.e., nonuse, disqualification, etc.) of (name of carrier)." For Code 2 (containerized) shipments, state in remarks section, "HHG containers which are the property of (name of carrier) will be made available to (name of carrier) agent at destination upon delivery of the shipment," and "No packing services performed. Carrier can bill for line haul and services certified by PPSO." Cross reference the old and new PPGBLS and carrier names on both the GBL correction notice and new PPGBL. The carrier must obtain new weight tickets.

(3) Domestic shipments moving by an alternate carrier for (name of carrier) that become frustrated enroute. The PPSO receiving information that a shipment is being held will notify the origin PPSO who will cancel the original PPGBL at origin by issuing a GBL Correction Notice. State in remarks block "PPGBL cancelled due to (i.e., nonuse, disqualification, etc.) of (name of carrier)." Issue a new PPGBL to the alternate carrier from origin to final destination. Cross reference the old and new PPGBLs on both the GBL Correction Notice and new PPGBL. If alternate carrier does not have rates on file, move under the carrier’s commercial tariff. The new carrier must obtain new weight tickets.

(4) Domestic shipments moving by an interline carrier that become frustrated enroute. The PPSO responsible for the area where the shipment is frustrated will terminate the original PPGBL at the point where the interline carrier received shipment by issuing a GBL Correction Notice. State in remarks section, "PPGBL terminated at (show point where shipment was interlined) due to the (i.e., nonuse, disqualification, etc.) of (name of carrier)." "(name of carrier) can bill for services to (show point where shipment was interlined)." Issue a new PPGBL to the interline carrier showing the origin as the point where the shipment was interlined. State in Remarks Section (block 25), "Onward movement of frustrated shipment due to (i.e., nonuse, disqualification, etc.) of (name of carrier)." For Code 2 (containerized) shipments, state in Remarks Section, "HHG containers which are the property of (name of carrier) will be made available to (name of carrier) agent at destination upon delivery of the shipment", and "No packing services performed. Carrier can bill for line haul and services certified by PPSO." Cross reference the old and new PPGBLS and carrier names on both the GBL Correction Notice and new PPGBL. If interline carrier does not have rates on file, move under the interline carrier’s commercial tariff. The new carrier must obtain new weight tickets.

10-28
(5) Domestic mobile home or boat towaway shipments will be handled in accordance with the "Termination of Service" item in the Mobile Home Solicitation.

i. Shipments Detained by Ocean Carriers for Nonpayment of Ocean Charges...

(1) Unless otherwise directed by HQMTMC-PP, the MTMC area commands/overseas components/designated representatives will ascertain those shipments being held at the ports in their area of responsibility for nonpayment of ocean charges and will notify HQMTMC-PP-CI to solicit OTO rates. Coordination with HQMTMC-PP-CI may be necessary to determine whether port solicitations or individual shipment OTOS are required. Request for individual OTOS must include the member's name/rank/SSN, code of service, PPGBL, RDD, origin port, present location of shipment, pieces/weight/cube, ocean carrier/vessel/voyage number, ocean bill of lading (OBL) number, container number, final destination, and responsible destination PPSO.

(2) HQMTMC-PP-CI will solicit competitive OTO rates by individual ports (see Figure 10-3) 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, etc.) and complete movement to final destination.

(3) When the OTO bids have been processed, HQMTMC will provide the applicable destination PPSOS, MTMC area commands/overseas components/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 applicable rate information will be provided.

(4) Each destination PPSO that has shipments in this category will be responsible for issuing all documentation for shipments destined to their activity. If the solicitation is by port, the cognizant MTMC area command/overseas component/designated representative will provide the responsible destination PPSOS a list of all shipments being held at various ports that are destined to their activity. The list will include the member's name, PPGBL number, origin port, and present location of shipment. Upon receipt of this information, each destination PPSO will be responsible for issuing the following documents to complete movement of these shipments.

(a) Issue a GBL Correction Notice (SF 1200) to terminate the original PPGBL at the origin port. State in Remarks Section "PPGBL terminated at (name of origin port) due to the (i.e., nonuse, disqualification, etc.) of (name of carrier)." "(name of carrier) can bill for services to the origin port only in accordance with items ( ) of ITGBL Rate Solicitation number (state applicable number)."
(b) Issue a new PPGBL to the OTO carrier. Cross reference the old and new PPGBLs and carrier names on both the GBL Correction Notice and new PPGBL. In the "From" block (block 19) of the new PPGBL show the name of the origin port where original PPGBL was terminated and state in the Remarks Section (block 25) the current location of the shipment (i.e., Port of Baltimore). In "Consignee" block (block 18) show the final destination of the shipment. State in "Remarks" Section, (block 25) "HHG containers which are the property of (name of carrier) will be made available to (name of carrier) agent upon delivery of shipment" and "Onward movement of frustrated shipment due to (i.e., nonuse, disqualification, etc.) of (name of carrier)." In "Tariff or Special Rate Authorities' Section (block 31) show the OTO tender number and OTO rate. If 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 HQMTMC (MTPP-CI). OTO carrier must obtain new weight tickets. For pickup date, use date PPGBL was issued. Establish RDD based on the pickup date, plus 5 days.

j. **Recoupment of Excess Funds Expended by DOD to Complete Movement.**

(1) All PPSOs, immediately upon completion of retendering all frustrated shipments detailed in paragraphs 10007.e. through 10007.i. above, must forward to Headquarters, MTMC, ATTN: MTPP-QO, a list of all shipments retendered by their activity using the following format:

- Member’s last name, first name, MI, rank, SSN, branch of service
- Original PPGBL number
- Name of new carrier
- New carrier’s PPGBL number
- 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 Headquarters, MTMC, MTPP-QO.

(2) HQMTMC will consolidate the data and forward to GSA for their use in the audit of these shipments to recoup excess funds expended by the DOD to complete movement of these shipments. It is imperative that the data be provided immediately after the shipments have been retendered and documentation issued so that GSA can be alerted and actions taken against the carrier involved.

(3) HQMTMC will request GSA provide the result of recoupment actions taken against carrier for forwarding to the military services involved.
JOINT STATEMENT OF LOSS OR DAMAGE AT DELIVERY

Privacy Act Statement


PRINCIPAL PURPOSE(S): The information requested is used in the settlement of claims for loss, damage or destruction of personal property or recovery from liable third parties.

ROUTINE USE(S): The information requested may be used in evaluating claims.

DISCLOSURE: Voluntary; however, failure to supply the requested information or to execute the form may delay or otherwise hinder the payment of your claim.

GENERAL INSTRUCTIONS: The carrier's/contractor's representative will complete and sign DD Form 1840 and obtain the signature of the member or member's agent. The member or member's agent will not, under any circumstances, sign blank or partially completed DD Form 1840. Three completed copies of DD Form 1840 and blank DD Form 1840R will be provided the member or member's agent by the carrier's/contractor's representative for each claim. If no loss or damage is involved, write "NONE in description column.

SECTION A - GENERAL (To be completed jointly by member and carrier/contractor)

1. NAME OF OWNER (Last, First, Middle Initial)
2. SOCIAL SECURITY no.
3. RANK OR GRADE
4. NET WT OF SHIPMENT

5. ORIGIN OF SHIPMENT (City and State/County)
6. DESTINATION OF SHIPMENT (City and State/County)

7. PICKUP DATE
8. PICKUP DATE
9. NAME AND ADDRESS OF CARRIER/CONTRACTOR

10. CODE OF SERVICE
11. SCAC
12. CARRIER/CONTRACT REP. NO.

SECTION B - RECORD OF LOSS OR DAMAGE (To be completed jointly by member and carrier/contractor's representative)

13. Notice is hereby given to the carrier/contractor to whom this statement is surrendered that the shipment was received in condition as shown below and the claim, if any, will be made for such loss or damage indicated subject to further inspection and notification to the claims office within 70 days by DO Form 1648 found on the reverse side hereof. THE VALUE INDICATED IN BLOCK 14C IS TO BE USED FOR QUALITY CONTROL ONLY.

Inv. No. b. Name of item c. Description of loss or damage (if missing, so indicate)

14. ACKNOWLEDGMENT BY MEMBER OR AGENT (X and complete as applicable and sign below)
   a. I received my property in apparently good condition except as indicated above. A continuation sheet
      was [ ] was not [ ] used
   b. Unpacking and removal of packing material, boxes, cartons, and
      other debris [ ] is [ ] is not waived
   c. I estimate the amount of my loss and/or damage at

   d. I have received three copies of this form. I understand that I have 70 days to list any further loss and/or damages on the back of this form and give this to the nearest claims office, and that failure to do so may result in my being paid a smaller amount on a claim.

   e. Telephone number
   f. Date Signed
   g. Signature
   h. Storage in transit
   i. Date Signed

DD Form 1840, JAN 88

(figure 10-1)
NOTICE OF LOSS OR DAMAGE

INSTRUCTIONS TO MEMBER: You have up to 70 days to respect your property and note all loss or damage. Should you find any loss or damage not reported on DO Form 1840 at the time of delivery, complete Section A below. Use only ball-point pen or typewriter. THE COMPLETED FORM MUST BE DELIVERED TO YOUR LOCAL CLAIMS OFFICE NOT LATER THAN 70 DAYS FROM DATE OF DELIVERY. FAILURE TO DO SO MAY RESULT IN A REDUCTION OF THE AMOUNT PAYABLE ON YOUR CLAIM. Keep a copy of this form for your records, receipted and dated by the claims office. If more than one page is needed, please number the pages.

SECTION A. (To be completed by member)

I. STATEMENT OF PROPERTY LOSS OR DAMAGE: You are hereby notified of the loss or damage in the following shipment of personal property.

<table>
<thead>
<tr>
<th>Description of Property</th>
<th>Quantity</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

II. LIST OF PROPERTY LOSS / DAMAGE (NOTE: Tracer action is requested for items listed as missing).

<table>
<thead>
<tr>
<th>Inv. No.</th>
<th>Name of Item</th>
<th>Description of Loss or Damage (If missing, to indicate)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

SECTION B. (To be completed by claims office)

TO (Home Office of Carrier/Contractor)

1. Name and Address (Street Address, City, State, and ZIP Code)

TO (Home Office of Carrier/Contractor)

b. Date of Dispatch

1. YOUR REPRESENTATIVE MAY CONTACT THIS CLAIMS OFFICE FOR ASSISTANCE

| Name and Address of Claims Officer |

| Signature |

| Date Signed |

|R. Telephone Number |

(figure 10-1 con't)

10-32
GOVERNMENT INSPECTION REPORT

NAME OF PROPERTY OWNER

DESTINATION ADDRESS (Street, City, State and ZIP Code)

CODE OF SHIPMENT

PROPERTY SHIPPED

FROM: (Include ZIP Code)

TO: (Include ZIP Code)

DATE OF DELIVERY TO OWNER

T OF SHIPMENT

NO. OF PIECES

SL NUMBER

INVOICE NO.

CONTRACT NUMBER

NAME AND ADDRESS OF GOVERNMENT BILL OF LADING CARRIER (Include ZIP Code)

NAME AND ADDRESS OF WAREHOUSE (If shipment from non-temporal or warehouse) (Include ZIP Code)

NAME AND ADDRESS OF DELIVERING CARRIER (If not agent of Government) (Include ZIP Code)

DISCREPANCIES NOTED BY INSPECTOR

(Use supplemental sheets if necessary)

CARRIER'S INV. NUMBER (Carson No.), if packed from

ARTICLE

DESCRIBE LOCATION, NATURE AND EXTENT OF NEW DAMAGE AND APPARENT CAUSE OF DAMAGE (State "MISSING" if applicable)

WEIGHT (Lbs) OF ARTICLE OR CARTON IF PACKED ITEM

(figure 10-2)
(figure 10-2 con't)
OTO Port Solicitations

**CONUS**

Baltimore, MD  
Charleston, SC  
Houston, TX  
**Jacksonville, FL**  
Los Angeles, CA  
(includes Long Beach)  
Miami, FL  
New Orleans, LA  
New York, NY  
Norfolk, VA  
San Francisco, CA  
(includes Oakland)  
Savannah, GA  
Seattle, WA  
Toledo, OH

**OVERSEAS**

Agana, GQ  
Algeciras, SP  
Balboa, PN  
Bremerhaven, GE  
Cadiz, SP  
Catania, IT  
Cristobol, PN  
Felixstowe, UK  
Glasgow, SCOT  
Greenock, SCOT  
Holy Loch, SCOT  
Honolulu, HI  
Inchon, KS  
Iraklion, CR  
Iskenderun, TU  
Istanbul, TU  
Izmir, TU  
La Maddalena, IT  
Leghorn, IT  
Manila, RP  
Naha, OK  
Naples, IT  
Piraeus, GR  
Pusan, KS  
Rota, SP  
Rotterdam, NL  
San Juan, RQ  
Yokohama, JA  
Yokosuka, JA

(Figure 10-3)