

TRANSPORTATION OF PERSONAL PROPERTY

NAVSUP PUBLICATION 490

REVISION 5

**NAVY DEPARTMENT
NAVAL SUPPLY SYSTEMS COMMAND
Mechanicsburg, PA 17055-0791, 8 December 2009**

The instructions herein are issued for the information and guidance of all persons providing personal property transportation services for Navy-sponsored shipments.

This publication supersedes the Naval Supply Systems Command Publication 490, Revision 4 of 13 January 2009.

Revision 5 of NAVSUP PUB 490 has been reviewed by the Per Diem, Travel and Transportation Allowance Committee in accordance with DoDD 5154.29, dated 9 March 1993, as PDTATAC Case RR091002.



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Changes to NAVSUP Pub 490 Revision 4

Change	Topic	PDTATAC Approval
★ ¹ 1 Effective 1 Jan 06	Revision to N5320-D 7 ...Utility trailers are now defined as HHG so authorized utility trailers can now be shipped as HHG.	Case RR051219 signed 20 Dec 2005
★ ² 2 Effective 26 June 07	N1007 LINKS TO SERVICE IMPLEMENTING GUIDELINES AND THE JFTR/JTR, B. Army - Army Regulation 55-71 - Cancelled. New POCs provided	Case RR070317 signed 30 May 2007
	N2003 Quality Assurance Inspections – Modified paragraph A and added paragraph B WRT Customer Satisfaction Surveys	
	N2008 – Added Emergency Preparedness paragraph	
	N3000 - Realigned Accounting Code example	
	N3002 – Electronic Billing Accounting Entry for Personal Property Shipments	
	N4765 – Changed SECNAVINST 4650.19 to OPNAVINST 4650.17	
	N4770.B – Modified statement on eligibility for BAH by members who deploy TDY to operational areas & don't occupy Gov't housing.	
	N5320.D1 - Added paragraphs a, b, c	
	N5320 D5 a – Modified existing paragraph	
	N5340.A - Added mailing address, email address and FAX number to Business Support Department, FISCN HHG Audit Team Division (HHG-AT) for submitting shipping documentation	
	N5350 E 1 f – PPSO Provided written statement of support/non-support of member's request for increased packing	
	N5350 F SECNAVINST 4650.19 changed to OPNAVINST 4650.17	
	N5445 C – Updated information on Opportune Lift	
	C5175 - Changed 'HHG-AT' to 'responsible order issuing activity/authority'	
	Appendix C – Changed to OPNAV Instruction 4650.17 Unusually Arduous Sea Duty	
★ ³ 3 Effective 13 Jan 2009	N1007 B – Army – Army Regulation 55-71 new POCs updated	
	N2006 - Retention of Personal Property Records	
	N5320.D.3.d – HHG, PBP&E and/or required medical equipment are added together to determine the GCC as if it moved in one lot	
	N5320.D.5.a through g - Government Constructed Costs	
	N5320.D.10.c & d – the words "monetary incentive" added	
	N5360 – Limits extension of shipping entitlement to a maximum of 360 days.	
	N5365.B.1-3 – Modified steps regarding the requests for entitlement extensions.	
	N5375.A - Reinforce compliance with JFTR paragraph U5375.B.3	
	Chapter 7 – Loss and Damage or Inconvenience Claims – Major rewrite of N7000 and N7001 due to implementation of FRV.	
	Part III Smart Web Move Procedures – guidelines on removing SWM VO users when access no longer needed	
	Appendix A – Replaced sample letter regarding Medical Extensions (figure 3) with a sample letter about Other Deserving Case extensions.	
	Appendix B – the following acronyms -Full Replacement Value (FRV), In Accordance With (IAW), In Concurrence With (ICW), Single Factor Rate (SFR)	

INTRODUCTION TO TRANSPORTATION OF PERSONAL PROPERTY

PURPOSE

Transportation of Personal Property is governed by the Naval Supply Systems Command (NAVSUP) Publication 490 (NAVSUP PUB 490). It is intended to clarify and standardize the procedures for transportation of Navy personal property. This publication supplements the allowance provisions of the Joint Federal Travel Regulations, Volume 1 (JFTR), Joint Travel Regulations, Volume 2 (JTR) and provides policy guidance on the movement and storage of personal property.

AUTHORIZATION

The publication is issued for the information and guidance of all persons in the naval establishment under the authority of Article 1202, Navy Regulations. The Commander, Naval Supply Systems Command (COMNAVSUPSYSCOM) may authorize, in writing, deviations from the instructions contained in this publication, provided the matter concerned is entirely under the cognizance of NAVSUP Code 53.

PARAGRAPH NUMBER SYSTEM

The five-digit paragraph number and its subparagraph designation may be broken down as follows:

Paragraph Number N3005.C-1b (1) -- ["N" indicates Pub 490 paragraph]
Chapter 3
Paragraph 005
Subparagraphs C-1b (1)

Part I and Part II, Chapters 4 and 5 paragraphs of the NAVSUP 490 have been numbered in the same sequential order as JFTR, Chapters 4 and 5 and JTR, Chapter 5. The numeric part of the five-digit paragraph number in the NAVSUP 490 is the same as the paragraph number of the JFTR, Chapters 4 and 5 and JTR, Chapter 5. For example: Paragraph N5365 of the 490 references JFTR, par. U5365, subparagraphs may be different. However, when applicable all NAVSUP Publication paragraphs reference the applicable JFTR or JTR paragraph.

Reference to this publication in correspondence, message, etc., is shown in the following manner:

NAVSUP PUB 490, par. N3005
NAVSUP PUB 490, par. N3005-C1b (1)
NAVSUP PUB 490, pars. N3005 - N3006

PAGE NUMBERS

The Introduction and Table of Content pages are numbered in sequence with Roman numerals starting with “i”. Pages starting with chapter one are numbered in sequence with Arabic numerals by chapter and page within the chapter, starting with 1-1.

TABLE OF CONTENTS

The organization of this publication makes it possible to locate desired information by referring to the Table of Contents in the front of the publication to determine general location and using the ‘hot links’ to go directly to specific references.

CHANGES

A star ★ on the left margin of the page indicates new or revised material. Specific words added or changed are indicated by italicized type.

Users are requested to make frequent checks for currency of this publication and also are encouraged to submit recommendations for improvement, additions, or deletions to the Deputy Commander, Navy Family Support (SUP 05), Naval Supply Systems Command, 5450 Carlisle Pike, PO Box 2050, Mechanicsburg, PA 17055-0791 (NAVSUP Code 53).

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ILLUSTRATIONS

The purpose of the illustrations in this publication is to show by means of filled-in forms the principles and procedures explained in the text. The illustrations do not necessarily show current names, dates, and figures. These details are included so that the principles outlined in the written instruction may be delineated.

JFTR AND JTR REFERENCES

References within this publication to JFTR, Volume 1 paragraphs are indicated by an upper case "U" preceding the paragraph number. Upper case "C" indicates JTR, Volume 2 paragraphs.

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- ★ CHAPTER 8 OF NAVSUP PUB 490 Revision 3 HAS BEEN DELETED. PLEASE REFER TO PART II of this publication.

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Part III - Smart Web Move Procedures**A. SWM ADMINISTRATIVE FUNCTIONS****B. SWM COUNSELING FUNCTIONS****APPENDIX A**

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2. Naval Supply Systems Command (NAVSUP) Personal Property Division (CODE 53)
3. Commander, Fleet Industrial Supply Centers (COMFISCS) Personal Property Section
4. Commander, Fleet Industrial Supply Centers (FISCS) Personal Property Office Transportation Officers
5. Personal Property Offices and Activities below the FISC level
6. Household Goods Audit Division

E. COMMAND and CONTROL RELATIONSHIPS

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2. FISC JPPSO, CPPSO and PPSO offices
3. Supplemental guidance

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2. COMFISCS Code 40
3. FISC JPPSO/CPPSO/PPSO Transportation Officers
4. PPSO/PPO Offices

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A. PURPOSE

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2. Payments
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4. Unsettled Advance Payments
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Part I - JFTR References Volume 1**CHAPTER 1
AUTHORITY AND DEFINITIONS****N1000 STATUTORY AUTHORITY**

Title 37 U.S. Code contains the basic substantive authority for the transportation of HHG and mobile homes of military personnel. Title 10 U.S. Code contains the basic substantive authority for the transportation of privately owned vehicles of military personnel.

N1001 REGULATORY AUTHORITY

The statutory regulatory authority for shipment and storage of personal property for military members is contained in the JFTR, Volume 1, joint publication for all uniformed services. This publication contains Navy administrative instructions, which implement the basic regulations. These implementing instructions are keyed to the pertinent paragraph numbers in the JFTR.

N1002 CLARIFICATION OR WAIVER OF REGULATIONS

The provisions of the JFTR, Volume 1 and the administrative instructions contained herein are intended to encompass all contingencies and circumstances in connection with transportation of personal property at Government expense. The provisions of the JFTR and JTR have the force and effect of law and may not be waived. COMNAVSUPSYSCOM may authorize or approve shipments of personal property for Navy military personnel only in those cases when specific authority or authorization for such approval is contained in the JFTR.

N1003 NAVSUP AUTHORITY

- ★ *COMNAVSUPSYSCOM*, is the designated representative of the Secretary of the Navy for the purpose of authorizing or approving shipments of personal property made at activities providing personal property transportation services for Navy personnel under the provision of the JFTR, Volume 1. Requests for authorizations or approvals for specific situations shown below and those stated in the applicable paragraphs of this publication must be referred to the Commander, Naval Supply Systems Command,
- ★ *Navy Family Support* (NAVSUP Code 53), 5450 Carlisle Pike, PO Box 2050, Mechanicsburg, PA 17055-0791.
- ★ **A.** Final *Navy* determination of all appeals from Navy members initiated from denials by *Business Support Department, FISCN HHG Audit Team Division, (Code 302) 1968 Gilbert Street, STE 600 Norfolk, VA 23511-3392 (HHG-AT)* and Personal Property Transportation Officers (PPTO).

B. Authorization for increase of packing allowances JFTR, par. U5335-F.

N1004 AUTHORITY OF THE PPTO OF EACH ACTIVITY PROVIDING PERSONAL PROPERTY SERVICES

COMNAVSUPSYSCOM hereby delegates authority for PPTOs to authorize or approve requests for shipment and/or storage of personal property for Navy personnel under the specific conditions stated in the applicable paragraphs of this publication.

★ **N1005 AUTHORITY OF (FISC) NORFOLK BUSINESS SUPPORT DEPARTMENT CODE 302 (ACR)**

COMNAVSUPSYSCOM hereby delegates authority for FISC Norfolk Business Support Department Code 302 (ACR) (HHG-AT) to:

A. Receive and adjudicate final settlement of Navy PPMs. Initiate collection of excess costs by pay account checkage or other appropriate actions.

B. Determine and initiate collection via Defense Finance Accounting Service (DFAS) of excess costs for packing, crating, hauling, storing, unpacking, uncrating, and/or transporting personal property.

★ C. *Maintain the PPM Calculator web site located at:*
http://hhg.navtrans.navy.mil/pptacalc/calc_main.html.

D. Operate the Navy's HHG Entitlement Helpline at 1-800-444-7789, COMM 757-443-3791, DSN 312-646-3791 or email: nvtrnshhghelpline@navy.mil. Interpret, clarify and apply HHG, mobile home, boat and POV allowance guidance to PPSOs and Navy members calling the HHG Help-line for assistance.

E. Authorization for the use of constructed weights. See this publication, par. N5320-D3b.

N1006 DEFINITIONS NOT DEFINED IN JFTR Appendices A

EFFECTIVE DATE OF HOMEPORT CHANGE. The effective date for a homeport change is the effective date specified in the Chief of Naval Operations message, changing the homeport of a ship, ship-based staff, or other afloat-based mobile units.

TURNED OVER TO A PPSO. Turned over to a PPSO within the prescribed period is accomplished when any PPSO receives a request (letter or DD Form 1299) for shipment or storage on or before 2400 hours of the last calendar day of the specified time limit. Although physical shipment arrangements are not accomplished within the

time limit, the property must be available for shipment or storage concurrently with the member's request. Actual shipment must be on the first date the PPSO responsible for the area in which the pickup originates can complete pickup and shipment arrangements.

DUTY UNDER INSTRUCTION (DUINS). Terminology that may appear in Navy Orders ... When the course(s) of instruction is 20 or more weeks at one location.

TEMPORARY DUTY UNDER INSTRUCTION (TEM DUINS). Terminology that may appear in Navy Orders ... When the course(s) of instruction is less than 20 weeks at one location.

★ **N1007 LINKS TO SERVICE IMPLEMENTING GUIDELINES AND THE JFTR/JTR**

A. *Air Force*

1. *Air Force Supplement/Joint Federal Travel Regulations Volume 1/Joint Travel Regulations Volume 2, 1 April 2002* http://www.e-publishing.af.mil/pubfiles/af/jtf/jftrv1-jtrv2_afsup1/jftrv1-jtrv2_afsup1.pdf

2. *Joint Federal Travel Regulations, Volume 1/And Joint Travel Regulations, Volume 2/Air Force Supplement 1, 4 May 2004* http://www.e-publishing.af.mil/pubfiles/aetc/jtr/jftrv1-jtrv2_afsup1_aetcsup1/jftrv1-jtrv2_afsup1_aetcsup1.pdf

★² B. *Army - Army Regulation 55-71 - Cancelled. Please use the following contacts:*

★³ Northeast Region (NERO):

NORTHEAST REGION

CT DE DC ME MD MA NH NJ NY PA RI VT VA WV

Roy Shaw roy.shaw@us.army.mil (757) 788-5162 DSN 680
Susan Allen susan.allen@us.army.mil (757) 788-3553 DSN 680

SOUTHEAST REGION

AL FL GA KY MS NC SC TN PUERTO RICO VIRGIN ISL

Patrick Dewey dewey.patrick@us.army.mil (404) 464-0795 DSN
(312) 367
Patricia Lehman (contr) patricia.lehman@us.army.mil (404) 464-1268 DSN
(312) 367

WEST REGION

CO ID IL IN IA KS MI MN MO MT NE ND OH OR SD UT WA WI WY

AZ AR CA LA NV NM OK TX

Gerard M. Sovie gerard.sovie@us.army.mil (210) 295-2298 DSN (312)
421

Jon Low jon.low@us.army.mil (210) 295-2695 DSN
(312) 421

PACIFIC REGION (Includes HI and AK)

Mary Shibao mary.shibao@us.army.mil (808) 438-1689 DSN 315 438

KOREA

Robert E. Arnold, Jr. robert.arnoldjr@us.army.mil DSN (315) 723-
7170

Ronald J. Jakovac ronald.jakovac@korea.army.mil DSN (315) 723-7253

EUROPE

Jeffrey R. Schott jeffrey.schott@eur.army.mil DSN (314) 370-8398

Army Headquarters G-4:

Jeanette McCants

DSN: 312-224-1031 DSN Fax: 312- 224-6013

Commercial: 703-614-1031 (Fax) 703-614-6013

E-Mail: jeanette.mccants@us.army.mil

C. *Commandant Instruction M4050.6, Coast Guard Personal Property Transportation*
1 Jan 1994 http://www.uscg.mil/ccs/cit/cim/directives/CIM/CIM_4050_6.pdf

D. *Marine Corps Personal Property Transportation Manual (Short Title:*
PERSPROPMAN) 12 July 95
[http://www.usmc.mil/directiv.nsf/0dce83e13c9c8aa685256c0c0066c2e0/9afd683f36d6b5028525677800661038/\\$FILE/MCO%20P4600.39.pdf](http://www.usmc.mil/directiv.nsf/0dce83e13c9c8aa685256c0c0066c2e0/9afd683f36d6b5028525677800661038/$FILE/MCO%20P4600.39.pdf)

E. *Per Diem, Travel and Transportation Allowance Committee JFTR and JTR*
Regulations Online <http://www.defensetravel.dod.mil.perdiem>

CHAPTER 2 GENERAL PROVISIONS AND ADMINISTRATION

N2001 HHG TRANSPORTATION BEFORE ORDERS ISSUED (U5330-G)

Navy members desiring shipment of HHG prior to receipt of orders must obtain a letter of intent to issue orders from Commander, Navy Personnel Command (NPC). Shipment must not be made without this letter and other documentation as required in JFTR, par. U5330-G. Statement of intent to issue orders issued by the member's Commanding Officer cannot be accepted.

N2002 PROCESSING VENDOR PAY INVOICES

A. General. All invoices must be date stamped the day the signed invoice is received from the contractor. Invoices must be forwarded by traceable means (e.g., Federal Express, small package courier, certified mail) to the appropriate paying office. A transmittal document (original and three (3) copies) must be prepared listing invoices by number and included as part of the "traceable" package forwarded to the appropriate paying office. The original and one copy of the transmittal must be forwarded to DFAS, one copy to the contractor and one copy retained by the PPSO. Navy PPSOs should provide assistance to contractors for unpaid invoices that are outstanding for more than 60 days after submission by the contractor. DFAS has a website, www.dod.mil/dfas/ that can be used by the contractor, for payment information on invoices that have been paid for a period of 30 days after the payment date. The contract/Tender of Service (TOS) number is needed to verify the status of an invoice on the DFAS web site. If after 60 days the paying office and/or the shipping office cannot determine the status of the original invoice, a copy of the original invoice must be re-certified and resubmitted to the paying office for payment. The PPSO has five working days to certify and forward invoices to the appropriate DFAS location or service's payment office (See Marine Corps and Coast Guard below).

- ★ Any change(s) made to the local vendor invoice submission process by DFAS that was not disseminated or supported by the *Surface Distribution and Deployment Command (SDDC)* and/or NAVSUP should be immediately reported to NAVSUP Code 53.

B. DPM/Vendor Invoices. The PPSO or assigned Contracting Officer's Representative must review all DPM/Vendor Pay invoices for correctness, annotate the DD Form 1299 or DD Form 1155 with the contract number, order number, invoice number, chargeable line of accounting and certify services were received and accepted. The original and two copies of the vendor's invoice with the applicable signed original of the DD Form 1155 or DD Form 1299 are forwarded to the appropriate DFAS location or service's payment office (See Marines Corps and Coast Guard below).

★⁴ **C. NTS Invoices.** All NTS invoices must be generated via the Transportation Personal Property Standard System (TOPS). All quarterly invoices must be available for the contractor between the first and fifth working day after the end of the quarterly billing cycle. Upon receipt of the TOPS generated invoice from the contractor, PPSO must make verifiable changes noted by the contractor, sign and forward to the proper payment office. All Service Orders for Household Goods (DD Form 1164) must be completed and distributed per Defense Transportation Regulation (DTR), Part IV, Chapter 406. Navy DD 1164's mail to: Business Support Department, FISC HHG-AT Code 302, 1968 Gilbert St. Suite 600, Norfolk, VA 23511-3392.

D. Distribution of Invoices

★ 1. Navy. Invoices must be forwarded to the appropriate DFAS/Operating Location (OPLOC) for payment. A copy of all invoices that include excess costs incurred by Navy shippers must be forwarded (by fax or mail) with supporting documents (DD Forms 1299, 1155 or 1164 and a complete set of all applicable orders) to *HHG-AT*.

2. Marine Corps. Invoices must be forwarded to Comptroller, Transportation Voucher Certification Branch, 814 Radford Blvd, Suite 20318, Albany, GA 31704-0318.

3. Air Force and Army. Invoices must be forwarded to the appropriated DFAS/OPLOC.

4. Coast Guard. Invoices must be forwarded to Coast Guard Finance Center, Attn: HHG Section, 1430A Kristina Way, Chesapeake, VA 23226-1000.

N2003 QUALITY ASSURANCE

★² **A. INSPECTIONS.** PPSOs must inspect, at a minimum, 25 percent of "all" personal property shipments monthly. Phone surveys *are an acceptable method to accomplish this requirement*. When a phone survey is performed the PPSO must note on the DD Form 1780, "Inspection performed by Phone Survey". *Physical inspections shall be performed for all Bluebarks. All other physical inspections will be completed as deemed necessary by the PPSO.*

NOTE: *When conducting phone or physical inspections, PPSO representatives shall remind the customer to complete the DOD Customer Satisfaction Survey (CSS).*

★² **B. DOD Customer Satisfaction Survey.** *DTR, Part IV Appendix T attachment T6 applies.*

N2004 NAVY WORLDWIDE LOCATOR

The Navy Worldwide Locator at NPC provides current duty/residence address for active duty/recently separated or retired members. Routine requests can be faxed to 901-874-2851, DSN 312-882-2851 or mailed to NPC, Code 312E, 5720 Integrity Drive, Millington, TN 30805-3120. All written requests must be on Government letterhead, state the purpose of the request, and contain the statement: "The following information is being requested in the performance of official Government business." In emergency situations PPSOs may call NPC at 901-874-3383/DSN 312-882-3383 (primary) or 901-874-3364/DSN 312-882-3364 (alternate) for address information.

In instances where the member has been separated from all duty (regular and reserve) for more than 18 months, a request for address must be forwarded in writing to the National Personnel Record Center, 9700 Page Blvd., St. Louis, MO 63132-5100.

N2005 REIMBURSEMENT OF INSPECTION AND TREATMENT OF GYPSY MOTHS

★ The U. S. Department of Agriculture has the authority to impose civil penalties against individual owners and *TSPs* found to be moving Outdoor Household Articles that harbor life forms of the gypsy moth. Members who choose to self-inspect and, if necessary, treat their own property may be subject to fines if a later inspection reveals life stages of the gypsy moth are present.

★ All shipments (domestic, international, NTS or SIT at origin) picked up in high-risk areas, must be inspected prior to movement. It is most important that counselors ensure members moving out of a gypsy moth risk area are properly counseled as to which shipments will be affected and that it is the member's responsibility to obtain and provide to the *TSP* a certificate of inspection, when required.

The cost of inspection for gypsy moths is a reimbursable expense for both civilian and military members. Navy members may also claim reimbursement for necessary treatment of gypsy moths.

N2006 RETENTION OF PERSONAL PROPERTY RECORDS

★³ All personal property shipping and receiving records must be retained for a minimum of 6 years and 3 months from date record is complete. Records exceeding the retention period may be disposed of by the local PPSO. SECNAV M-5210.1 of November 2007 (SSIC 4050 & 4610).

N2007 PROCUREMENT, USE AND CONTROL OF GOVERNMENT OWNED TYPE I OR TYPE II HHG BOXES

★ *Reference* *DTR,* *Part* *IV,* *Appendix* *G*

A. Procurement. The procurement, initial distribution and redistribution of Type I demountable HHG and Type II demountable HHG boxes is under the control of the

Commanding Officer, *FISC Norfolk*. Local procurement must not be made without prior approval of FISC Norfolk

B. Use. Demountable and non-demountable HHG boxes manufactured per Federal Specification PPP-B-580 must be used only for HHG and UB of personnel who are authorized shipment or storage under the authority of the JFTR, Volume 1. HHG boxes

- ★ procured, positioned or repaired by funds administered by *FISC Norfolk* are to be used exclusively for personal property shipment and/or storage of U.S. Navy military personnel. HHG boxes received with inbound shipments are to be utilized for shipments, regardless of service, on a first come first served basis. In instances when inbound boxes are not available for outbound non-Navy military, Army, Air Force, Coast Guard or Marine Corps sponsored shipments, the packing and crating contractor may be authorized by the PPTO to construct the required shipping boxes and the costs thereof are charged to the accounting data shown in the member's PCS orders. In those instances when inbound boxes and/or the packing and crating contractor constructed boxes cannot be obtained, a special message report must be submitted to
- ★ *FISC Norfolk*, citing the circumstances and requesting authority to utilize *FISC Norfolk* controlled boxes. Such use is subject to reimbursement by the Service concerned for the procurement, positioning, and/or repair cost as may be applicable to the boxes actually utilized. Government HHG boxes are to be used for shipments being returned to CONUS for non-temporary storage and for those lots being stored in Government facilities.
- ★ Any unusual requirement or un-projected excess of boxes is reported to *FISC Norfolk* on an "as occurring" basis.

C. Control. Activities receiving shipments in Type I or II HHG boxes must ensure that contractors either return all such boxes to the nearest naval activity or retain the boxes for future shipments. The PPTO may authorize a Navy contractor to have on hand a quantity of Type I or II household goods boxes to meet future requirements. In such instances, the transportation officer must ensure that the contractor maintains a record of the boxes received and used. Transportation officers must verify monthly, the quantity of contractor held Government owned HHG boxes on hand. Government owned HHG boxes must be stored under cover at all times to hold deterioration to a minimum. Repairs must be made to Government owned HHG boxes when practical to render them fit for reuse. When inspection reveals individual boxes should be surveyed because of conditions beyond economical repair, disposition is to be handled locally.

★² **N2008 EMERGENCY PREPARATIONS** *This paragraph is in addition to current DTR and SDDC guidance.*

★⁴ **A. General**

In preparation for destructive weather or other natural/man-made disasters, Personal Property Shipping Offices (PPSOs) should take steps to ensure the data and operational capabilities of the office will not be severely impacted during or after the event.

★⁴ **B. Preparations Prior To Emergency.** Before securing the office prior to the arrival of the event, time permitting :

1. Print reports of all storage lots (SIT and NTS) using the following instructions:
2. Print a TDR Extract for each destination rate area. The TDR Extracts can be used to award and document tonnage to maintain TDR tolerance.
3. Take contact information regarding agents in your AOR with you.
4. Determine your emergency phone numbers, cell phone numbers and alternate POCs and notify NAVSUP Code 53 via phone or email.

C. In The Event Of An Evacuation

1. Ensure the backup records are evacuated to a safe secure location.
2. Notify SDDC Help Line at 800-331-7348 or email pppsohelpdesk@sddc.army.mil of the situation and request they generate copies at their location as well. Notify COMFISCS Products & Services POC as well.
3. Take contact information regarding agents in your AOR with you.
4. When safely out of the evacuation area, contact COMFISCS and NAVSUP Code 53 via the Navy HHG Entitlements Helpline at 800-444-7789 or email navtrnshhghelpline@navy.mil with updated emergency contact information (cell or alternate landline phone numbers), damage reports, operational status and any other pertinent information available.

D. After The Evacuation Is Lifted

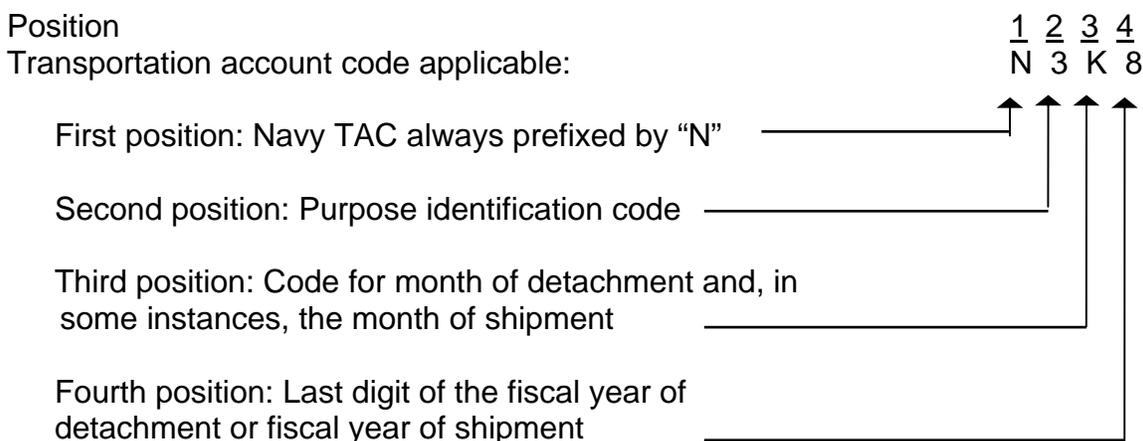
1. Contact COMFISCS and NAVSUP Code 53 via phone or email with update of the situation in your AOR. Provide contact information, operational status and any other pertinent information.
2. Within one week, provide COMFISCS and NAVSUP Code 53 a report of any damage (as a result of the event) for all members' HHG stored within the AOR.

**CHAPTER 3
FUNDING AND ACCOUNTING**

N3000 FUNDING OF NAVY PERSONAL PROPERTY SHIPMENTS

★ **A. General.** The cost of personal property transportation, storage and services is charged for fiscal accounting purposes, to the funding source in change-of-station orders or other transportation authorization. Shipment, drayage, storage, and related services may be procured under a *Bill of Lading (BOL)/International Through Government Bill of Lading (ITGBL)*, or contractual services including the TOS and purchase orders. All requests for shipment, drayage, storage, or related services must be supported by orders containing a funding citation to support payment thereof. The Transportation Account Code (TAC) must be used on *BOL/ITGBLs* and the verbatim (on form) accounting data should be used on TOSs, contracts and purchase orders. TACs are further explained below.

The following is an example of a Navy TAC structure for an officer to his duty station in the U.S. for the purpose of training, detached 01NOV 97.



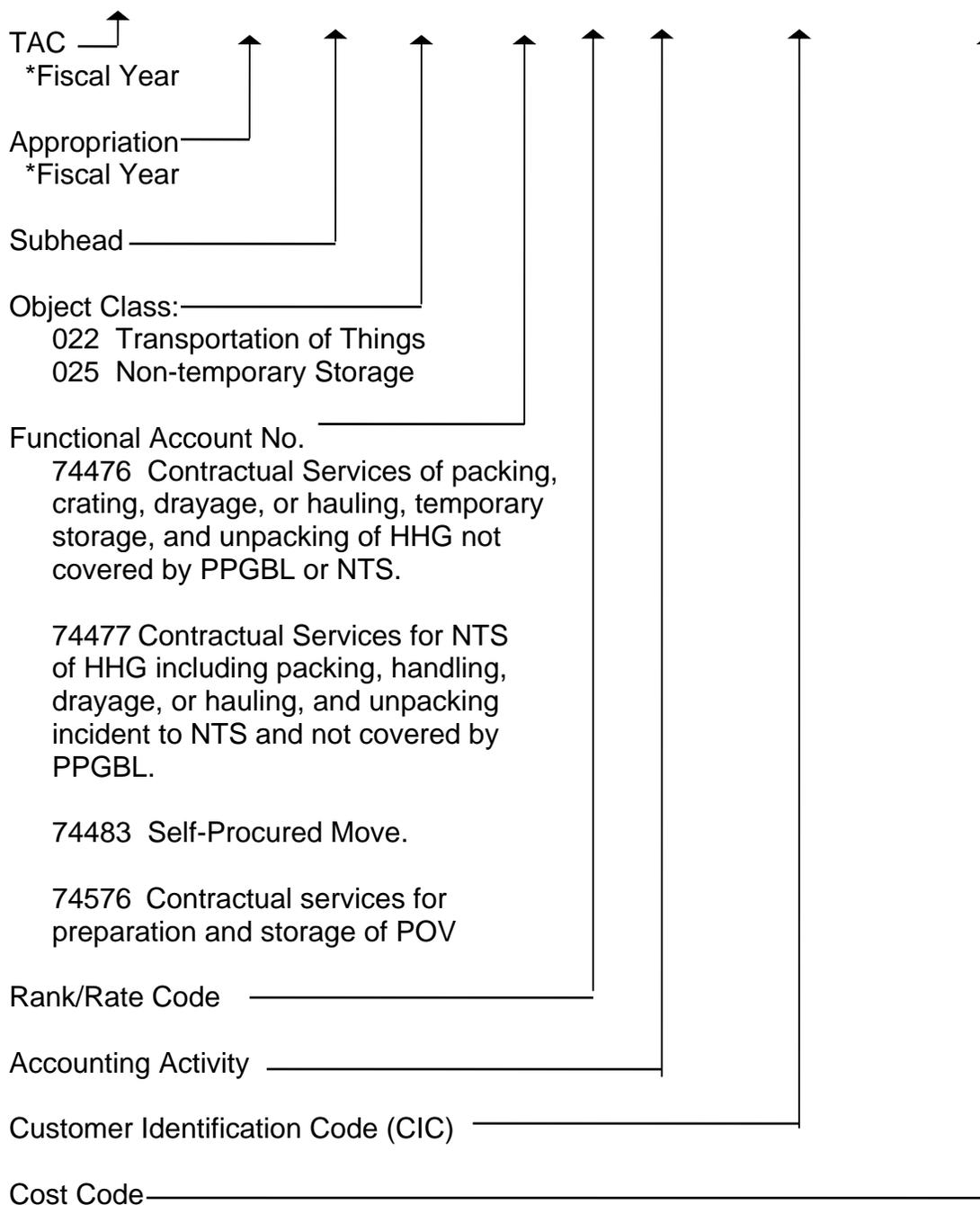
B. Contractual Services (Including NTS). Use the entire accounting citation as shown in the change-of-station order or other transportation authorization plus the object class and functional account number as shown below. Exception: As provided in the Navy Financial Management Regulation, Vol. 10, the cost for NTS must be charged directly to the appropriation when such expenses are incurred regardless of the fiscal year stated in the appropriation data.

The following is an example of Navy accounting citation

1. Military Personnel, Navy (MPN), NDG* 17*1453.2252 (OBJ) (FAN) G00022 AM DG*1AA DG*987654321
2. Training and Active Reserves (RPN/TAR)

★²

NAS* 17*1405.225A (OBJ) (FAN) G 000022 AR AS*125 AS*876543210



C. Conversion on Navy Enlisted Specialty Rating Abbreviations to Pay Grade.

The abbreviations for Navy enlisted (specialty) ratings contain various alpha and alphanumeric combinations consisting of two to five digits. Rating abbreviations which contain three or more digits may be converted to pay grade with the last digit(s) of the abbreviation ends as indicated in the following example:

<u>Last Digit(s)</u>	<u>Rate Title</u>	<u>Grade</u>
3	Petty Officer Third Class	E-4
2	Petty Officer Second Class	E-5
1	Petty Officer First Class	E-6
C	Chief Petty Officer	E-7
CS	Senior Chief Petty Officer	E-8
CM	Master Chief Petty Officer	E-9

D. Rank or Rate Code. The following lists the one-digit alpha code used to designate the rank or rate of the member.

<u>Classification</u>	<u>Paygrade</u>	<u>Rank/Rate Code</u>
Enlisted:		
Recruit	E-1	A
Apprentice.....	E-2	B
Seaman	E-3	C
Petty Officer 3rd Class	E-4	E
Petty Officer 2nd Class	E-5	F
Petty Officer 1st Class	E-6	G
Chief ..	E-7	H
Senior Chief	E-8	J
Master Chief	E-9	K
Warrant Officer - 1 ...	W-1	L
Chief Warrant Officer - 2	W-2	M
Chief Warrant Officer - 3	W-3	N
Chief Warrant Officer - 4	W-4	O
Chief Warrant Officer - 5	W-5	P
Midshipman		Q
Commissioned Officers:		
Ensign (ENS)	O-1	R
Lieutenant Junior Grade (LTJG) ...	O-2.....	S
Lieutenant (LT).....	O-3.....	T
Lieutenant Commander (LCDR) ...	O-4.....	U

Commander (CDR)	O-5.....	V
Captain (CAPT).....	O-6.....	W
Rear Admiral, Lower (RDML).....	O-7	X
Rear Admiral, Upper (RADM)	O-8.....	X
Vice Admiral (VADM)	O-9.....	X
Admiral (ADM)	O-10..	X

E. Dual Funding. Some Navy PCS orders involving training (Temporary Duty Under Instructions (TEMDUINS) of less than 20 weeks) contain two funding citations, a PCS accounting spread and a TEMDUINS per diem accounting spread. All costs in connection with storage and/or transportation of personal property are properly chargeable to the PCS accounting data. The TEMDUINS accounting data is for per diem purposes only.

F. Shipments via Military Sealift Command (MSC) and Air Mobility Command (AMC). The cost of Navy-sponsored shipments moving in MSC ocean services and AMC air services is charged to the TAC shown in the Transportation Control Movement Document (TCMD).

N3001 FUNDING OF PERSONAL PROPERTY SHIPMENTS FOR OTHER SERVICES

★ **A. Army Funding.** The Movement Designator Code (MDC) cited on the orders must be used on moves by *BOL/ITGBLs*. When personal property services are procured by a Navy activity for an Army member, DFAS Indianapolis, IN, is the designated payment office. The costs of contracted services are charged to the appropriation 21(FY) 2010 and a 5-digit bureau control number. The fiscal year designator is the 4th digit in the MDC. The bureau control number is the 4-digit MDC plus “3” for personal property services and “6” for non-temporary storage services.

★ **B. Air Force Funding.** When personal property services are procured by a Navy activity for an Air Force member, the *Line of Accounting (LOA)* as cited on the order must be used on moves by *BOL/ITGBLs*. The cost of contracted services for an Air Force member is charged to the appropriation and subsidiary accounting data cited in the member’s order.

C. Marine Corps Funding. When personal property services for movement of HHG, UB, and POVs are procured by a Navy activity for a Marine Corps member use the following.

1. For Military Personnel Marine Corps Funded Orders refer to Marine Corps Bulletin 4610, Section VII. **Note: All AAA numbers of “000027” are changed to “067443” per instructions from CMC Washington DC//LFT// message dated 090139ZMAR98.**

2. The applicable lines of accounting, including the transportation accounting data - TAC, relative to the movement of HHG and personal effects for Reserve Personnel Marine Corps, are:

- a. Enlisted - Initial Months Training
17_1108.2731 022 21631 0 067443 2D 000000
M4A700074604
- b. Officer - School Training
17_1108.2732 022 16631 0 067443 2D 000000
M4A800074504
- c. Enlisted - School Training
17_1108.2732 022 16631 0 067443 2D 000000
M4A900074604
- d. Officer - Special Training
17_1108.2732 022 21632 0 067443 2D 000000
M4B800074504
- e. Enlisted - Special Training
17_1108.2732 022 21632 0 067443 2D 000000
M4B800074604
- f. Officer - Active Reserve
17_1108.2732 022 31632 0 067443 2D 000000
M4D900074504
- g. Enlisted - Active Reserve
17_1108.2732 022 31632 0 067443 2D 000000
M4D900074604

- ★ *COMPT TRAN VOUCH CERT DIVISION (TVCD)*
814 RADFORD BLVD SUITE 20318
ALBANY, GA 31704-0318
is designated as the payment office.

D. Coast Guard Funding.

When a Navy activity provides personal property services to a Coast Guard member, charge the appropriation cited on the member's orders. The Coast Guard Finance Center is the payment office.

- ★ *Commanding Officer (OPB1B)*
U.S. Coast Guard Finance Center
1430A Kristina Way
Chesapeake, VA 23326-1000

As of 20 October 2004, TACs are programmed to appear on all Coast Guard Direct Access orders. The Coast Guard now uses nine TACs (Eight for military and one for civilian HHG moves. Any orders issued prior to this date will not have a TAC, so the attached instructions are intended to assist the PPSO in entering data into TOPS. During Phase I, PPSO sites must enter the TAC as described in the attachment. Additionally, the PPSO must continue to enter the entire LOA and Travel Order Number as they appear on the orders. Below is a copy of a set of PCS orders.

Ship. Acct. Class: In this TOPS field, the PPSO must enter the entire text LOA, The PPSO can enter this number with or without slash marks - it is only important to have the correct alphanumeric sequence. The following is an example of a Coast Guard LOA.

2 / P / 501 / 299 / 21 / 0 / RA / 78040 / 2104 /

- (1) AGENCY: Always 2 = Coast Guard*
- (2) DISTRICT: Always P = USCG Headquarters, Human Resources (G-W)*
- (3) APPN. CODE: First digit represents last digit of fiscal year. 01 represents Operating Expenses.*
- (4) LIM CODE: Always 299*
- (5) ALLOT FUND: Always 21 = Coast Guard Military PCS Transfer Account*
- (6) ALLOT LEVEL: Always 0*
- (7) PROGRAM ELEMENT: Either RA, TG, SR, or AS*
- (8) COST CENTER: 78040 CONUS, 78045 OCONUS*
- (9) OBJECT CLASS: 2104 CONUS PCS, 2114 OCONUS PCS*

★² N3002 ELECTRONIC BILLING ACCOUNTING ENTRY FOR PERSONAL PROPERTY SHIPMENTS

Guidance regarding PowerTrack shipments can be found on SDDC's website at <http://www.sddc.army.mil/public/Personal+Property/> (Site Path: Personal Property>Families First>Phase I>PPSO Instructions - Accounting Entry).

CHAPTER 4 HHG SHIPMENT AND STORAGE UNDER TDY ORDERS

N4700 GENERAL (U4700)

N4705 AUTHORIZING/APPROVING TDY HHG TRANSPORTATION (U4705)

N4710 BASIC ALLOWANCE (U4710)

N4715 LIMITATIONS (U4715)

N4720 TRANSPORTATION METHODS (U4720)

★ **Note 1: HHG (See N5320-A)**

★ **Note 2: UB (See N5320-B)**

★ **Note: *Recommend Temporary Duty (TDY) Shipments for Group/Unit Moves***

PPTOs may consolidate shipments for individual member's TDY weight allowance. Such consolidation may include property for members of units or groups traveling under individual or group TDY orders. Generally, DPM allows the flexibility necessary to achieve these types of consolidations. However, any shipment mode determined to be more cost effective might be used provided the selected mode meets the member's needs. PPTOs must have an inventory prepared showing the following information for the personal property or HHG of each member within the consolidation:

1. Member name, rank/rate, social security account number;
2. Kind of items;
3. Number of items or pieces;
4. Gross weight.

★ A copy of each inventory containing the preceding information must be attached to the original DD Form 1299 and forwarded to *HHG-AT*. A single DD Form 1299 must be prepared and signed by the PPTO supported by copies of the individual or group TAD orders. Names of members on the orders who do not have property in the consolidated shipment must be lined out.

N4725 FACTORS AFFECTING TDY HHG TRANSPORTATION (U4725)

N4735 WHEN EXCESS CHARGES ARE INCURRED (U4735)

N4740 CALLED (OR ORDERED) TO ACTIVE DUTY (U4740)

N4745 PCS WITH TDY ENROUTE (U4745)

N4750 TDY WITHOUT RETURN TO PDS OR TDY PENDING FURTHER

ASSIGNMENT (U4750)**N4755 INDETERMINATE TDY (U4755)**

The provisions of JFTR, par. U4755 apply for Navy members only when orders clearly indicate TDY as being "indeterminate".

N4760 TDY PENDING OCONUS ASSIGNMENT OR TO A SHIP (U4760)**N4765 TDY IN CONNECTION WITH BUILDING, FITTING OUT, CONVERTING, OR REACTIVATING A SHIP (U4765)**

★² For list of ships and staffs specified as unusually arduous sea duty see *OPNAVINST 4650.17 dated 13 Dec 2005. See appendix C of this publication.*

N4770 HHG STORAGE IN CONNECTION WITH TDY OR DEPLOYMENT (U4770)★ **A. Storage In Transit (SIT) (U4770-A)**★³ **B. Special Storage (U4770-B)**

Note: Upon written approval by the member's commanding officer, special storage may be arranged. This special storage is incident to TDY/Deployment for 90 or more days or an indefinite period when there is no PCS involved. Storage is authorized by Commanding officer in accordance with JFTR, pars. U4770.B2 and U4770.B3

Funding and accounting guidance should be obtained by commanding officers through the appropriate chain of command. Upon receipt of funding and accounting data, commanding officers must issue letters of authorization for eligible members desiring special storage. See sample letter in Appendix A, figure 1.

N4775 SHIPMENT OF HHG AFTER STORAGE (U4775)

CHAPTER 5
PART D: HHG TRANSPORTATION AND NTS

N5300 GENERAL (U5300)**N5305 ELIGIBILITY (U5305)****N5310 BASIC ALLOWANCES (U5310)**

A. Orders In Combination (See JFTR, par. U5310-A3b). When a member receives a PCS order, allowances accruing under previous orders to shipment and storage are no longer valid except when requesting shipment from previous PDS or authorized designated location using a combination of orders.

Directive and Permissive Orders Combined: The use of previous change-of-station orders permitted by JFTR, par. U5310-A includes combining permissive authorizations (no cost to the Government) with previous directive orders (containing appropriation data), limited to the weight allowance and *constructed cost authorized by the directive orders, and provided there is a remaining allowance under the directive orders*. Property shipped must have been acquired prior to the effective date of the directive orders to be eligible for shipment.

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B. Professional Books, Papers & Equipment (PBP&E) (U5310-C).

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1. PPSOs must counsel all customers no matter what their total estimated shipment weight is, to always declare PBP&E when allowed by JFTR, par. U5310-C. Members must declare an estimated weight of PBP&E at origin/time of counseling to receive credit for PBP&E. If member does not declare any amount of PBP&E at time of shipment, further consideration will NOT be entertained for amendment of PBP&E weight after the completion of the move. In addition member should ensure PBP&E are segregated from other HHG for packing, marking, and weighing, and identified on the inventory. HHG-AT may credit PBP&E "after the fact" when it can be determined that the member did in fact declare PBP&E and extenuating circumstances prevented proper designation/handling of these items at origin. A personal computer with accessories may be declared as PBP&E if used in the performance of official duties. Refer to JFTR Appendix A.

★⁴

2. Spousal PBP&E should be treated in much the same way as currently applicable to Military PBP&E with a few notable differences. For "spousal" PBP&E, a list of these items should be provided, including the "profession" or "community service" for which the items are being used (i.e. Lawyer, Doctor, Teacher, etc), certified by the member and provided to the PPSO for final approval.

Spouse PBP&E must be weighed separately and annotated as "spouse PBP& E" on the descriptive inventory so as to segregate it from member's PBP&E. Spouse PBP&E is limited to 500 pounds net weight per JFTR U5310-C2. change # 268. Effective date of this change is 12 January 2009 with actual wording appearing in the April 1, 2009

revision of the JFTR. This benefit should be applied on shipments booked on orders dated on or after the effective date.

C. Services (U5310-I)

- ★ 1. Extra Pickup, Stop-Off and/or Delivery. Transportation of HHG also includes, per shipment, an extra pickup at origin and/or an extra stop-off at destination, if within the local commuting area of the origin or destination shown on the *BOL/ITGBLs*. When the service is provided for under the *SDDC* tariff, the
- ★ Installation Transportation Officer authorizes the appropriate charges at Government expense by entering the following annotation in the remark section of the *BOL/ITGBLs*:

"Extra pick-up (and/or delivery) authorized at Government expense. Items designated for extra delivery/stop-off must be inventoried and loaded in a manner that permits ready access at destination."

An extra pickup from authorized NTS or for PBP&E at workstation is not an extra pickup for allowance purposes and does not negate the member's authorization for an extra pickup at another location. The member must be counseled that the HHG designated for partial delivery/stop-off or partial delivery from SIT should be separated at origin, packed separately, and all copies of the inventory clearly marked to reflect which inventory items are to be delivered. The member will not be allowed to remove individual items from a packed carton, container, wardrobe, etc.

2. Shipment to a Destination within Commuting Area of Duty Station (JFTR, Appendix A). Shipments that have arrived at the destination shown on the personal property bill of lading may be delivered from SIT, at Government expense, to a residence from which the transferee commutes or intends to commute provided:

- a. The transferee is assigned to a shore duty station and commutes daily from such residence to the regular duty assignment; or
- b. The transferee is assigned to sea duty and commutes daily from such residence to the regular duty assignment while the ship is in the homeport; or
- c. The shipment is to a destination within the daily commuting area of:
 - Home of record/place from which ordered to active duty,
 - Home of selection,
 - Designated place or location.

PPTOs may approve requests provided the member signs the following statement endorsed by the commanding officer, "I, (name) will be commuting daily from (complete delivery address) to my permanent duty station (location of PDS)." The commanding officer's endorsement must certify the member will be commuting daily and does not maintain a residence (Bachelor Officer Quarters (BOQ)/Bachelor Enlisted Quarters (BEQ)) at the PDS.

N5315 ADMINISTRATIVE WEIGHT LIMITATIONS (U5315). Administrative weight limitations do not apply unless stated in the member's orders and/or the Personal Property Consignment Instruction Guide-Online (PPCIG-OL) for International PPSOs <https://tops.ppcigweb.sddc.army.mil/ppcig/menu/query/international.do> for the specific branch of Service. Instance of conflicts between orders and PPCIG, consult Navy Member's detailer.

N5317 HHG TRANSPORTATION DISALLOWED (U5317)

N5318 RE-TRANSPORTATION OF THE SAME HHG (U5318)

N5320 TRANSPORTATION METHODS (U5320)

A. Household Goods

1. Comparative Cost of Shipment. Comparative costs of the various transportation modes must be made for every shipment. The selected mode must be the one providing the required services satisfactorily at the lowest overall cost to the Government.



2. Air Shipment. Commercial airlift acquired directly or as part of a BOL shipment, may be used when cost effective or if both surface and AMC transportation between other than hard-lift areas do not satisfy the member's shipment requirements.

3. Air Eligibility Criteria. In evaluating the need for air shipment, the primary consideration is the actual date the member needs the property. In determining the air eligibility of HHG shipments, the PPSO must consider all factors available including the following planning factors:

- a. Earliest date the member can release the shipment;
- b. Total transit time of the member and/or dependents including leave, travel and proceed time, and TDY;
- c. Port call date of member and/or dependents (if available);
- d. Minimum surface transit time from origin to destination based on DTR, Part IV.

e. Average length of time to acquire housing once member has arrived at new duty station.

If after considering the preceding factors, the PPSO determines air shipment is the preferred alternative, air clearance must be obtained from the appropriate air clearance activity (ACA) (DOD 4500.32-R, Vol. 1, Appendix J).

4. Air Clearance Authority (ACA). The ACA ensures that each shipment meets the air eligibility requirements and in addition, considers alternate transportation modes, frequency of service, transit time, and comparative costs. The ACA advises the PPSO as to whether commercial or military airlift should be used, and provides routing assistance, consignment instructions, and an air control release number for all shipments cleared for air movement.

5. Designated ACAs.

- ★ a. Shipments Originating in CONUS (*DOD 4500.9-R, DTR, Part II Cargo Movement, Appendix R par. E.4*).
- ★ b. Shipments originating Overseas *DOD 4500.9-R, DTR, Part II Cargo Movement, Appendix R par. G.1*).

B. Unaccompanied Baggage (UB) (U5320-B)

1. Expedited Mode.

a. UB shipments meeting the following criteria must be shipped using an expedited transportation mode, i.e., Federal Express, Roadway Express time-critical services, U.S. Postal Express, commercial air, etc.

- 1) The member must have an authorization.
- 2) Use of an expedited mode is necessary to meet the member's requirement of delivery within 3-7 days (CONUS) or 10-14 days (OCONUS).
- ★ 3) *The member is shipping the UB to the authorized duty station for immediate use.*
- ★ 4) *CONUS UB type shipments may be authorized only when a 'short fuse' order does not permit the member to execute a shipment within the required reporting date.*

b. The member may choose to have shipment consigned to direct delivery address or to destination DPM contractor. If shipped to a DPM contractor, upon arrival the member must take immediate delivery when the contractor offers the shipment.

c. When preparing the DD Form 1299, annotate in the remark section, Block 13, the following statement: "Shipment being shipped by expedited mode, no GBL issued." Emphasize the statement for visibility. Also, indicate in block 13, whether the member requested direct delivery or delivery by the destination DPM contractor.

★ d. Book the shipment as an outbound UB shipment under the additional services clause of the DPM contract, third party services. The third party services are the costs of the expedited transportation mode. Additionally, when placing the oral order, the contractor must be instructed to prepare the shipment for movement as required by the selected mode. The contractor must bill the Government for the requested/required third-party services on an invoice supported by the paid receipt/invoice from the *TSP*.

★ e. The DPM contractor must place a copy of the member's order in each carton. *Cartons must be marked per DTR, Appendix G.*

★ f. Since this is an expedited shipment mode, a copy of the DD Form 1299 and *a complete set of all applicable orders* must be faxed to the responsible destination PPSO. The destination PPSO must ensure expedited delivery by the DPM contractor.

g. The member may elect to personally-procure an expedited shipment mode by any means, i.e., Greyhound bus, Federal Express, etc., under JFTR, pars. U5320-D and NAVSUP PUB 490, par. N5320-D.

★ 2. Between Points within CONUS. *Between points within CONUS, there is no authority for a UB shipment. However, in CONUS a member may request a separate shipment, limited in costs, per JFTR, par. U5310-A3. Additional items may be shipped via expedited mode per N5320-B1*

★⁴ 3. Between CONUS and OCONUS, and Between OCONUS Areas. Upon receipt of PCS orders to an OCONUS area, a Navy member is authorized shipment of UB not to exceed 600 lbs for the member and 200 lbs for each dependent, provided all items meet the criteria as defined in JFTR, Appendix A. If the transit time for bulk HHG shipment meets the RDD determined for the UB, UB should be included with the HHG shipment. The *TSP* must pack the UB into one or more containers for easy location and delivery to the member. Nonessential items and items available at the new duty station in temporary lodging allowance quarters should not be shipped as UB.

★ 4. To Deployed Ships or Squadrons. UB for personnel ordered to deployed ships or squadrons may be shipped by air directly to the location of the deployed ship or squadron, provided that surface transportation cannot meet the required delivery date. The Navy ACA at, Commanding Officer, Naval Operations Logistic

Support Center, 1837 Morris Street, Suite 600, Norfolk, VA 23511-3492 provides clearance, consignment and routing instructions.

C. Government Procured Transportation (U5320-C)

D. Personally-Procured Transportation and NTS (U5320-D)

★ **For DOD Civilians, refer to this publication, Part II.**

An eligible member or next of kin in the case of a member's death may personally arrange for transportation and/or NTS of HHG. An advance allowance may be authorized by the PPSO. There is no restriction to the type vehicle or ownership of the vehicle used to move authorized HHG. When assisting members requesting transportation under Personally Procured Transportation, prudent traffic management should be exercised, i.e., small shipments (under 250 lbs.) suitable for mailing (express or otherwise) should be handled as such. Multiple or split shipments under JFTR, par. U5320-E applies. Navy personnel must submit all reimbursement or liquidation claims for Personally Procured Transportation and/or NTS of HHG to *Business Support Department FISCN HHG Audit Team Division, Code 302 1968 Gilbert Street, STE 600 Norfolk, VA 23511-3392*, for final settlement.

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1. Government Procured HHG Transportation and/or NTS Not Available. Shipment made under JFTR, par. U5320-D1a or b. *Members not in possession of short-fused orders that are requesting a pickup date that is "blacked out" should be offered other available dates and/or counseled on Personally Procured Move (PPM) in accordance with JFTR, par. U5320-D2.*

★²

a. PPSO is not available or the member is instructed by the PPSO to make shipment at personal expense. Member is authorized reimbursement of actual cost for authorized transportation and/or NTS services for actual weight moved or authorized weight allowance whichever is less. **See JFTR, pars. U5340-E, U5380 and Appendix A.** An advance allowance is authorized provided the member furnishes the PPSO with a written estimate. The Advance allowance is not limited to a Government Constructed Cost. The Advance allowance authorized is the amount equal to the estimated authorized transportation expenses as defined in JFTR, Appendix A, and must not include unauthorized services, reference JFTR, par. U5340-E. No incentive payment is authorized.

b. *Statements of non-availability request (JFTR, par. U5320-D1) for Navy members must be approved by NAVSUP Code 53. Request for approval of a statement of non-availability shall be forwarded to NAVSUP Code 53 by the TO/TMO/PPSO Director. Along with the request, fax a copy of the member's orders, DD-1299 and/or SWM application, pre-counseling checklist if one was completed, reason member is unable to change their date(s), or utilize the PPM option (JFTR, par. U5320-D2), and list of TSP refusals (with agent's name) pertaining to the shipment in question...Fax*

documents to 717-605-5854 or DSN 312-430-5854. Please include the appropriate POC name and phone number on your request to ensure we know who to contact concerning your request.

c. *Recommendations to avoid non-availability situations:*

- Book shipment as soon as a DD-1299 or SWM application is received/completed...Do not rack applications by pickup dates.
- Notify member early of non-availability dates and negotiate alternate dates.
- Use Plan of the Day, etc., as a way to disseminate Peak Season information to commands in your area. Update information often.
- Use methods recommended in the attached SDDC Peak Season message...Use all viable TSPs on the TDR, and TSPs outside of your AOR, if/when necessary.
- Use SIT at origin, DPM, NTS, Code 2, or OTOs if necessary.
- Do not allow TSPs to selectively refuse shipments based on weight and/or shipment servicing, i.e., bulky articles, full value protection, etc., without taking the appropriate punitive action in accordance with the DTR, Part IV.
- Notify the TSP if an agent that represents them has refused shipments, or is selectively refusing shipments.

2. Government Procured Transportation and/or NTS Is Available. (U5320-D2)
When a PPSO is available and the member chooses to personally arrange for HHG transportation or NTS at personal expense the member is authorized:

- a. Reimbursement limited to actual cost not to exceed 100 percent of the Government's constructed transportation and/or NTS cost, not to exceed actual weight moved or weight allowance whichever is less. An advance allowance is authorized provided the member furnishes the PPSO a written estimate. The advance allowance is limited to the estimated authorized transportation and/or NTS; not to exceed 100 percent of the Government constructed cost. No incentive payment is authorized, or
- b. Payment of a monetary allowance of 95 % of the Government's constructed cost is authorized. An advance allowance of 60% of the monetary allowance equal to 95% of the Government's constructed cost is allowed. (U5385.3)

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NOTE: If after a member completes the move and authorized expenses exceed the 95 percent monetary allowance, the member may file for reimbursement not to exceed 100 percent of the Government Constructed Cost (GCC) based on actual weight moved or weight allowance whichever is less.

3. Counseling. The PPSO must ensure the member is fully counseled on all allowances related to Personally Procured Transportation and/or NTS. PPSOs must use the DD Form 2278 to counsel, authorize advance allowance (JFTR, par. U5385) and movement of HHG and/or NTS of HHG utilizing the personally procured method. PPSO must also ensure members are counseled on the following:

- a. Procedures for filing or liquidating claim for reimbursement.
- b. Liability for excess cost (JFTR, par. U5340).
- c. Claims for loss and damage. The Government has no liability for loss or damage on personally procured transportation. Recommend member purchase insurance coverage. However, insurance coverage is not a reimbursable expense.

★³

- d. If a member includes PBP&E and/or required medical equipment (JFTR, pars. U5310-C and U5310-L) in a PPM shipment, the member is required to declare PBP&E and the required medical equipment at the time of counseling. Member should provide a detailed list of items for authorization before shipment. For items to be classified as required medical equipment, the member must present a certification by an appropriate Uniformed service health care provider as being necessary for the medical treatment of the member/dependent authorized under title 10, USC (JFTR, par. U5310-L3). The weight of the PBP&E and/or required medical equipment and HHG are added together to determine the GCC as if it moved in one lot.

Personally Procured transportation to, from and between OCONUS sites is strongly discouraged because of potential Customs/Duty requirements.

Note: See JFTR, par. U5320-D.

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Note: For DOD civilian PPM refer to this publication, Part II, C5160 for guidance.

4. Application for PPM. Without exception, the PPSO must provide the member a written statement on the DD Form 2278 indicating the following:

- a. Member is authorized reimbursement under U5320, D1 or D2 a or b.
- b. The constructed cost (when applicable). See sub par 5 below.
- c. The advance allowance authorized (when applicable).

★ Members requesting reimbursement for Personally Procured Transportation and or NTS without prior authorization from a PPSO must submit claim for reimbursement to *HHG-AT* for final settlement. See N5320-D.10 (d) for required documentation.

★³ 5. Government Constructed Costs: **NOTE: For shipments weighing less than 500 lbs, the GCC will be based on the applicable published rate (for a 500 lb shipment) times the actual or constructed net weight of the HHG.**

a. Domestic shipments: The GCC in CONUS is determined by using the lowest applicable tariff rate on file plus the applicable packing allowance rate times the applicable percentage rate between authorized locations multiplied by the actual HHG hundred-weight, NTE the member's authorized maximum HHG weight, plus professional books, paper and equipment (PBP&E). The following describes the steps to calculate a CONUS GCC:

1) Member's maximum HHG weight allowance plus PBP&E

example: $18,000 + 4,000$ (PBP&E) = 22,000 lbs.

2) Line-haul plus maxpac rates multiplied by the lowest domestic baseline percentage rate on file example: $\$56.00$ (L/H) + $\$32.00$ (maxpac) X 160 percent (low rate on file) = $\$140.80$.

3) CONUS GCC calculation example: $22,000$ lbs / 100 X $\$140.80$ = $\$30,976.00$.

4) Monetary incentive calculation example: $\$30,976.00$ X 95 percent = $\$29,427.20$.

★⁴ b. International HHG & UB shipments: The GCC for OCONUS shipments is determined by using the applicable surface single factor rate (SFR) or Code 4 between authorized locations, multiplied by the actual HHG hundred-weight, NTE the member's authorized maximum HHG weight, plus PBP&E. The following describes the steps to calculate an OCONUS GCC:

1) Member's maximum HHG weight allowance plus PBP&E

example: $18,000 + 4,000$ (PBP&E) = 22,000 lbs.

2) OCONUS GCC calculation example: $22,000 / 100$ X $\$120.00$ (surface SFR) = $\$26,400$.

3) Monetary incentive calculation example: $\$26,400$ X 95 percent = $\$25,080.00$.

c. Multiple shipments: IAW JFTR, par. U5310-A1, when a PPM is performed in conjunction with any other shipments to/from the same locations, the rate used to determine the GCC is based on the combined weight of all shipments. For example: A CDR retiring from active duty, ships 7,000 lbs of HHG via Government arranged shipment, ships 2,000 lbs as a PPM + 500 lbs PBP&E moving 1,500 miles. The GCC baseline rate and maxpac is computed using 9,500 lbs (7,000 + 2,000 + 500).

d. Accessorial services: The GCC is defined by JFTR, par. U5320-D6 as the low tariff rate times maxpac or SFR only. Accessorial charges are not to be included when computing the GCC.

e. PBP&E and required medical equipment: If a member includes PBP&E and/or required medical equipment (JFTR, pars. U5310-C and U5310-L) in a PPM shipment, the member is required to declare PBP&E and required medical equipment at the time of counseling. Member should provide a detailed list of items for authorization before shipment. For items to be classified as required medical equipment, the member must present a certification by an appropriate Uniformed service health care provider as necessary for the medical treatment of the member/dependent authorized under title 10, USC (JFTR, par. U5310-L3). Use of the Navy's Weight Estimator (<https://afpacs.randolph.af.mil/weight-estimator.asp>) using 40 pounds per cubic foot is authorized for determining the weight of these items. Previous estimates, inventories or lists are not acceptable for use in determining the weight of these items. The weight of the PBP&E and/or required medical equipment and HHG are added together to determine the GCC as if it moved in one lot.

f. SIT: SIT is authorized under JFTR, par. U5375 and is authorized in conjunction with a PPM. SIT is an actual cost reimbursable expense NTE the Government's cost of actual SIT used NTE 90 days and no monetary incentive payment is authorized. Any additional storage time must be approved in advance by local transportation office.

1) When SIT is authorized/approved, reimbursement is limited to the first day and each additional day of SIT. In addition, a member may be reimbursed for warehouse handling and delivery out provided receipts show the services performed.

2) Prior to reimbursing for SIT, the circumstances must meet the intent for normal approval of SIT for a Government arranged move. For example, the Government normally does not reimburse for SIT en route except under extreme circumstances. Additionally, the HHG must be physically removed from the vehicle and placed in a commercial warehouse. SIT is not reimbursed for a member who negotiates a direct delivery with a commercial company and the commercial company elects to hold the HHG on a vehicle at a residence or other location. SIT for one day should be scrutinized closely and not automatically approved. Waiting time is an accessorial service and is not authorized ICW a PPM.

3) Members are authorized to extend rental vehicle contracts in lieu of SIT to facilitate a direct delivery to residence. Reimbursement is on an actual cost basis and no monetary incentive payment is authorized. Actual cost for rental vehicle

extension is NTE the Government's cost of SIT for an equal number of days.

★⁴ g. PPM mail shipments: Members are to be counseled if items are shipped via U.S. Mail, they must have the weight of the packages annotated on their receipt or a separate weight certificate from the Post Office, to include official stamp with name and location where obtained, legible imprint of weight and date recorded. Failure to provide acceptable proof of weight will result in claim being returned as "un-payable". If member submits receipts and weight tickets as prescribed, costs are paid on an incentive basis. Use Code 4 rates for cost comparison for shipments to/from or between OCONUS locations only. For CONUS to CONUS cases, use DPM rates. Provided no Government UB shipment was made, the one lot rule does not apply. If no weight tickets are submitted with the reimbursement claim, no payment can be made. Compute GCC for mailed shipments in the same manner as described in paragraphs 1 and 2 using Code 4 rates. Also, keep in mind the rule for determining GCC when multiple shipments are involved as described in paragraph 3. Note: GCC is based on actual or constructed net weight of HHG for shipments less than 500 lbs.

★ 6. Establishing HHG Weight. Unless specifically authorized to use constructed weights, the member must be advised that legible weight tickets are mandatory. Commercial TSP normally do not furnish weight tickets to commercial customers, the member must request weight tickets. Obtaining a single weight ticket showing the individual gross and tare weight is acceptable. For intra-city moves involving several trips using the same vehicle, only one tare weight ticket is necessary, but separate gross weight tickets are required for each load. Certified weight tickets are to be obtained from Government, commercial or public scales. To ensure proper identification of the weight tickets and subsequent payment of the member's incentive allowance, it is essential the following information be included on each weight ticket.

a. Imprint or official stamp with name and location where obtained.

b. Signature and title of official certifying the weighing.

c. Legible imprint of the weight and date recorded.

★⁴ d. Member's name, rank and last four numbers of social security number.

e. Identification of vehicle weighed. Members should be advised to retain a copy of the weight tickets for their records.

7. Weighing Method. Weight tickets must be obtained as described below:

★⁴ a. Trucks and POVs. Driver and passenger must be out of vehicle and gas tank must be full when weighing. The member should make every effort to weigh the entire vehicle at one time, either on a large platform scale or on two or more smaller scales. Additionally, when a POV is used to transport TDY weight allowance between multiple TDY locations, a certified *empty* weight ticket is required once and copies of that may be used for each “leg” of the subsequent TDY locations. However, a certified full weight ticket must be obtained for each segment of the TDY.

★⁴ b. Trailers. Driver and passengers must be out of the towing vehicle and trailer. The weight of the trailer is part of the tare weight for all trailers except for authorized utility trailers. The tare weight of camper trailers/5th wheel travel trailers must include all factory installed appliances and equipment. The weight of an *authorized utility trailer* is part of the net weight of a shipment if owned by the member. For moves involving multiple trips, this weight may only be counted once. It is part of the tare weight on all subsequent trips connected with that move. The member or member’s dependent must own the trailer prior to the effective date of orders to qualify as HHG. Proof of ownership showing trailer dimensions is required to determine if it qualifies as HHG. An empty weight ticket of the trailer must be obtained. If the physical dimensions of the trailer do not meet the criteria in Appendix A of the JFTR (also indicated below) to qualify as HHG, the trailer is always a means of conveyance only.

★¹ ***NOTE: Authorized Utility Trailers: A utility trailer is considered HHG if it meets the following limitations:***

- *With or without tilt beds;*
- *Single axle;*
- *Overall length of no more than 12 feet (from rear of the trailer to the trailer hitch);*
- *No wider than 8 feet (outside tire to outside tire); and*
- *Side rails/body no higher than 28 inches (unless detachable) and the ramp/gate for the utility trailer is no higher than 4 feet (unless detachable).*

See JFTR & JTR, Appendices A, Part I, ‘Definition of HHG’.

8. Constructed Weights (*U5320-D3(b)*). The use of constructed weights may be authorized/approved by the PPSO, in the following situations only:

- a. When the member moves between Government quarters on the same activity or installation and on base Government scales are not available.

- ★ b. When a member makes a local move *and weight stations are not available, i.e., legal holiday* and the transportation officer considers providing weight tickets to be inappropriate.
- c. When a member moves between duty stations in close proximity to each other as defined in JFTR, par. U5355-B1, and adverse weather conditions, e.g., snow, ice, flooding, exists.
- d. When there has been a loss of personal property through fire, theft or accident while property was located on the rental vehicle.

The use of constructed weights requires prior approval by the PPSO. When the member moves under subpar. 8c above, when prior approval was not possible, the member is required to provide evidence of the adverse weather conditions to HHG-AT. Such evidence may be a statement from the PPSO verifying that such conditions existed. When the member moves under the conditions of subpar. 8d, a police report is required. When members are overweight as a result *making multiple shipments (PPM and Government procured moves) conventional* consideration of the ten percent packing allowance on the Personally Procured portion does not apply, since the constructed weight is considered the actual weight moved.

★ **Note:** NAVSUP Code 53 has authorized HHG-AT to use, when appropriate, the use of constructed weight in the following PPM situations:

- *Improper counseling.*
- *Weather conditions (snow, etc.).*
- *Weekend or holidays move date.*
- *Member failed to be counseled by a PPSO and did not get certified weight tickets.*
- *Member lost certified weight tickets.*
- *Member unable to get certified weight tickets due to personal situation.*
- *Member failed to get certified weight tickets due to military requirement/obligation.*

If HHG-AT is unable to determine constructed weights from the information provided by the member, HHG-AT must contact NAVSUP Code 53 prior to rejecting customers claim.

Any claim for reimbursement without weight tickets must be submitted per the instructions in subpar. 10 below.

- ★ 9. Documentation for Constructed Weight Use. Constructed weight is based on 7 lbs. per cubic foot for HHG and 40 lbs per cubic foot for PBP&E. Members should be counseled to prepare a Household Goods Descriptive Inventory. There is an online Inventory and Weight Estimator form available at <https://afpacs.randolph.af.mil/weight-estimator.asp> . Have the customer

complete this form, print it out and submit it to *HHG-AT* to support claim. When the member moves *and conditions* under sub-pars 8c and *d* of this document occur *and prior* approval was not possible, the member must submit evidence such as a statement from the *PPSO* or a *Police Report*. All constructed weights estimated are subject to verification by a personal property officer upon request from *HHG-AT*.

- ★ 10. Final Settlement. Advise member that once they have reached their destination, they must submit a claim for the balance of the reimbursement or incentive. If not submitted within 45 days of the move date, the member may become responsible for full reimbursement to the Government on all advance allowances. The following documentation must be submitted to *HHG-AT* to support a claim under JFTR, par. U5320.

Note: For DOD civilian PPM refer to this publication, Part II, C5160 for guidance.

a. U5320-D1 a or b. Government procured HHG transportation and/or NTS is not available.

- ★
 - 1) DD Form 2278 with statement by the PPSO authorizing reimbursement *per* JFTR, par. U5320-D.
 - 2) *Complete set of all applicable orders*.
 - 3) DD Form 1351-2.
 - 4) The costs of direct hire (itemized invoice) or rental of a conveyance (contract) with or without operator and any other receipts for authorized expenses.
 - 5) Certified weight tickets both empty and loaded, or authorization to use constructed weights (See N5320 D.8 above)

b. U5320-D2a Government procured transportation and/or NTS is available – Actual Cost Reimbursement.

- ★
 - 1) DD Form 2278 with statement by PPPO/PPSO authorizing reimbursement under JFTR, par. U5320-D2a.
 - 2) *Complete set of all applicable orders*.
 - 3) DD Form 1351-2.
 - 4) The costs of direct hire (itemized invoice) or rental of a conveyance (contract) with or without operator and receipts for any other authorized expenses.
 - 5) Certified weight tickets both empty and loaded or authorization to use constructed weights except for local moves, (See N5320-D8 above)

c. U5320-D2b...Government procured transportation and/or NTS is available – Monetary Allowance Equal to 95% of GCC.



- 1) DD Form 2278 with statement by PPPO/PPSO authorizing reimbursement/monetary incentive under JFTR, par. U5320-D2b.
- 2) *Complete set of all applicable orders.*
- 3) DD Form 1351-2.
- 4) Submission of operating expense receipts (gas, tolls, etc) with the settlement is not required. However, it is the member's responsibility to retain moving expense records for tax purposes. Reimbursements above the actual moving expenses may be taxable.
- 5) Certified weight tickets both empty and loaded or authorization to use constructed weights except for local moves. (See N5320-D8 above)

d. Members requesting reimbursement/monetary incentive for Personally Procured Transportation and/or NTS without prior authorization from a PPSO.



- 1) *Complete set of all applicable orders.*
- 2) DD Form 1351-2.
- 3) The costs of direct hire (itemized invoice) or rental of a conveyance (contract) with or without operator and receipts for any other authorized expenses.



- 4) Certified weight tickets both empty and loaded or authorization to use constructed weights. (See N5320-D8 above)

11. Temporary Storage (SIT). SIT is authorized in connection with shipment of HHG per JFTR, par. U5375. SIT costs are not applied when calculating the Government's constructed cost. The member may file for storage reimbursement costs in 30, 60 or 90-day increments by submitting a paid in full invoice/receipt *from a bona fide commercial storage facility open to the general public to HHG-AT.* No invoices/receipts will be prepaid for storage. The member needs a *PPSO-approved* DD Form 1857 to support a storage reimbursement request in excess of 90 days. If however, the member arrives at the destination and storage is required, storage may be procured through small purchase procedures per the Federal Acquisition Regulation (FAR), Part 13. The PPSO may designate Government warehouses or SIT warehouses. Any cost incurred due to packing or re-packing by the warehouse accepting the shipment is born by the member. In this instance, a DD Form 1351-2 must be annotated with the PPSO's authorization/approval prior to submission of the claim and a copy of the annotated document be provided by the PPSO to HHG-AT.



12. NTS. *PPSO must provide the member with a DD Form 2278 to support NTS storage reimbursement requests. The member may file for storage reimbursement costs in 30, 60 or 90-day increments by submitting to HHG-AT a paid in full invoice/receipt from a bona fide commercial storage facility open to the general public. No invoices/receipts will be prepaid for storage.*

- ★ 13. *Advanced Allowances*. The member is responsible for the reimbursement of any advance allowances paid by the Government if the shipment is not *completed, or;*

- a. Failure to provide certified weight ticket or approval to use *constructed* weight.
- b. Member over estimates his *shipment weight*.
- c. Member fails to make the move.

14. Claims for Loss and Damage. Ensure that the member is counseled that the Government assumes no responsibility for loss or damage to HHG moved or vehicles used under the Personally Procured Transportation/NTS program. Member may consider purchasing insurance to cover failure of, and loss or damage to, rental equipment. Additional insurance, if required, must be procured by the member and is not reimbursable by the Government.

N5330 FACTORS AFFECTING HHG TRANSPORTATION (U5330)

- ★ **A. Improper Transportation (U5330-D)**. When HHG are improperly shipped, stored, or become unavoidably *misdirected through no fault of* the member, the PPO/PPSO may authorize or approve re-shipment *to the proper destination* under this paragraph. Appropriate documents must be annotated using JFTR, par. U5330-D, as authority for re-shipment.
- ★ **B. HHG Transportation Before Orders Issued (U5330-G and this publication, Paragraph N2001)**.

N5335 THE NET WEIGHT DETERMINATION (U5335)

A. Exceptions (U5335-F). Deviation from Packing Allowances. NAVSUP Code 53, may authorize a deviation from the standard packing allowance for GBL shipments under the provisions of JFTR, par. U5335-F. Requests from members for such deviations must be supported by facts showing the weight of packing material actually used exceeded the allowable percentage prescribed in JFTR, pars. U5335-B, C and D. Members should be counseled as follows:

- ★ 1. *It is the member's responsibility* to move within their maximum weight allowance.
- ★ 2. If there is apparent over-packing, report it to the PPSO *immediately*. PPSO *must annotate member's shipment record and take appropriate action*.
- 3. Advise the member to take pictures of over-packing.

- ★ 4. PPSO should have the TSP provide complete unpacking services and weigh the packing material. Member must be advised not to waive unpacking.

Note: The best evidence to support a request for deviation from the packing allowance is the separate weighing of the packing material. If this is not possible, photos, and or inspector's comments may be used to support the request.

N5340 EXCESS CHARGES (U5340)

A. Collecting Excess Cost. HHG-AT Norfolk, VA, is responsible for the final determination of excess costs for packing, crating, storing, unpacking, uncrating, and transporting HHG and for the final collection of excess costs from the member. In all cases involving excess costs, the responsible PPSO must notify HHG-AT by providing copies of applicable documents e.g., DD Form 1299, GBL, DD Form 1155, DD Form 1164, etc. *Applicable shipping documents may be mailed to the Business Support Department, FISC-N HHG Audit Team Division, (Code 302) 1968 Gilbert Street, Norfolk, VA 23511-3392, or emailed to pptas.fiscn@navy.mil, or faxed to 757-443-5387 or DSN 312-646-5387.*

- ★ 1. Collecting Excess. Members must be advised any advance collection of excess costs is only an estimate and subject to audit and final determination by HHG-AT.
- ★ 2. Inbound counselors should advise the member of the weight of all shipments under the current orders to determine possible excess weight. PPSO must notify the TSP(s) to reweigh the shipment(s) per the DTR, Part IV prior to delivery.
- ★ 3. The member may pay by certified check, cashier's check, or money order payable to the U. S. Treasury. All collection must be credited per DOD Financial Management Regulation Volume 5, Chapter 28.

- ★ **B. For Members In Non-Pay Status.** When excess costs are anticipated, such costs are calculated using estimates or actual factors, if known. *Every effort must be made to collect monies owed the Government prior to the transportation of the property.*

* See note below.

- ★ **C. For Members in a Pay Status.** *The collection authority is HHG-AT. PPSO must notify HHG-AT of possible excess costs and document the BOL/ITGBLs for pay checkage review. A member may elect to pay for these excess costs prior to shipment. Amount collected must be shown on the GBL and copy of the GBL forwarded to HHG-AT.*

* See note below.

- ★ ***NOTE:** *The PPSO/Traffic Management Office (TMO)/Transportation Officer (TO) may waive the advance collection of excess costs only when a shipment is presently stored at Government expense or under Government management and continued storage causes additional costs to the Government and/or financial hardship to the member. All pertinent documents and receipts for any monies collected must be forwarded to HHG-AT for final settlement and collection action.*

Estimated excess cost under \$100 is not to be collected by the responsible PPSO, however, any waived collection of excess cost must be reported to HHG-AT by the PPSO for review and final collection action.

- ★ **D. Temporary Storage.** *Member is responsible for all costs for temporary storage in excess of their authorized time limit. If Government control of the shipment was maintained beyond authorized time limit, the PPSO must recoup the excess storage costs prior to the delivery. If the shipment was converted to a commercial account after the authorized time limit, the member must settle directly with the storage company prior to delivery. HHG-AT must be notified of collection status.*

- ★ **Appealing Excess Costs.** The member should be advised by HHG-AT of appeal process procedures when the member is notified of the excess cost. The first step in an excess cost appeal should be forwarded to HHG-AT with any/all substantiating documentation applicable. If the member thinks an error or injustice has been committed they should be informed of their right to appeal through the BCNR process.

1. Board for Correction of Naval Records (BCNR). The member must properly execute the "Application for Correction of Military or Naval Record" (DD Form 149), attach all supporting documentation, and forward it to BCNR, 2 Navy Annex, Room 2432, Washington, D.C. 20370-5100. BCNR's Voice number: 703-614-1402, DSN: 312-224-1402 or 224-9857, Fax number: 703-614-9857.

Refer customer to BCNR's web site at <http://www.hq.navy.mil/bcnr/bcnr.htm> .

When considering an appeal, the member should be counseled to include the following factors:

- a. Provide a complete set of applicable orders.
- b. If you feel you were mis-counseled, identify the counselor by name, cite date of the interview, and forward supporting documentation such as a letter from the PPSO, an incomplete counseling checklist (DD Form 1797), and/or an erroneously prepared shipment application.
- c. Were PBP&E declared by member at time of counseling? If so, were the weights annotated on the DD Form 1299, HHG inventory, and/or the BOL/ITGBL, and included in the computations by HHG-AT?

★

- ★ d. Was the shipment re-weighed? If so, did *HHG-AT* consider the reweigh weight in the audit?
- e. Was *HHG-AT* computation mathematically correct?
- ★² f. *PPSO provides written statement of support/non-support of member's request for increased packing allowance using PPSO inspection or evidence provided by the member (i.e. Pictures, video tape, etc.)*

F. Waiver of Indebtedness. Navy active duty members may apply for a waiver of indebtedness on excess transportation costs to DFAS – Indianapolis. Dept. 3300 (Waivers/Remissions), 8899 56th Street, Indianapolis, IN 46249-3300. The link for DD Form 2789, “Waiver/Remission of Indebtedness Application” is <http://www.dtic.mil/whs/directives/infomgt/forms/eforms/dd2789.pdf>

★ For additional information call 317-510-8692 or DSN 699-8692, or e-mail
★⁴ RemissionWaiverIndy@dfas.mil.

NOTE: Active duty military, guard/reserve, retired or annuitant pay recipients, civilian employees, return completed DD Form 2789 to the address listed on the debt notification letter.

G. HHG Transportation other than between Authorized Locations (U5340-C)

- ★ **H. NTS Excess Weight.** The total weight of the HHG transported plus the weight of the HHG in NTS at Government expense on the same change-of-station order must not exceed the member's weight allowance prescribed in JFTR, par. U5310-B, Table of PCS Weight Allowances. However, if the weight of the member's HHG in NTS plus the weight of the HHG transported on the same orders exceeds the member's prescribed weight allowance, the Government may pay the costs associated with storing the excess weight if requested to do so by the member. *Costs for storage of the excess weight must be collected from the member (see JFTR, par. U1010-B9).*

I. Multiple Shipments Made on PCS Orders (U5340-B2). When the member has two or more shipments on the same set of PCS orders, excess costs are computed on the shipment (or storage) that results in the least cost to the member.

- ★ **J. Transportation of Unauthorized Articles (U5340-D).**

Any requests for shipment of articles not clearly defined as HHG in the JFTR should be referred to NAVSUP Code 53 for guidance.

N5345 TRANSPORTATION UNDER VARIOUS SITUATIONS (U5345)**N5350 PCS TRANSPORTATION TO OR FROM SEA DUTY (NOT USUALLY ARDUOUS) OR OCONUS DUTY (U5350)****A. Ordered to an OCONUS PDS to which HHG Transportation is Permitted (U5350-A).**

1. General. A list of areas requiring dependent entry approval can be found in Officer Transfer Manual, Chapter 4, Figure 4-9 and in the Enlisted Transfer Manual, Chapter 4, Figure 4F.



2. Members Without Dependents are not required to have entry approval but should be counseled to communicate with their prospective OCONUS commands/*sponsors* to determine what type of living quarters they will occupy.

B. Ordered to an OCONUS PDS to Which HHG Transportation Is to Be Authorized within 20 Weeks of Member's Port Reporting Month (U5350-A2).

Dependents are not issued separate travel orders. Upon receipt of Dependent Entry Approval (DEA), HHG placed in NTS pending DEA or located at a residence/temporary residence can be shipped. PPSO should advise member to consider consequences if shipping HHG prior to DEA.

C. Ordered to an OCONUS PDS to Which HHG Transportation Will Not Be Authorized Until 20 or More Weeks After the Member's Port Reporting Month (U5350-A3).**D. Ordered from Shore-Duty to Sea-Duty (U5350-B)****E. Ordered from a CONUS PDS to an OCONUS PDS to Which HHG Transportation is Prohibited or Restricted, to Unusually Arduous Sea Duty, or Duty under Unusual Circumstances (U5350-C).**

★ * See note below.

F. Ordered from an OCONUS PDS to an OCONUS PDS to Which HHG Transportation Is Prohibited or Restricted, to Unusually Arduous Sea Duty, or Duty under Unusual Circumstances (U5350-D).

★ * See note below.

★² ***NOTE:** See OPNAVINST 4650.17 (series) for ships, units, and afloat staffs designated as unusually arduous sea duty or operating OCONUS for 1 year or more.

G. Ordered from Sea Duty or OCONUS Duty to a CONUS PDS (U5350-E).

H. Ordered from Sea Duty to an OCONUS Shore Duty PDS (U5350-F).

I. Ordered from Sea Duty to Sea Duty (U5350-G).

J. Ordered to or from a Ship, Afloat Staff, or Afloat Unit Deployed Away from Homeport (U5350-H). Recommend personal property be shipped via parcel post directly to unit of assignment marked for the member. If member elects to personally procure transportation (refer to this publication, par. N5320-D), the PPSO must provide reimbursement claim information. For shipment by the Government, refer to this publication, par. N5320-C.

K. Ship, Afloat Staff, or Afloat Unit Homeport Officially Changed (U5350-I). Shipment of HHG to a designated place is not authorized if the homeport change is incident to commencement of an overhaul. Shipment to a designated place is authorized on the Homeport Change incident to completion of the overhaul.

L. Reassignment OCONUS before the Prescribed OCONUS Tour Is Completed Due to Base Closure or Similar Action (U5350-K).

N5355 LOCAL SHORT DISTANCE MOVES (U5355)

A. General (U5355-A).

★ B. Short Distance Move Incident to Reassignment or PCS (U5355-B).

★ 1. PCS Between PDSs Located in Proximity or Reassignment Between Activities at the Same PDS-Not a PCS (U5355-B2).

2. Short distance moves are authorized when PCS to, from or between unusually arduous sea duty (U5355-B1 and U5222-D2).

NOTE: No certification is required under these circumstances.

★ C. Short Distance Move and NTS Incident to Government/Government-controlled Quarters or Privatized Housing Assignment/Termination (U5355-C). To qualify for a short distance move from a temporary local commercial residence to Government quarters, members must have voluntarily placed their names on a housing waiting list upon arrival at the new PDS. (See Naval Financial Management Policy, par 075180, Section V)

Shipments authorized under JFTR, pars. U5360-F and U5365-G, the cost of both the move from quarters to a local address and the move to the place authorized travel or final home of selection is chargeable to the accounting data contained in the separation or retirement order.

For NTS authority see JFTR, pars. U5380-F and U5380-G.

N5360 SEPARATION FROM THE SERVICE OR RELIEF FROM ACTIVE DUTY EXCEPT FOR DISCHARGE WITH SEVERANCE OR SEPARATION PAY (U5360)

- ★ Time Limits (*U5360-G*). The PPTO is the designated approval authority to extend time limit. The member must apply in writing prior to the 180th day, explaining the circumstances preventing him/her from moving within the prescribed time limit and the specific additional period of time needed. The request should also state any hardship caused to the member or family if they moved within the first 180 days or immediately. The request should be accompanied with an Application for Shipment (DD Form 1299), copy of the separation order and any documentation that could substantiate the request.
- ★³ PPSOs/TOs may authorize extensions not to exceed an additional 180 days (for a total of 360 days maximum). If PPTO/TO denies extension, appeals should be forwarded through the PPSO/TOs to NAVSUP Code 53. Extensions under this paragraph in no way extend the Government's obligation for storage costs for longer than the period authorized under JFTR, par. U5360-B or U5375-B.

N5365 RETIREMENT, PLACEMENT ON TDRL, DISCHARGE WITH SEVERANCE OR SEPARATION PAY, OR INVOLUNTARY RELEASE FROM ACTIVE DUTY WITH READJUSTMENT OR SEPARATION PAY. (U5365)

A. HHG Transportation. HHG transportation is authorized to the member's Home of Selection (HOS) per JFTR, par. U5130-A1. Retirees shipping to foreign countries/areas are personally responsible for all customs entry requirements and payment of all duties, taxes. In addition, members are responsible for excess costs over and above the Government's transportation costs between authorized locations. Members shipping to the Republic of Philippines must be provided a copy of the General Instructions for Philippines contained in the PPCIG-OL (International PPSOs).

<https://tops.ppcigweb.sddc.army.mil/ppciq/menu/query/international.do>

- ★³ **B. Time Limits.** The PPTO is the designated approval authority to extend the time limit in JFTR, pars. U5365-A and U5012-I (for restrictions) for members undergoing hospitalization/medical treatment, education/training, or in other deserving cases (JFTR pars. U5365-D, E, & F). Specific details regarding each type of extension category are as follows:
 1. Hospitalization or Medical Treatment - PPTO may extend an entitlement for this reason up to six years from the date of retirement or transfer to the TDRL. Any extension for beyond six years from date of retirement or transfer to the TDRL

must be forwarded to NAVSUP for consideration. PPTOs may exercise authority for this category of extension regardless of when the member applies to the PPTO in writing - i.e., the member does not need to apply in writing to the PPTO within the initial authorized time limit. In order to grant this type of extension the PPTO must receive, in addition to the member's final set of orders, a statement on letterhead from the attending physician stating nature of treatment along with commencement and projected or actual completion date of hospitalization or medical treatment.

2. Undergoing Education or Training - Education and Training includes On-The-Job-Training as well as Certification training Programs. PPTO may extend an entitlement for this reason up to six years from the date of retirement or transfer to the TDRL. PPTOs may exercise authority for this category of extension regardless of when the member applies to the PPTO in writing - i.e., the member does not need to apply in writing to the PPTO within the initial authorized time limit. To grant this type of extension the PPTO must receive, in addition to the member's final set of orders, a statement on letterhead from the school, employer, or certifying agent stating the nature of training, beginning and projected or actual completion date.

3. Other Deserving Cases - PPTO may extend an entitlement for this reason up to six years from the date of retirement or transfer to the TDRL. PPTOs may exercise authority for this category of extension even though the member did not request this extension within the initial one-year time limit. Board of Corrections for Navy Records delegates this authority. To grant this type of extension the PPTO must receive, in addition to the member's final set of orders, any supporting statements or documents that may substantiate request.

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Examples of extension letters under this paragraph are located in Appendix A of this publication.

Note: All appeals of denied extensions prior to six years from the date of retirement or transfer to the TDRL must be sent to NAVSUP Code 53 for consideration.

Note: All appeals of denied extension requests filed after expiration of the authorization period must be sent to BCNR, 2 Navy Annex, Room 2432, Washington, DC 20370-5100 via the denying PPSO with all supporting documents as noted above in subpara B along with PPSO's letter of denial and any previous extension approvals. BCNR's Voice number: 703-614-1402, DSN: 312-224-1402 or Fax number: 703-614-9857. Refer customer to BCNR's web site at <http://www.hq.navy.mil/bcnr/bcnr.htm>

N5370 HHG TRANSPORTATION UNDER UNUSUAL/EMERGENCY CIRCUMSTANCES (U5370)

NOTE: The PPTO is the designated approval authority to extend the time limit in JFTR, par. U5370-H6.

N5372 HHG TRANSPORTATION WHEN A MEMBER IS OFFICIALLY REPORTED AS DEAD, INJURED, ILL, ABSENT FOR MORE THAN 29 DAYS IN A MISSING STATUS, OR UPON DEATH (U5372)

Note: The PPTO is the designated approval authority to extend time limit under JFTR, par. U5372-B3.

N5375 SIT (U5375)

- ★ **A. General. SIT is part of HHG transportation and may accrue at any combination of the following: origin, in-transit and destination (U5375-A). The member is authorized 90 days of temporary storage (U5375-B).**

The local PPTO is designated as the authorizing/approving authority for additional Temporary Storage beyond the initial 90 days. If the situation warrants, an additional 90 days of Temporary Storage may be approved in accordance with JFTR U5375-B2.

Note: A statement of all the facts from the member must accompany requests for authorization/approval of such additional storage.

The member must submit a request for an extension on a DD Form 1857 or letter explaining the reason with all supporting documents prior to the expiration of the 90-day period authorized. PPSO's authorize storage extension by completing Section III – "Approval" of the DD Form 1857 for each extension. All cases of temporary storage over 180 days must be in compliance with JFTR paragraph U5375-B3 and must not exceed a maximum of 360 days without NAVSUP Code 53 approval.

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1. At Origin. Temporary storage at origin ordinarily is procured under the TOS using a Service Order for HHG (DD Form 1164). A Personal Property GBL must not be issued until line haul movement is required. All storage documents must be annotated "Temporary Storage under the TOS". When requesting delivery to destination, the member must provide complete written disposition instructions to include delivery address, receiving agent, contact phone number, and the earliest date they can accept delivery. The PPSO prepares and signs a DD Form 1299 for shipment, annotating receipt of the member's request and the number of days of temporary storage utilized at origin. The shipment must be scheduled for release to ensure that it does not arrive prior to the member's earliest acceptance date.

2. At Destination. If temporary storage has been utilized at origin, the destination PPSO determines the number of remaining temporary storage days authorized and notifies the member of the remaining storage authorization. The PPSO must also notify member prior to expiration of their storage entitlement.

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- ★ **B. Time Limits (U5375-B)**

★ **Note:** *Additional storage beyond 180 days may not be authorized/approved when a member elects to have a home built while other housing is available.*

★ Additional storage beyond the first 90 days must not be authorized/approved in situations when a member elects to occupy private sector housing too small to accommodate all of the member's HHG. For storage over 180 days awaiting Government/privatized housing reference U5375-B3b.

Note: *Upon arrival at PDS, member must place his/her name on the Government/privatized housing waiting list to be eligible for more than 180 days storage. Member must provide verification from Housing Office to support extension.*

★ Requests for extensions over 360 days must be forwarded to NAVSUP Code 53 for review/approval. Denials for extensions to time limits by the PPSO must be made in writing. When a member is denied an extension to time limits under this paragraph, the member may appeal to NAVSUP Code 53. Appeals must be in writing and forwarded to NAVSUP with all supporting documents.

★ **C. HHG Partial Lot Withdrawal and Delivery from SIT (U5375-E).**

PPTOs are the designated authorizing/approving authority for withdrawal of partial lots of HHG. Members must be counseled to make every effort to designate items for partial delivery/stop-off.

N5380 NONTEMPORARY STORAGE (U5380)

A. General. The PPTOs are the designated authority for approving NTS, place of NTS and extensions to time limits under JFTR, par. U5380.

B. Place of NTS (U5380-B). HHG shipments originating from OCONUS areas and destined for NTS must be shipped via DPM as follows:

1. Shipments from the Atlantic, Mediterranean, or Near East area are consigned to FISC Norfolk CPPSO (BGNC 7920 14th Street, Norfolk, VA 23505-1216), per Personal Property Consignment Instruction Guide PPCIG-OL (Domestic PPSOs) <https://tops.ppcigweb.sddc.army.mil/ppciq/menu/query/domestic.do>.
2. Shipments from the Pacific (except Alaska and Korea) areas are consigned to 834th US Army Transportation Battalion, Naval Weapons Station, Concord, CA, per PPCIG-OL (Domestic PPSOs) <https://tops.ppcigweb.sddc.army.mil/ppciq/menu/query/domestic.do>.
3. Shipments from Alaska and Korea are consigned to FISC Puget Sound PPSO (JENQ 467 W. St., Bremerton, WA 98314-5100), per PPCIG-OL (Domestic PPSOs) <https://tops.ppcigweb.sddc.army.mil/ppciq/menu/query/domestic.do>

C. NTS as an Alternative to Transportation (U5380-C). The PPTOs are authorized to approve NTS as an alternative to shipment when in the best interest of the Government. All approvals must be supported by relevant cost comparisons or other justification. NAVSUP Code 53 should be consulted in questionable cases and all denials must be in writing. Members may appeal denials to NAVSUP Code 53.

NTS may not be authorized as an alternative to the shipment under JFTR, par. U5370-B1 incident to advance return of dependents authorized under JFTR, par. U5900-D2h.

D. NTS Incident to Occupancy of Government/Government Controlled Quarters or Privatized Housing and Incident to Vacating Local Private Sector Housing (U5380-G).

★ ***Note: Items that cannot be accommodated by Government quarters must be certified as excess to quarters by the housing manager/TO.***

PPSOs should arrange for storage and pay for services as follows:

1. When HHG are direct delivered to Government quarters or delivered from SIT to Government quarters all NTS costs are charged to the PCS line of accounting in the member's orders. Every effort should be made to identify items as excess to quarters prior to delivery to avoid additional handling and costs. In both cases, the member has 15 calendar days from date of delivery to identify excess items and request NTS. The member is authorized one pickup of excess items.

★ 2. If HHG in SIT can be identified as *excess to Government quarters/privatized housing* prior to delivery, PPSO should approve continued SIT or convert to NTS, whichever is cost favorable to the Government.

3. The activity managing the housing units must fund NTS when they direct members into Government housing from local economy quarters and the Government quarters cannot accommodate all HHG. When NTS is funded by local OPTAR funds, new funding must be furnished for each fiscal year until HHG are released from and the NTS expiration date should be set to the fiscal year ending date.

PART E: POV TRANSPORTATION AND STORAGE**SECTION 1: POV TRANSPORTATION****N5400 GENERAL (U5400)**

- Restrictions and limitations to the shipment of POVs can be found in the PPCIG-OL
- ★ <https://tops.ppcigweb.sddc.army.mil/ppcig/menu/query/domestic.do> . Procedures for shipping POVs are found in *SDDC Pamphlet, Shipping Your POV*. The web site is <http://www.sddc.army.mil/sddc/Content/Pub/8808/DBCN8808.pdf> .

N5405 ELIGIBILITY (U5405)**N5410 TRANSPORTATION (U5410)**

- A. POV Transportation Permitted (U5410-A).** Members must have at least 12 months remaining on OCONUS tour from date POV is turned in for shipment at a VPC.
- ★ *NAVSUP Code 53* may authorize exceptions in special cases. Requests for approval must be supported by PCS orders and overseas command certification that shipment is in the Navy's best interest and not primarily for the member's convenience.

B. Replacement POV Transportation (U5410-C). The PPTO may approve replacement shipment under JFTR, par. U5410-C. Requests must be supported by overseas command certification and any pertinent documents (police report, insurance settlement, etc.).

NOTE: POVs imported to U.S. Customs Territories are subject to safety standards, bumper standards and air pollution control standards. Counselors must ensure customers requesting a POV shipment are provided a copy of the "Shipping Your POV" pamphlet and review the section 'NONCONFORMING POV' import requirements.

N5413 TRAVEL REIMBURSEMENT FOR POV DELIVERY AND/OR PICK-UP (U5413)

- ★ **N5414 POV TRANSPORTATION TO/FROM AN OCONUS PDS (U5414)**

POV Transportation between OCONUS Port/VPC and OCONUS PDS (U5414-B). The PPSO has approval authority under this paragraph when the member's request is supported with an endorsement from the member's commanding officer.

- ★ **N5415 POV TRANSPORTATION WITHIN CONUS INCIDENT TO A PCS WHEN THE MEMBER IS UNABLE TO DRIVE THE VEHICLE (U5415).**

★ The PPTO approves POV shipments within CONUS. Requests for medical reasons must be supported by the attending physician's certification. Requests for insufficient travel time (see JFTR, par. U5160) must be supported by the member's PCS order and the Commanding Officer's certification that the member cannot be detached from the old PDS in time to meet the Report Not Later Than Date and that shipment is not for the member's convenience.

★ **N5417 POV TRANSPORTATION WITHIN CONUS INCIDENT TO A PCS WHEN POV TRANSPORTATION IS ADVANTAGEOUS AND COST EFFECTIVE TO THE GOVERNMENT (U5417)**

N5420 TRANSPORTATION RESTRICTIONS (U5420)

A. POV Purchased in a Non-foreign OCONUS Area (U5420-A)

B. Restriction, Prohibition, or Suspension to a Member's OCONUS PDS (U5420-B). Transportation of POVs to an OCONUS area may be restricted, prohibited or suspended.

C. Vehicle Size (U5420-C). PPSO/TO may authorize oversized vehicle for medical reasons.

D. Combining POV Weight Limitations when Husband and Wife Are Members (U5420-D)

N5425 TRANSPORTATION METHODS

NOTE: In connection with transportation of a POV within CONUS when advantageous and cost-effective to the Government, the member is responsible for making all arrangements. See JFTR, par. U5417.

A. Government/Commercial Transportation (U5425-A). Transportation of a POV may be by Government/commercial means as authorized by law. Members traveling with their vehicles via ferry are covered in JFTR, par. U5116-C3.

NOTE: Transportation of a POV by air is not authorized at Government expense (54 Comp. Gen. 756 (1975)).

B. Personally Procured Transportation (U5425-B). An eligible member, who has not transported a POV at Government expense incident to a PCS, is authorized reimbursement for the expense incurred only if personally procured POV transportation was based on erroneous advice of a Government representative (e.g., the TMO or ITO). Reimbursement must not exceed the cost that would have incurred if the Government had arranged the transportation (51 Comp. Gen. 838 (1972)). The cost of a vehicle transported on a car ferry with the member/dependents is a reimbursable transportation expense (see par. U5116-C3) and does not constitute transportation of a POV. Additional authority exists for reimbursement under other very limited circumstances (see par. U5455-E).

C. Opportune Lift (OPLIFT) Aboard United States Navy Ships.

POVs and boats may be transported by OPLIFTs aboard United States Navy ships when authorized by the type commander or at the discretion of the ship's commanding officer.



For OPLIFT information *from Norfolk* contact COMNAVSURFLANT at 757-836-3135 or DSN 312-836-3135.

For OPLIFT information *from San Diego* contact: *Opportune Lift (OpLift) San Diego, CA (ComNavSurForPac) Email: N41M12CNSP@Navy.mil phone 619- 437-2991 or DSN 312-577-2991 Mon-Fri: 0730-1530.*



For OPLIFT information *from Hawaii* contact OPLIFT Coordinator at (808) 473-0572 or DSN 315-922-0572. Visit their Web site at:

<http://www.greatlifehawaii.com/Activity/listActivity.asp?catid=320&catname=Opportune+Lift+Program>.

CAUTION: Shipping a POV overseas to a foreign or non-foreign destination using OPLIFT transportation can be very expensive. Besides the cost for the lift on/lift off services at the port, any special importation requirements, i.e., customs, taxes, etc., levied by a country are the **MEMBER'S** responsibility. Additionally, some foreign countries allow only one POV per military PCS orders. Shipping a second POV to a country with this restriction can result in the impoundment of the second POV. Contact your local PPSO or the Navy's HHG HELPLINE at 800-444-7789 or DSN 312-646-1719 for general POV shipping information before executing a request for POV transportation by OPLIFT.

N5435 PORTS/VPCS USED (U5435)

A. Designation of Ports (U5435-A). POVs may be turned in to the nearest VPC serving the current PDS, an intermediate TDY location or a VPC in the direct line of travel to the designated Aerial Port of Embarkation (APOE). Use of any other VPC may result in excess cost to the member.

B. Alternate Ports/VPCs (U5435-B). Requests to use an alternate port in a different country must be submitted to Office of the CNO prior to shipment. Requests with supporting documentation should be mailed to: CNO (N130-E.2), 2 Navy Annex, Washington, DC 20370-2000 or faxed to 703-695-3311/DSN 312-335-3311.

C. Transshipment from a Designated Port/VPC (U5435-C). The PPTO may approve trans-shipment under conditions in JFTR, par. U5435-C.

N5440 FACTORS AFFECTING POV TRANSPORTATION (U5440)

A. Transportation Before Orders Issued (U5440-D). Refer to this publication, PARAGRAPH N2001.

N5445 EXCESS COST COLLECTION (U5445)

N5455 POV TRANSPORTATION UNDER UNUSUAL OR EMERGENCY CIRCUMSTANCES (U5455)

N5456 TRANSPORTATION INCIDENT TO DIVORCE (U5456)

N5457 TIME LIMITATION FOR TRANSPORTATION OF A POV (U5457)

The PPTO is the designated authority to extend the time limits in JFTR, pars. U5457-A and U5457-B.



Note: Members may submit appeals to NAVSUP Code 53 in writing with supporting documents via the personal property office denying the extension. Supporting documents for an extension are: a complete set of all applicable orders, certification of schooling or hospitalization, and any other supporting documents that could substantiate the request.

When a member's extension request exceeds the authorization provided by this paragraph, the PPSO must forward to NAVSUP Code 53 for review.

N5460 CARE AND STORAGE (U5460)

N5461 RENTAL VEHICLE REIMBURSEMENT WHEN MOTOR VEHICLE TRANSPORTED AT GOVERNMENT EXPENSE ARRIVES LATE (U5461)

PART E: POV TRANSPORTATION AND STORAGE**SECTION 2: POV STORAGE WHEN POV TRANSPORTATION TO A FOREIGN/NON-FOREIGN OCONUS PDS IS NOT AUTHORIZED OR STORAGE IN CONNECTION WITH CONTINGENCY OPERATION TDY****N5464 GENERAL (U5464)**

PPTO must give members a letter authorizing POV storage. The letter must identify the member and the vehicle to be stored (year, make, model, Vehicle Identification Number (VIN), etc.)

Motorcycles and mopeds are not stored as POVs. They are treated as HHG and placed in NTS accordingly.

N5470 STORAGE FACILITIES USED (U5470)

A. Government Procured Storage. Government procured storage is available under SDDC's Global POV Contract (GPC). PPSOs may use local contracting procedures to procure storage for contingency operations. Storage is for the duration of the member's OCONUS/Contingency Operation tour. For members departing CONUS, POVs may be turned in at the VPC serving the old PDS, the VPC serving an intermediate TDY location, or at a VPC in the direct line of travel to the designated APOE. For return shipments from OCONUS, the member must turn in the POV at the VPC serving their OCONUS PDS.

NOTE: Delivery to/pickup from the VPC entails a travel allowance. Members should contact their servicing PSD/PSA about filing appropriate reimbursement claims.

B. Personally Procured Storage (U5470-B). Members should be encouraged to use the SDDC Global POV Contract (GPC) to store a POV after 1 May 2002. However members may personally procure storage of their POV at a commercial (See definition JFTR, APP A) POV storage facility. Members must be counseled in accordance with the JFTR, Chapter 5, Part E, Section 2, regarding their allowances for travel to deliver a POV to and from a commercial POV storage facility, and reimbursable POV storage costs. Reimbursement is limited to authorized expenses, not to exceed the Government's cost under the GPC contract. Prepaid storage is not authorized. *HHG-AT* only processes receipts for expenses incurred during the period claimed on DD Form 1351-2. Claims for Navy members must be submitted to: *Business Support Department, FISCN HHG Audit Team Division, (Code 302), 1968 Gilbert Street, STE 600 Norfolk, VA 23511-3392* and must include the following:

1. INITIAL CLAIM: DD Form 1351-2; PCS/Contingency Order; PPTO approval letter; POV registration; Contract with Commercial POV Storage Facility; and Itemized Paid Receipt(s) for applicable period (monthly, quarterly, etc.)

2. SUCCEEDING CLAIMS: DD Form 1351-2; copy of last HHG-AT Paid Voucher; and Itemized Paid Receipts(s) for current period.

NOTE: The GPC contractor's maximum liability for loss or damage to any vehicle is \$20,000. PPSOs should counsel members to maintain private insurance coverage on POVs with values over \$20,000. Members must file loss/damage claims against their private insurance before filing against the GPC contractor or against the Government under the Civilian Employees and Military Personal Claims Act.

The Government is not liable for loss/damage to POVs in personally procured storage. Members should maintain private insurance or purchase liability coverage from the commercial storage facility. In these cases, claims must be filed against the private insurance company or the storage facility as applicable.

N5474 RESTRICTIONS (U5474)

Oversize vehicles charges, as defined in the GPC contract, are the member's responsibility. Excess costs associated with the storage of an oversized POV must be collected from Navy members when POVs are picked up from storage.

Excess Cost. VPCs should collect excess costs under the GPC at time of pickup using DD Form 139 for pay checkage or DD Form 1131 for cash collection.

N5476 CONTINUED POV STORAGE (U5476)

NAVSUP Code 53 may authorize additional POV storage under JFTR, pars. U5476-A and B. Requests must be in writing with all supporting documents. Approvals are for the shortest time appropriate under the circumstances.

PART F: MOBILE HOME TRANSPORTATION**N5500 PRIVATELY OWNED MOBILE HOMES (U5500)**

- ★ **B. General (U5500-A)** PPSOs should counsel members per JFTR, Chapter 5, Part F and DTR, Part IV, Chapter 407, par. B. The SDDC Domestic Mobile Home/Boat Rate Solicitation contains information on roof load zones and permit requirements. Counselors should refer to Mobile Home/Boat Rate Solicitation, Appendix J (Mobile Home Dimensions Chart) during initial counseling to determine if customer must obtain a waiver(s) for the transportation of an oversize mobile home.

B. Eligibility (U5500-B)**N5505 MOBILE HOME TRANSPORTATION (U5505)****N5510 GOVERNMENT/PERSONALLY PROCURED MOBILE HOME TRANSPORTATION (U5510)****A. Reimbursement For Personally Procured Transportation (U5510-B)**

Navy members may personally procure transportation of a mobile home. Reimbursement is based on member's weight allowance minus weight of any other shipments made under the same orders when other shipments are authorized under this supplement and the JFTR. The member may receive an advance allowance not to exceed the GCC as authorized in JFTR, par. U5560. The advance must not exceed member's estimated allowance and may be calculated and approved on the DD Form 2278. No incentive payment is authorized. Reimbursement must not exceed 100 percent of the GCC as defined in JFTR, par. U5500-A. PPSO must provide member with a DD Form 2278 or DD Form 1351-2 with statement by PPPO/PPSO authorizing reimbursement under this paragraph. The PPSO must forward a copy of advance documents to *HHG-AT*.

★

For final settlement, the member must submit the following documents to *HHG-AT* within 45 days of date scheduled to move or the member becomes responsible for full reimbursement to the Government on all advance allowances:

- A complete set of all applicable orders.
- DD Form 1351-2.
- The costs of direct hire (itemized invoice) or rental of a conveyance (contract) with or without operator and receipts for any other authorized expenses.
- Certified weight tickets for HHG authorized to be moved separately from the mobile home.
- Letter from PPSO authorizing advance allowance.
-

B. Movement other than by Commercial Transporter (U5510-C)

N5515 FACTORS AFFECTING MOBILE HOME TRANSPORTATION (U5515)

Transportation Before Orders Issued (U5515-F). Reference N2001

N5520 EXCESS COSTS FOR MOBILE HOMES TRANSPORTATION OF A SEPARATED MEMBER, DECEASED MEMBER, OR HEIRS OF A DECEASED MEMBER (U5520)

N5530 MOBILE HOME TRANSPORTATION FOR SHORT DISTANCE MOVES (U5530)

N5540 MOBILE HOME TRANSPORTATION UNDER UNUSUAL OR EMERGENCY CIRCUMSTANCES (U5540)

N5545 MOBILE HOME TRANSPORTATION WHEN MEMBER OFFICIALLY REPORTED AS DEAD, INJURED, ILL, ABSENT FOR MORE THAN 29 DAYS IN A MISSING STATUS, OR UPON DEATH (U5545)

N5555 TEMPORARY STORAGE (U5555)

N5560 FUNDS ADVANCE (U5560)

PART I: PET QUARANTINE

N5800 GENERAL (U5800)

N5805 PET QUARANTINE REIMBURSEMENT (U5805)

★ Claims for reimbursement are submitted to member's local PSD with travel claim and not *HHG-AT*.

PART J: EARLY RETURN OF DEPENDENTS

N5900 DEPENDENT TRAVEL (U5900)

★ **N5905 HHG TRANSPORTATION (U5905)**

★ **N5910 POV TRANSPORTATION (U5910)**

★ **N5915 MOBILE HOME TRANSPORTATION (U5915)**

★ **N5920 TRAVEL AND TRANSPORTATION FOR DEPENDENTS RELOCATING FOR PERSONAL SAFETY (U5920)**

CHAPTER 6

LOST, ABANDONED OR UNCLAIMED PERSONAL EFFECTS AND PERSONAL EFFECTS OF PERSONS DETERMINED TO BE DECEASED OR MISSING - LOST ABANDONED, OR UNCLAIMED PRIVATELY OWNED PERSONAL PROPERTY

N6000 PERSONAL EFFECTS

A. Classification of Personal Effects. Personal effects consist of the articles owned by an individual, as well as any articles of Government property in his/her temporary custody. Personal effects are classified and described as follows:

1. Class 1 – Navy-owned organizationally furnished-clothing and equipment furnished on a loan or custody basis and subject to turn-in when no longer required. In determining what items in Class 1 are Navy-owned, consideration should be given to the fact that large quantities of such material have been sold by Navy activities to private individuals and to retail enterprises. When Navy ownership of items in Class 1 cannot be established conclusively, such items must be included in Class 5.
2. Class 2 - uniform clothing prescribed by the U.S. Navy Uniform Regulations.
3. Class 3 - money.
4. Class 4 - negotiable and non-negotiable instruments such as bonds, checks, deeds, wills, receipts (including those covering safekeeping deposits), agreements, certificates, insurance policies and bankbooks.
5. Class 5 - miscellaneous articles of intrinsic, sentimental and utility value, such as jewelry, fountain pens, cameras, wallets, insignia, medals, photographs, foreign currency, books, diaries, razors and other personal grooming articles, flight logs and other personal papers, souvenirs, musical instruments, sports and athletic equipment, civilian clothing, wardrobe trunks and other containers suitable for shipment as baggage, firearms, motor vehicles, trailers and HHG.

B. Categories of Personal Effects. Personal effects are categorized as follows:

1. Lost, abandoned or unclaimed personal effects. Personal effects of persons whose identity or location cannot be determined. Personal effects of persons in the Navy who have been declared absentees or deserters. Personal effects which are unclaimed by the next of kin, or legal representative, and which were the property of deceased persons, not members of the Armed Services. **Do not forward items of persons whose identity or location cannot be determined to PEDC. Dispose of these items per Defense Reutilization and Marketing Office Manual (DRMO) DOD 4160.21-M (www.drms.dla.mil).**

2. Personal effects of deceased or missing Navy personnel. Personal effects of persons in the Navy who are determined to be dead or missing. A “missing person” is one who, because of the circumstances incident to his/her absence, is not declared an absentee or deserter. The personal effects of absentees and deserters are considered to be abandoned personal effects per item B1 above.
3. Personal effects of incapacitated persons: Persons determined to be mentally or physically incapacitated.
4. Lost Baggage: Personal Effects unavoidably separated from owner.
5. Lucky bag items: Items of clothing and other personal effects which are deposited in the ship’s lucky bag when such items are found adrift and ownership cannot be determined, or when such items are donated by the owner. **Do not forward Lucky Bag items to PEDC. Dispose of Lucky Bag items** per DRMO Manual (DOD 4160.21-M) at (www.drms.dla.mil).

N6001 RESPONSIBILITY FOR PERSONAL EFFECTS

A. Commanding Officers (CO) and/or Installation Commanders (IC). The CO and/or IC is responsible for the collection, inventory, selection of an inventory board, and security of personal effects. Additionally, the CO/IC is responsible for initiating and documenting inquiries to determine and locate the owner of the effects, the NOK the heir, or the legal representative of the owner for personal effects determined to be lost, abandoned, or unclaimed per DRMO (DOD 4160.21-M) at (www.drms.dla.mil).

In situations involving a person determined to be deceased or missing, Navy Personnel Command (NPC) PERS 621, is responsible for determining the NOK, heir, or the legal representative of the owner. For additional information regarding deceased or missing person(s), see sub-paragraph D.

1. Collection. Gather the personal effects.
2. Inventory. In all instances when the Command takes custody of such effects, an inventory, NAVSUP, Form 29, must be completed in each case as previously mentioned. The CO and/or IC must appoint an inventory board in writing, which must consist of the following:
 - a. For enlisted, the division officer (even if held by a senior enlisted) and the division petty officer.
 - b. For officers, the inventory board must consist of two officers.
3. Security. See this publication, par. N6002-C

When the Command Representative and/or CACO is going on deployment the

CO/ICO/SQ/Type Commander (TYCOM) designates an alternate command representative and/or CACO who handles the case per NPC (PERS 621). The Regional Casualty Coordinator must be notified when an alternate command representative and/or CACO is designated.

B. Supply Officers or Officers Designated to Receive Personal Property from the Inventory Board. Upon receipt of personal effects from inventory board, the supply officer or designated officer is responsible for the custody, storage, security, shipment, and disposition of personal effects, and for the maintenance of adequate records.

1. Custody. Signature required on NAVSUP, Form 29 upon receipt of effects from inventory board.
2. Storage. Locally procured (security area, or when appropriate non-temporary storage).
3. Security. See this publication, par. N6002-C.
4. Shipment. Deceased or Missing Person. The PPSO Office, upon contact from the Command Representative/CACO, determines the HHG shipment mode. Any HHG shipment in litigation for deceased or missing person must be placed in non-temporary storage (NTS) at origin.
5. Disposition. See par. N6004.
6. Records. Maintain status and shipment file.

C. Command Representative (origin point of contact)/CACO (destination point of contact). In all cases involving effects of persons in the Navy determined to be deceased or missing the command representative at origin is responsible for completing the appropriate shipping documents and acting as the liaison on behalf of the NOK/legal recipient. The Command Representative is the liaison with the origin PPSO. The Command Representative communicates with the assigned CACO (at destination) and provides information as to shipment, storage and/or delivery of personal property. The assigned CACO at destination is the agent for the NOK and initiates the delivery of the personal property to the NOK/legal recipient via the PPSO.

1. Provide the following documentation (see N6001-D below) to the origin PPSO for shipment of personal effects:
 - a. Letter of designation as Command Representative for effecting personal property move;
 - b. Letter from NOK/legal recipient designating a delivery address;
 - c. Copy of Report of Casualty (DD 1300) with a line of accounting, or Memorandum from NPC (PERS 621) with a line of accounting data.

2. Complete shipping documents.
3. Provide delivery instructions to the CACO at delivery point.

Command Representative should not directly mail or arrange for delivery of personal effects without going through the CACO assigned to the NOK/legal recipient at destination.

Afloat units operating away from the ship's homeport. See this publication, par. N6004.

D. NPC. In compliance with US Code, Title 38, Section 8501 (www.law.cornell.edu/uscode/38/8501.html), NPC, PERS 621, provides/determines the heir, Next of Kin (NOK), or legal representative of the owner in situations involving the personal effects of personnel in the Navy determined to be deceased or missing. NPC (PERS 621) is responsible for providing the following documentation/information regarding deceased or missing person(s) personal effects:

1. The Casualty Assistance Message;
2. The appropriation needed to ship/store the personal effects and;
3. Provide guidance and disposition instructions to PEDC regarding personal effects (locker items) received at PEDC from afloat units with a homeport located outside of CONUS or from deployed units.

E. PEDC. Responsible for the storage, record keeping, shipment and/or disposal, of personal effects determined to be:

1. Lost, abandoned, or unclaimed personal effects located aboard a deployed afloat unit, or an afloat unit with a homeport located outside of CONUS.
2. Any lost, abandoned, or unclaimed personal effects erroneously sent to PEDC. See this publication, par. N6004.

PEDC, upon receipt of personal effects for a deceased or missing person must contact NPC (PERS 621) and provide shipment arrival notification. NPC (PERS 621) is responsible for providing final shipping disposition regarding shipments of deceased or missing person(s).

- ★ **F. NAVSUP Code 53's responsibility.** Provide interpretation, guidance and assistance concerning the information and procedures set forth in this Chapter.

N6002 INVENTORY OF PERSONAL EFFECTS

The inventory board is responsible for collecting, inventorying, cleaning, sealing and delivering the personal effects to the supply officer for safekeeping and disposition.

The inventory, NAVSUP Form 29, must reflect an accurate count and the correct nomenclature of items inventoried as well as annotations of items cleaned and laundered. The status and disposition of personal property/effects handled by the inventory board must be documented on the inventory. Money must be handled per pars. N6005 and N6006.

The inventory board must remove from the personal effects all classified matter, which is to be disposed of per Department of the Navy Information Security Program Regulation (OPNAVINST 5510.1 series). Articles injurious to personnel, such as small arms, ammunition, or other explosives, and articles that constitute fire hazards are to be rendered harmless, if practicable. If such articles cannot be rendered harmless, they are to be disposed of by qualified personnel. Extreme care must be exercised in describing articles of intrinsic or sentimental value, such as jewelry, precious stones, valuable papers, keepsakes, etc. Such general terms as "Diamond," "Gold," and "Platinum" should not be used without qualifying remarks, as such articles may not, in fact, consist of those elements. Any articles of a sensitive or personal nature, i.e., pornographic or objectionable matter, are to be handled as such. When questionable items (sensitive or of a personal nature) appear on the inventory, do not release to the NOK or legal representative of the owner until the CACO or releasing official advises the NOK or claimant of such material. If the NOK or legal representative of the owner declines the item(s), they are to be disposed of per DRMO (DOD 4160.21-M) at (www.drms.dla.mil).

Any information relating to unsettled financial transactions is to be recorded in the section "Statement of Unsettled Financial Transaction" on the NAVSUP Form 29. A copy of each piece of correspondence relating to the identification and location of the owner, next of kin, heir, or legal representative, as well as any voluntary written statements received from creditors or debtors, is to be attached to the original copy of the inventory. The CO, IC, Inventory Board, or Supply Officer is to take no official action to settle outstanding financial transactions recorded on the inventory.

Any Government-owned equipment, articles or material are to be removed from the personal effects and recorded on the NAVSUP Form 29 and handled in accordance with current instructions applicable to such equipment, article or material.

A. Preparation of The Inventory of Personal Effects (NAVSUP Form 29)

General. The inventory of personal effects is listed on NAVSUP Form 29 (see Figure 9-1). A minimum of an original and five copies must be prepared. Information that cannot be included in the space provided on the NAVSUP Form 29 is to be listed on a continuation sheet (white bond paper) under appropriate captions. Additional copies of NAVSUP Form 29, as required, may be prepared and used for official purposes when certified to be a true copy by the CO. The original and all copies of the NAVSUP Form 29 are to be signed by both members of the inventory board and the convening authority before delivery to the supply officer or officer designated to receive the effects from the inventory board.

1. List of Personal Effects. The inventory board completes the section "List of Personal Effects" on the reverse of the NAVSUP Form 29. The supply officer or the designated officer must record, on the reverse of the form, the disposition of the personal effects if the personal effects have not been returned to the owner.

- a. Proceeds from sale of perishable items _____;
- b. Government property retained at _____;
- c. Articles (motor vehicles, boats, trailers, HHG, furniture, and furnishings) retained at _____; pending receipt of disposition instructions.
- d. In remarks section explain the condition of clothing (i.e., cleaned). If not cleaned, provide an explanation.

B. Distribution of the Inventory of Personal Effects

1. By the Inventory Board. The inventory board distributes copies of the NAVSUP Form 29 as follows:

- a. Forward original and all copies with the personal effects to the supply officer or designated officer (who must acknowledge receipt) and distribute remaining copies as prescribed below.
- b. Forward one copy to the convening authority.
- c. File one copy in the owner's service record, if available.
- d. Fax a copy to NPC (PERS 621) at 901-874-6654 or DSN 312-882-6654.

2. By the Supply Officer. The supply officer or designated officer, upon receipt of the effects from the inventory board, must enter the disposition information on all copies of the NAVSUP Form 29 and forward the copies as follows:

- a. Return two copies to the inventory board.
- b. Pack one copy inside each container (i.e., sea bag, carton, garment bag, etc.) with the personal effects.
- c. If the personal effects are to be forwarded to the PEDC, FISC Norfolk, Cheatham Annex, Code BX22D, 108 Sanda Avenue, Williamsburg, VA 23815-5830, forward the original and two copies with a letter of transmittal to PEDC.
- d. If the personal effects are shipped via registered mail or other means to the owner or the owner's next of kin, forward a copy to the consignee and retain the original. **Personal effects of deceased or missing persons must not be sent via registered mail without authorization from the assigned CACO and/or**

NPC (PERS 621).

- e. If the personal effects are those of a missing or deceased Navy member, forward a copy to the assigned CACO and a copy to the Commander, NPC (PERS 621), 5720 Integrity Drive, Millington, TN 38055-6210, or a FAX copy at 901-874-6654 or DSN 312-882-6654.
- f. File one copy of the expenditure invoice with a copy of the shipping papers.

C. Security All persons concerned must ensure the necessary precautions are taken to prevent pilferage or damage to the personal effects. Supply Officers, or designated officers receiving personal effects from inventory boards for safekeeping and storage, must verify the items of personal effects as annotated on the NAVSUP Form 29 and store the effects in locked, controlled spaces and/or an approved Government non-temporary storage facility (see this publication, par. N6001-B). Money, negotiable instruments and articles of intrinsic value, such as jewelry must be stored in a combination type safe. When transfer of custody of the personal effects including cash, checks and other valuables is made by hand, the receiving officer acknowledges receipt by endorsing the original and all remaining copies of the NAVSUP Form 29. The delivering officer must retain a signed copy of the receipt. When personal effects are shipped or mailed, items of intrinsic value must be shipped in a separate container/box via Registered Mail. A record of the transfer must be made on the document and on all remaining copies of the NAVSUP Form 29. The forwarding officer must retain a copy of the shipping document and registry receipt.

N6003 DETERMINATION OF NOK, HEIR OR LEGAL REPRESENTATIVE

The NPC, Casualty Assistance Branch, (PERS 621), in all cases involving deceased or missing personnel's personal effects, determines the proper recipient per Title 38 U.S.C., Section 8501, which outlines the order of precedence for receipt of personal property.

N6004 DISPOSITION OF PERSONAL EFFECTS

A. General. Although it is not necessary for the personal effects to be repaired, the personal effects must be cleaned or laundered, as appropriate, prior to being forwarded to the NOK, the heir, or legal representative. When practicable, the supply officer first receiving personal effects from the inventory board takes any necessary action to comply with this policy. However, the activity that actually forwards the personal effects to the NOK, heir, or legal representative has the final responsibility to ensure that the personal effects are in a satisfactory condition. Any expense incurred by PEDC for cleaning or laundering of personal effects must be charged to the operation and maintenance allotment of the activities requesting services to be performed. Foreign currency and coins exceeding \$5 in value must be converted to United States currency, if practicable. Prior to shipment, the supply officer must resolve any difference between the inventory board list and the personal effects to be shipped. When appropriate, the Brooks Model A (one piece) "Cable Seal Lock which has been assigned NSN 5340-00-0084-1570 and complies with MIL-S-23769 specifications should be used. If a serial number cable seal lock is not available, a serial number ball type seal with a panned

bolt and nut or #5 American Wire Gauge wire twist may be substituted. The seal number must be annotated on the shipping document.

B. Lost, Abandoned or Unclaimed Personal Effects - Disposition and/or Disposal of Lost, Abandoned or Unclaimed Personal Effects. Any personal effects determined by the Afloat (except deployed units and OCONUS homeport afloat units) or Ashore CO/IC to be personal effects lost, abandoned or unclaimed must be disposed of, or shipped to the owner or legal representative using the following guidelines:

1. Dispose per DRMO Manual (DOD 4160.21-M) or www.drms.dla.mil .
2. Ship to the owner or legal representative at owners or legal representative expense by traceable means. Shipment at Government expense or official mail is not authorized.

Personal Effects in this category must not be shipped to PEDC, Cheatham Annex for disposal. When property in this category is erroneously shipped to PEDC, Cheatham Annex, all costs incurred by PEDC for handling (administrative costs, cleaning, packing, etc.) is chargeable back to the command that erroneously and/or improperly forwarded the personal effects to PEDC.

Deployed Afloat Unit – Items of personal effects in this category seized during a deployment can be shipped, with proper documentation (NAVSUP Form 29), to PEDC, Cheatham Annex, for disposal.

C. Shipment of Personal Effects of Persons Determined to be Deceased or Missing. In this section, for clarification purposes, personal effects are items (locker items) located aboard an afloat unit. Household goods are all “other” personal effects belonging to the deceased or missing person(s).

1. Personal Effects – Locker Items
 - a. Deployed unit or afloat unit with homeport located outside of CONUS...Personal Effects – Locker Items- Personal effects located aboard a deployed unit or afloat unit with homeport located outside of CONUS are handled and inventoried (this publication, par. N6002) per this publication and forwarded, with proper documentation (NAVSUP Form 29), to PEDC, FISC Norfolk, Cheatham Annex, Code BX22D, 108 Sanda Avenue, Williamsburg, VA 23185-5830.
 - b. Afloat unit located in CONUS...Personal Effects - located aboard an afloat unit located in CONUS are handled and inventoried (this publication, par. N6002) per this regulation and shipped as directed by the Casualty Assistance message. If message guidance has not been received, contact NPC (PERS 621) at 1-800-368-3202 for assistance.

2. Household Goods

- a. NOK, heir, or legal representative is known...When the NOK, heir or legal representative is known, the Command Representative, as the liaison for the NOK, heir, or legal representative, requests shipment or non-temporary storage of the household goods through the responsible PPSO. Do not ship to PEDC. NTS is authorized for one year (See JFTR, par. U5372).
- b. NOK, heir, or legal representative is not known...When the NOK, heir, or legal representative is not known, or there is a dispute regarding ownership (litigation), the HHG must be placed in NTS at origin.

★ Personal effects of a deceased or missing person received at PEDC without a NAVSUP Form 29, dirty and/or improperly packed must be brought to the immediate attention of the NAVSUP *Code 53*, and the CO at Cheatham Annex. Upon receiving notification of such shipment the Cheatham CO, with support from CO, FISC Norfolk, appoints an inventory board, completes the NAVSUP Form 29, and makes distribution of the NAVSUP 29 per this publication. Personal effects are to be held at Cheatham Annex pending shipment delivery disposition from NPC (PERS 621).

Inquiries regarding the personal effects and/or household goods of a deceased or missing person should be directed to NPC (PERS 621) at 1-800-368-3202.

D. Administrative Guidance

1. Invoice/Shipping Document. When personal effects are transferred, by any means, to another Naval Activity or the PEDC, the supply officer must prepare a DD Form 1149 to document the transaction. A transportation control number must be assigned per DOD 4500.32-R, Vol. 1, Appendix C, par. 9. The original with an acknowledging receipt signature from the receiving activity must be retained in the expenditure invoice file with a copy of the NAVSUP Form 29 attached. When direct and shipment is made, a copy of the postal receipt, freight forwarder waybill or shipping document, must be retained with the DD Form 1149. The expenditure invoice number and the trans-shipping activity also must be recorded in the "Remarks" section of the NAVSUP Form 29. Secure a copy of the NAVSUP Form 29 and DD Form 1149 to the outside of the shipping container and place a copy inside of the package being shipped.

2. Money and Negotiable Instruments. The supply officer must remove money totaling \$5 or less and donate that money to Navy and Marine Corps Relief Society at that site. Negotiable instruments must be deposited with the disbursing officer for safekeeping. All foreign currency must be exchanged for United States currency. If not, the foreign currency is classified as Class 5 personal effects. Money in excess of \$5 must be exchanged for a treasurer's check drawn to the order of Officer in Charge, PEDC and be forwarded via registered mail to the PEDC. In addition, a copy of the letter of advice containing the detailed description of the items shipped must accompany the shipment. The original letter of advice must be forwarded under separate cover to the PEDC.

E. Disposition of Personal Effects of Personnel Determined to be Mentally or Physically Incapacitated. The personal effects of persons determined to be mentally or physically incapacitated must accompany them when hospitalized or transferred for special treatment (See JFTR, par. U5345-F). The activity responsible for the care of the incapacitated person must ensure that the personal effects are safeguarded until the person is released from care. If it is determined that it is not practical to have money identified as part of the personal effects accompanying the person, the money must be turned over to the nearest disbursing officer who issues a Government check per the Navy Comptroller Manual, Volume 4, Chapter 2. Such disposition must be explained in the "Remarks" section of the NAVSUP Form 29.

F. "Lucky Bag" Items Of Personal Effects. Single or scattered items of clothing and other personal effects deposited in the "lucky bag" may be used locally or disposed of in accordance with the regulations of the ship or station regarding the "lucky bag". When it is not possible to determine the owner of "lucky bag" items and the value is less than \$25 (as distinguished from situations in which the owner can be determined but not located), local disposition action may be taken immediately. Effects valued at \$25 or more must be held for a period of three months before local disposition action is taken. If such items are sold, the proceeds of the sale must be handled in accordance with the Navy Comptroller Manual, par. 043143. Commanding Officers must require the custodian of the "lucky bag" or other designated person, to keep records of all items received into or expended from the "lucky bag", and to furnish an itemized receipt to the donor of the items, if known. Do not forward Lucky Bag items to PEDC. Dispose of Lucky Bag items in accordance with DRMO Manual (DOD 4160.21-M) guidelines.

G. Disposition By PEDC. Categories of shipments authorized for shipment to PEDC, as indicated in this Chapter, must be disposed of by PEDC in accordance with DRMO, Manual (DOD 4160.21-M) (www.drms.dla.mil/pubs) or written local instructions.

N6005 MONIES DERIVED FROM PERSONAL EFFECTS

A. PEDC Fiscal Procedures

1. Deposit Funds

a. **Lost, Abandoned, or Unclaimed Money.** Money which is part of the effects classified as lost, abandoned, or unclaimed, including proceeds of sales of such personal effects, must be credited to the Deposit fund 17X6001.1250, Proceeds of Sales of Lost, Abandoned, or Unclaimed Personal Property, Navy (T). The amount paid is charged to the same fund. Balances in this deposit fund not paid to the proper recipient are transferred to the Receipt Account 171060, Forfeitures of Unclaimed Money and Property. The periodic report required by ***NAVCOMPT Manual, paragraph 047374**, on Deposit Funds 17X6001 and 17X6002, must be mailed to:

**Director
Defense Finance and Accounting Service**

Cleveland Center Code AABC
1240 East Ninth Street
Cleveland, OH 44199-2055

b. Money of Deceased or Missing Naval Personnel. Money which is part of the effects of deceased or missing Naval personnel, including proceeds of sale of such effects, must be credited to the Deposit Fund 17X6002.1250, Personal Funds of Deceased, Mentally Incompetent, or Missing Personnel (T). **Balances in the deposit fund consisting of individual items of less than \$5 belonging to individuals whose names are unknown must be transferred to Receipt Account 171060.** Forfeitures of unclaimed items of \$5 or more belonging to individuals whose names are known, but have not been paid to the proper recipient, must be transferred to appropriation 20X6133, Payment of Unclaimed Moneys.

c. Records Maintenance. The following records must be maintained by PEDC:

- 1) An individual ledger must be maintained for each case to record all receipts, payments, and transfers, and to show the balances to the credit of the case.
- 2) A control ledger must be maintained for each deposit fund to record receipts and payments and to show the balance of the fund.
- 3) A receipt journal and an expenditure journal must be maintained for each deposit fund to record all receipts and payments.

d. Credits to Deposit Funds. The following are credits to deposit fund:

- 1) U.S. Treasury checks and cash received with effects and from proceeds of sale that must be recorded in the receipt journal on the date received.
- 2) All money entered in the receipt journal must be delivered daily, if practical, to the disbursing officer. If not practicable, the money must be kept temporarily in a safekeeping deposit and delivered to the disbursing officer at least every two weeks, as well as on the last calendar day of the month, and whenever the amount is \$25 or more. The disbursing officer must acknowledge receipt and take up the amount for credit to the designated deposit fund. Each deposit must be identified by the number or symbol assigned by the PEDC, the name of the ship or station at which the effects were inventoried, and the date of the inventory. ***By endorsement on the inventory of Personal Effects (NAVSUP Form 29), PEDC must record disposition of the money, giving the date and name of the disbursing officer.**

e. Ledgers

- 1) Individual Ledgers. Individual ledgers must be posted daily from the receipted schedule of collections, except adjustments arising from accounting errors and payment. Adjustments must be posted from requests for adjustments and payments posted from copies of vouchers.
- 2) Control Ledgers. The daily total of the journals must be posted to the control ledger.
- 3) Proofs. Once each month, or more frequently if volume warrants, the total of the balances in the individual ledgers must be verified to the balances in the related control ledger.

f. Transfer of Deposit Funds to Treasury Department. As of 1 October each fiscal year, amounts must be transferred to the Treasury Department as follows:

- 1) Deposit Fund, 17X6002.1250, Personal Funds of Deceased, Mentally Incompetent, or Missing Personnel, Navy (T) --amounts, which have remained on deposit for five (5) full fiscal years from date of sale of personal effects or, if no property is sold, five (5) years from date of deposit of moneys in the fund, must be transferred to the appropriation 20X6133, Payment of Unclaimed Moneys.

(LEDGER FOR DECEASED SHOULD BE FIRST).

- 2) Deposit Fund, 17X6001.1250, Proceeds of Sales of Lost, Abandoned, or Unclaimed Personal Property, Navy CT--amounts which have remained on deposit for five (5) full fiscal years from date of sale of personal effects or, if no property is sold, five (5) years from date of deposit of moneys in the fund, must be transferred the Receipt Account 171060, Forfeitures of Unclaimed Money and Property.

To accomplish the transfer, **an original and two copies** of schedule of deposits for transfer must be prepared and transmitted by letter to Director, Defense Finance and Accounting Service (DFAS), Cleveland Center, Code AABC, 1240 East Ninth Street, Cleveland, OH 44199-2055. DFAS reviews the submission, and if found satisfactory, prepares and executes Correction Notice, NAVCOMPT Form 621 to effect the transfer. A copy of the executed NAVCOMPT Form 621 must be forwarded to the PEDC. Upon receipt of the copy of the NAVCOMPT Form 621 and attached schedule of deposits for transfer, the total on the NAVCOMPT Form 621 must be entered in the expenditure journal of the applicable deposit fund and each individual ledger must be posted showing the date and number of NAVCOMPT Form 621 and amount transferred.

g. Schedule of Deposits for Transfer (NAVSUP Report 7330-10). On 1

October of each fiscal year, the PEDC must forward a report of deposits for transfer, in letter form, to Director, Defense Finance and Accounting Service (DFAS), Cleveland Center, Code AABC, 1240 East Ninth Street, Cleveland, OH 44199-2055.

B. Claims For Monies Derived From Personal Effects

1. General. When claims for money found in personal effects and proceeds from sale of the effects are received from the owner of the personal effects or the next of kin, heir, or legal representative after transfer of such funds to appropriation 20X6133. Payment of Unclaimed Moneys, in the case of deceased personnel, or subsequent to **appropriation** 171060, sale of lost, abandoned, or unclaimed personal effects, PEDC must prepare, from the case file concerned, an abstract of data to support the claim. The abstract must include, but is not limited to:

- a. name and status of the owner of the effects;
- b. date effects came into custody of the DON at a storage point, that is date of initial inventory;
- c. month and year the effects were sold or otherwise disposed of;
- d. amount of money on deposit;
- e. symbol number and title of the trust fund in which deposit is carried;
- f. name and symbol number of the disbursing officer who reported the deposit and the month and year deposit was reported in his accounts;
- g. certification that voucher-covering refund has not been approved and that according to the appropriate personal effects distribution center records, payment has not been made.

The original and one copy of the abstract must be attached to the claim and forwarded to the Director, Defense Finance and Accounting Service (DFAS), Cleveland Center, Code AABC, 1240 East Ninth Street, Cleveland, OH 44199-2055. A copy of the abstract must be retained by the Personal Effects Distribution Center in the case file.

2. Payment by PEDC

- a. Voucher Form. When determination is made of the person authorized to the money on deposit, and payment is to be made, the Commanding Officer or designated officer assistant must have prepared and must sign Public Voucher for Purchases and Services Other than Personal (Standard Form 1034).
- b. Refunds. For refunds, an original and six copies of an approved

voucher must be delivered to the disbursing officer who draws a treasurer's check for payment to the payee. Two copies of the paid voucher must be furnished to the Personal Effects Distribution Center.

c. Records. The payment must be recorded from the paid voucher in the expenditure journal on the day payment is made.

d. Disbursing Officer Voucher Number. Arrangements must be made to receive the Disbursing Officer voucher number. The Disbursing Officer voucher number must be entered on the paid copy of the voucher, which must be filed in the case folder.

3. Claims Forwarded to the Government Accountability Office

a. Deposit Fund 17X6001.1250, Proceeds of Sales of Lost Abandoned or Unclaimed Personal Property, Navy (T) (Proceeds of Sales of Personal Property, Navy). Claims forwarded to the Government Accountability Office and properly chargeable to Deposit Fund 17X6001.1250, after approval by the Government Accountability Office, must be paid by the Director, Defense Finance and Accounting Service (DFAS), Cleveland Center, Code AABC, 1240 East Ninth Street, Cleveland, OH 44199-2055. A paid copy of the voucher, certificate, or other document on which settlement is made must be forwarded to the appropriate PEDC center and be recorded in an applicable expenditure journal, individual ledger, and control ledger as of the date of payment.

b. Deposit Fund. Payment of Unclaimed Money (T) 20X6133. When a claim is filed subsequent to the date money has been transferred to this fund, approved amounts must be designated for charge to the fund. Upon settlement the Director, Defense Finance and Accounting Service

c. (Defense Finance and Accounting Service), Cleveland Center, Code AABC, 1240 East Ninth Street, Cleveland, OH 44199-2055, payment is made by the Treasury Department and Navy records, including those at the appropriate PEDC, are not affected.

N6006 ADJUSTMENTS BETWEEN DEPOSIT FUND, PROCEEDS OF SALES OF LOST, ABANDONED, OR UNCLAIMED PERSONAL PROPERTY, NAVY (T) (PROCEEDS OF SALES OF PERSONAL PROPERTY, NAVY), 17X6001.1250 AND DEPOSIT FUND, PERSONAL FUNDS OF DECEASED, MENTALLY INCOMPETENT, OR MISSING PERSONNEL, NAVY (T) (FUNDS OF DECEASED, MENTALLY INCOMPETENT, OR MISSING PERSONNEL, NAVY), 17X6002.1250.

Note. When it is determined that a deposit has been taken up in the wrong fund, or a payment made from the wrong fund, a request for adjustment must be furnished to the disbursing officer for forwarding to the DFAS, through which the disbursing officer reports. If notice reaches the DFAS in the month the transaction was first reported, DFAS accomplishes the adjustment and the item is reported correctly in the accounts. If adjustments are for a prior month, DFAS

affects adjustment on the Voucher and Schedule to Effect Correction of Errors (Standard Form 1097) or appropriately used form.

Record. The request for adjustment must be recorded in the applicable journal, individual ledger, and control ledger.

N6007 DISPOSAL OF LOST, ABANDONED, OR UNCLAIMED PRIVATELY OWNED PERSONAL PROPERTY AND POV

See the Defense Reutilization and Marketing Office (DRMO) Manual, Chapter 4, paragraph 40, for guidance.

CHAPTER 7
LOSS AND DAMAGE OR INCONVENIENCE CLAIMS

**N7000 CLAIMS FOR LOSS OR DAMAGE****A. General.**

1. Claims for loss of or damage to HHG in shipments picked up before October 1, 2008 may be filed directly with the Military Claims Office (MCO) unless a member purchased full replacement value protection insurance. If such insurance was purchased, the member must file directly with the Transportation Service Provider (TSP). Claims filed with the MCO are processed in accordance with the Military Personnel and Civilian Employees' Claim Act (PCA) (31 U.S.C. § 3721). The PCA is a gratuitous payment statute enacted by Congress to partially compensate for personal property that is lost, damaged, or destroyed incident to service. It does not provide insurance coverage and was not intended to replace private insurance. All claims must be filed with the MCO within 2 years after the date of delivery of the HHG. **The only extension to the 2 year statute of limitations will be during time of war or armed conflict, for good cause, as determined by the Judge Advocate General.**

2. Claims for loss of or damage to HHG in shipments picked up on or after October 1, 2007 may qualify for Full Replacement Value (FRV) insurance paid for by the Government based on the following schedule.

- a. October 1, 2007: International Household Goods
- b. November 1, 2007: Domestic Household Goods.
- c. March 1, 2008: Non-Temporary Storage (NTS) and Direct Procurement method (DPM).
- d. April 1, 2008: Intra-Theater Tender (ITT) program.

In order to receive full replacement value for any item lost or destroyed in shipment, a member must file a claim directly with the TSP. The TSP must replace any item that is lost or destroyed with a new item, or pay you the cost of a new item of the same kind and quality, without deducting for depreciation. The TSP is required to arrange for the repair of all damaged items or pay you for the cost of repairs.

The only extension of the 9 month period for filing a claim for FRV with the TSP will be during time of war or armed conflict, for good cause, as determined by the Judge Advocate General.

B. TSP Liability.

1. PCA: All claims filed with the MCO are adjudicated and paid under the PCA. Claims will be paid based on the Fair Market Value (FMV) of the HHG lost, damaged, or destroyed. FMV is commonly described as depreciated replacement cost. The

maximum payment authorized under the PCA is \$40,000.00 per incident, or up to \$100,000.00 per incident if the claim arose from an emergency evacuation or from extraordinary circumstances as determined by the Judge Advocate General.

2. FRV: The TSP maximum liability for all claims for loss or damage in shipments picked up under the schedule listed in A2 above will be the greater of \$5,000.00 per shipment, or \$4.00 times either the net weight of the HHG shipment or the gross weight of the UB shipment, in pounds, not to exceed \$50,000.00. If the amount of loss exceeds the TSP's maximum liability, the customer may file a claim with the MCO for any loss in excess of the TSP's payment. However, the MCO must adjudicate under the PCA and can only pay the repair cost or the fair market value of items lost or damaged beyond repair for those items not paid by the TSP.

C. Claims. If HHG are lost or damaged in shipment during a move, a member may file a claim.



1. Eligibility for Full Replacement Value (FRV): In order to be eligible for FRV, the customer must file a claim directly with the TSP within 9 months from the date of delivery. If the claim is filed more than 9 months from the date of delivery the customer will only be eligible for fair market (depreciated) value, and must file a claim with the MCO within two years from the date of delivery.

The only extension of the 9 month period for filing a claim for FRV with the TSP will be during time of war or armed conflict, for good cause, as determined by the Judge Advocate General.

2. The TSP is required to settle a claim, or make a final offer within 60 days of filing. However, the member may transfer the claim from the TSP to the appropriate MCO after 30-days, for any reason. A customer may transfer a claim to the MCO immediately, and still be eligible for FRV, upon:

- a. Notice that the TSP has made a final offer on the claim or denied it in full.
- b. Notice from SDDC that the TSP is in bankruptcy.
- c. Notice from SDDC that the TSP has been placed in permanent, world-wide Non-Use status.
- d. The TSPs failure to comply with the catastrophic loss provisions as verified by the MCO.
- e. The TSPs failure to comply with essential items provisions as verified by the MCO.

NOTE: If a member elects to immediately transfer their claim to the MCO and one of the above conditions does not exist, their claim will be adjudicated in accordance with the PCA (fair market/depreciated value) and the claimant will not qualify for FRV.

- ★³ 3. Filing claims with the MCO: Claims filed with the cognizant MCO are adjudicated under the provisions of the PCA. As stated in B1 above, the maximum amount payable per incident is \$40,000.00, or up to \$100,000.00 for losses resulting from an emergency evacuation or extraordinary circumstances as determined by the Judge Advocate General. The PCA limits cannot be doubled by making two shipments and issuing two Government Bills of Lading for one member. When a member has both an air shipment and a surface shipment, and each shipment is damaged in unrelated incidents, two incidents exist and the maximum amount payable by the MCO is \$40,000.00 per incident. The PCA provides for payment of repair cost or fair market (depreciated) value of the HHG. There are also limits on the maximum amounts payable per article and per claim for certain types of articles. Examples of some limits are listed in the “It’s Your Move” publication. The TSP is liable for paying the cost of repairs for damaged items or the fair market value of any lost or destroyed items without regard to Government maximum amounts allowed for certain items or the total claim. Recovery is limited only by the released value placed on the shipment by weight. If recovery is successful, any amount recovered in excess of the amount paid to the member by the claims office will be returned to the member.

N7001 Liability Coverage

A. Shipments picked up after October 1, 2008: Full Replacement Value Protection. Refer to schedule listed in A(2)(a-d). The TSP’s maximum liability on all shipments will be the greater of \$5,000.00 per shipment, or \$4.00 times net weight of the HHG, not to exceed \$50,000.00 as long as the claim is filed within 9 months of delivery.

Claims filed after nine months, but before the two-year time limit will be depreciated replacement value and will limit maximum liability to \$1.25 times the net weight of the shipment

NOTE: The only extension of the 9 month period for filing a claim for FRV with the TSP will be during time of war or armed conflict, for good cause, as determined by the Judge Advocate General.

- ★³ **B. Insurance.** Advise the customer: If you feel that the value of your household goods will exceed the amount of FRV (the greater of: \$5,000.00 per shipment, or \$4.00 times either the net weight of the HHG shipment or the gross weight of the UB shipment, in pounds, not to exceed \$50,000.00 per shipment) you should seriously consider obtaining additional insurance protection. Obtaining and paying for additional insurance protection is the customer’s responsibility.

N7002 INCONVENIENCE CLAIMS

A. Member Action. Navy members are allowed to file an inconvenience claim with the TSP when a missed pickup, missed RDD, or missed confirmed SIT delivery date caused out-of-pocket expenditures by the member for lodging, meals, and rental or purchase of household necessities. The member must provide original receipts to the TSP and maintain legible copies. The TSP should make payment within 30 days of request.

B. PPPO/PPSO Action.

1. When the TSP does not honor the member's claim for any reason, the member may file the inconvenience claim with the destination PPSO for resolution with the TSP. If local resolution cannot be reached, the claim may be referred to HQ SDDC for final determination.
2. The PPPO/PPSO screens all inconvenience claims for items purchased by the member that may be considered unnecessary. Only reimbursement for expenditures after the RDD to relieve a hardship may be authorized.
3. SDDC. When an inconvenience claim is submitted by the PPSO to HQ SDDC, the following information is required.
 - a. A statement from the PPSO as to the reasonableness of the claim, including the total number of days the shipment was late.
 - b. Provide the scheduled and actual pickup dates.
 - c. Provide the RDD and actual date the shipment was available for delivery.
 - d. Provide copy of the shipment GBL.
 - e. Provide copy of the PPSO appeal to the TSP and the TSP's reply.
 - f. Provide copy of the member's initial claim letter and the TSP's reply.
 - g. Provide copies of the member's receipts for out-of-pocket expenses and any other pertinent data or documentation to support the claim.
 - h. If receipts are lost, the member must provide a sworn statement from the Navy Legal Service Office. (Copy to be filed with the PPSO.)

NOTE: If the shipment was late due to being held by customs, or if the TSP has been disqualified, placed in non-use status, or has gone out of business, there is no action that can be taken by the Government.

Civil Court Action. If SDDC action does not accomplish settlement of the claim, the member may seek recourse by civil court action against the TSP.

Part II - JTR References Volume 2**PERSONAL PROPERTY FOR NAVY CIVILIAN EMPLOYEES****CHAPTER 1****AUTHORITY AND DEFINITIONS****★ C1000 STATUTORY AUTHORITY**

Title 5 U.S. Code contains the basic substantive authority for the transportation of HHG, mobile homes, and POVs of civilian personnel.

★ C1001 REGULATORY AUTHORITY

The statutory regulatory authority for shipment and storage of personal property for civilian employees is contained in the JTR, Volume 2, joint publication for DOD civilian employees. This publication contains Navy administrative instructions, which implement the basic regulations. These implementing instructions are keyed to the pertinent paragraph numbers in the JTR.

★ C1002 PURPOSE AND AUTHORITY

The regulations in this Volume pertain to per diem, travel and transportation allowances, relocation allowances, and certain other allowances of DOD civilian employees. With the exception of DOD civilian employees appointed under Section 625(d) of the Foreign Assistance Act of 1961, as amended (22 USC §2385(d)), who are authorized per diem, travel, and transportation allowances in accordance with Volume 6, State Department Foreign Affairs Manual (FAM), these regulations are the sole travel and transportation allowances regulations for DOD components.

CHAPTER 5
PART D: HOUSEHOLD GOODS (HHG) TRANSPORTATION (FTR §302-7)

C5000 SCOPE (C5000)**A. EMPLOYEE MARRIED TO UNIFORMED SERVICE MEMBER (C5000-C)****C5010 ELIGIBILITY AND ALLOWANCE TABLES FOR DESIGNATED ASSIGNMENTS/TRANSFERS/MOVEMENTS****C5152 ELIGIBILITY**

PPSOs must refer to JTR, Volume 2, Chapter 5 for guidance on shipping and storage allowances for civilian employees. No other chapter within the NAVSUP PUB 490 applies to civilian employees.

Authorization to ship HHG by GBL or Commuted Rate System must be authorized on the travel order by the activity funding the shipment and storage. The estimated amount obligated on the travel order should cover all transportation-related expenses for the transportation and storage of the estimated weight provided by the DOD employee prior to processing the shipment.

C5154 BASIC ALLOWANCES (C5154)**A. Professional Books, Papers, and Equipment (PBP&E) (C5154-C)**

★ ***NOTE:*** *A personal computer with accessories may be declared as PBP&E if used in the performance of official duties. Refer to JTR, Appendix A.*

B. Additional Consumable Goods (FTR §300-3.1) (C5154-D).**C. Employee Married to an Employee or to a Uniformed Service Member (C5154-J).****D. HHG Transportation Between Local Quarters (C5154-K).****C5156 ADMINISTRATIVE WEIGHT LIMITATIONS (FTR §302-7.16) (C5156)****A. Policy (C5156-A).****B. Exceptions (C5156-B).****C. Shipment from a weight-restricted area (C5156-C).****C5158 RE-TRANSPORTATION OF THE SAME HHG (C5158).****C5160 TRANSPORTATION METHODS (FTR §302-7.100-201) (C5160)**

A. Unaccompanied baggage (C5160-B)**B. Personally Procured (C5160-C2)****C5165 FACTORS AFFECTING HHG TRANSPORTATION (C5165)****A. Improper Transportation (Misrouted shipments) (C5165-D)****B. Items of Extraordinary value (C5165-E)****C. Time Limitations (C5165-H)****C5170 DETERMINING THE NET WEIGHT (C5170)****C5175 EXCESS CHARGES (C5175)**

★² *PPPO/PPSO must notify responsible order issuing activity/authority of possible excess and document BOL/ITGBL for pay checkage review. An employee may pay for excess cost prior to shipment. Amount collected must be shown on the BOL/ITGBL and copy forwarded to responsible order issuing activity/authority. Excess cost must be collected as soon as possible to avoid payment problems due to insufficient obligation.*

★ **A. Policy (C5175-A). Appealing Excess Costs.** Navy civilian employees must contact their appropriate official designated by the authorizing/order-issuing command to determine their appeal process.

When considering an appeal, the employee should be counseled to include the following factors.

- a. Were your transfer orders prepared accurately with correct TAC, pay-grade identifier code, type or length of duty?
- b. If you feel you were mis-counseled, identify the counselor by name, cite date of the interview, and forward supporting documentation such as a letter from the PPSO, an incomplete counseling checklist (DD Form 1797), and/or an erroneously prepared shipment application.
- c. Before shipment occurred, were the Professional Books, Papers & Equipment (PBP&E) authorized/approved by an official designated by the authorizing/order-issuing command? Did the PBP&E result in the shipment being in excess weight?
- d. Was the shipment re-weighed at destination and, if so, did *HHG-AT* consider the reweigh weight in the audit?

e. Was HHG-AT's computation mathematically correct?

- ★ **B. Excess Weight Beyond Employee Control (C5175-B).** Request for additional weight as result of heavy packing material must be submitted to NAVSUP Code 53

C5180 TRANSPORTATION UNDER A PCS TRAVEL AUTHORIZATION

- A. HHG Shipment between CONUS PDSs (C5180-A).**
- B. HHG Transportation to and between OCONUS PDSs (C5180-B).**
- C. Multiple Shipments (C5180-B2).**
- D. HHG Transportation from OCONUS to CONUS PDSs (C5180-C).**
- E. Advance Return Transportation of HHG (C5180-C2).**

C5190 STORAGE IN TRANSIT (SIT) (C5190)

A. Time Limitation (C5190-B) Storage beyond the first 90 days requires approval by the commanding officer or designated representative of the DOD activity funding the transportation and storage. Under no circumstances may temporary storage exceed 180 days.

C5195 NON-TEMPORARY STORAGE (NTS) (C5195)

- ★ ***NOTE: It is the PPSO responsibility to manage NTS accounts in accordance with the JTR, par. C5195 and the DTR, Vol. IV, Chapter 4. Authorization for non-temporary storage must be on the travel order. The estimated amount obligated on the travel order should cover all transportation-related expenses, any SIT, and NTS expenses (drayage, handling-in and the current fiscal year storage charges)***

- A. Non-Temporary Storage (NTS) at an Isolated CONUS PDS (C5195-A1)**
- B. HHG Non-Temporary Storage (NTS) In Connection With Moves To And Between OCONUS Areas (FTR §302-8.200-203) (C5195-B)**
- C. NTS of HHG for a DoDDS Employee (FTR §302-8.300-301) (C5195-C).**

Part III SmartWeb Move (SWM) Procedures

★ A. SWM ADMINISTRATIVE FUNCTIONS

1. At least once a day, the supervisor or designated agent must check "Select Workload" screen in SWM Virtual Office to assign incoming customer applications to a SWM counselor. Higher volume offices should assign new SWM applications in the morning and afternoon. SWM applications must be assigned to a counselor within 6 working days.
2. If a SWM counselor is out of the office more than two days, the supervisor or designated person must reassign the absent employee's SWM applications to other counselors.
3. Ensure counselors respond to customers by email or phone call within six business days of the SWM submit date.
4. Update counselors' emails and phone numbers. Also ensure that the PPO profile information is updated in SWM when changes occur. In SWM Virtual Office, supervisors can update generic office and counselor email addresses, and phone and fax numbers. Submit to NAVSISA Helpdesk any updates to office locations and directions to the office.
5. When changes are submitted to the PPCIG, provide a copy of the changes to NAVSISA Helpdesk to insure timely updates to counseling screens.
6. Promote SWM as the preferred method of counseling for all qualifying shipments. All staff should inform customers about SWM when requesting a counseling appointment. When applicable, encourage customers to use SWM for their counseling and move application. Also, all staff should be able to screen customers quickly to determine if they are eligible for SWM or not.
7. At a minimum, but no less than on a quarterly basis, PPO should contact their base Public Affairs Officer to create a promotional article on SWM. One such contact should be in preparation for Peak Season.
- ★³ 8. All SWM VO userids are removed within 72 hours of a VO Counselor no longer requiring system access.

★ B. SWM COUNSELING FUNCTIONS.

1. Counselor and/or office personnel must access SWM workload each day.
2. Each counselor must contact new customers via email or phone within six business days of submission of SWM application.
3. Document in the customer's record all customer contact that affects the move. Include copies of emails or any counselor-generated notes (memo to file) documenting all phone conversations.
4. SWM Status Codes (such as E, B, H, R, C, D, T) must reflect the correct status of all applications listed in Counselor's Workload.
5. Ensure information on the customer's application is supported by the authorization (the order). If it isn't, inform customer of possible excess costs, etc., as soon as possible.
6. Immediately after the counselor finishes processing SWM application in TOPS, he or she must change the application's status code to "T" in SWM Virtual Office.

**SAMPLE LETTER FOR
SPECIAL STORAGE WHEN Temporary Duty OR DEPLOYMENT OVER 90 DAYS**

FM: C.O.

TO: PPTO

SUBJ: SPECIAL STORAGE OF HHG

REF: (a) JFTR, par. U4770-B

ENCL: (1) List of Eligible Personnel and Estimated Weight of Storage Items

1. Personnel listed in enclosure (1) are scheduled to commence temporary duty or deployment for more than 90 days beginning on/about _____, and are authorized special storage in accordance with reference (a). All arrangements for special storage must be made by the local PPTO using basic agreement storage contractor through issuance of a service order (DD Form 1164).

2. Cost of services is chargeable to accounting data: _____. Activities processing documents citing the above accounting data forward copies as directed by the major claimant.

3. Commanding Officers must advise the PPTO the date of return in writing. Upon return from deployment, members with HHG in storage under this entitlement must remove HHG from storage upon return to Government Quarters ashore or receipt of quarters allowances or reoccupation of location economy quarters, but not later than 90 days after return.

Figure 1

SAMPLE EXTENSION LETTER FOR EDUCATIONAL/TRAINING PROGRAM

From:

To:

Dear _____

In response to your letter of _____, the time limit for shipment of your household goods is extended until (1) _____ or one year from completion of your educational requirements, whichever is earlier.

Please note that the Joint Federal Travel Regulations limit the storage at Government expense to one year following retirement from active duty. Accordingly, you are liable for all storage costs accruing after that date which in your case is (2) _____. However, as a result of this shipment extension, your household goods may remain under Government management at their current location and the Government will continue to pay the storage fees, subject to reimbursement by you at the time you arrange for shipment.

The Chief of Naval Personnel concurs in this extension for purposes of travel allowances for you and your dependents. The effective date of your orders determines which dependents are eligible for transportation at Government expense, as prescribed by the Joint Federal Travel Regulations.

You may contact the local Personal Property Shipping Office, (3) _____ to arrange for shipment of your household goods. A copy of your retirement orders, transcript or letter from the school showing attendance and this letter are required to support your application for shipment and claim for travel.

Sincerely,

Personal Property Officer

cc: NTS Activity

Figure 2

NOTE: (1) This would be the member's 2-year anniversary from the date the member retired.
 (2) The date the member's NTS expires is 1 year from date of termination of active duty.
 (3) Name and phone number of nearest PPPO for member to make arrangements for shipment.
 Should also include shipment of a POV when the member is authorized shipment of a POV.

SAMPLE EXTENSION LETTER FOR OTHER DESERVING CASES

From:

To:

Dear

In response to your letter of _____, your entitlement to transportation of household goods (HHG) and travel is extended until _____. This extension is granted under "other deserving cases" criteria.

The Joint Federal Travel Regulations (JFTR) do provide some discretion in granting extensions under "other deserving cases" criteria, however they also specify the delayed travel and transportation must be: incident to your retirement from service; based on an unexpected event beyond the member's control that prevents relocation within the first year, and for the shortest time necessary to complete the move. These entitlements cannot be extended indefinitely.

The (JFTR) does not permit the extension of your entitlement to Non-Temporary Storage (NTS) at Government expense under these circumstances. However, any HHG you may currently have in NTS may remain in storage under Government management with the understanding you will be liable for all storage costs accrued beyond 1 year from your date of retirement. If this is applicable, you must also contact the Personal Property Shipping Office (PPSO) storing your goods to request this service. If you need help in contacting that office, you may call 1-800-444-7789 for assistance.

The Commander, Naval Personnel Command, concurs with this extension for purposes of travel allowances for you and your dependents. The effective date of your retirement orders, however, determines which dependents are eligible for transportation at Government expense, as prescribed by the JFTR.

If you decide to use your entitlement, please contact your local PPSO to request shipment prior to the expiration date of this extension approval. Failure to request shipment of your HHG by this date may result in the loss of your shipping entitlement. You will need a copy of this letter and your retirement orders to support your application.

If you should need any further assistance regarding this matter, our point of contact is _____ at _____.

Sincerely,

Personal Property Office

Copy to: _____

Figure 3

**NOTE: (1) This would be the member's 1-year anniversary from the date the member retired.
 (2) Name and phone number of nearest PPPO for member to make arrangements for shipment.
 Should also include shipment of a POV when the member is authorized shipment of a POV.**

SAMPLE EXTENSION LETTER FOR MEDICAL REASONS

HOSPITALIZED/TREATMENT ON DATE RELEASED FROM ACTIVE DUTY

From:

To:

Dear: _____:

In response to your letter of _____, the time limit for shipment and storage of your household goods is extended until one year from the date of your discharge from the hospital or completion of medical treatment, or (1) _____, whichever is later.

Under current regulations, the Government cannot pay for non-temporary storage of your household goods in excess of one year after termination of active duty plus a period equal to the period of hospitalization/treatment occurring within that year. Collection of non-temporary storage costs beyond the authorized period will be collected automatically from your retirement pay account. Storage cost will be based on Government rates although all costs will be the member's responsibility.

The Chief of Naval Personnel concurs in this extension for purposes of travel allowances for you and your dependents. The effective date of your retirement orders, however, determines which dependents are eligible for transportation at Government expense, as prescribed by the Joint Federal Travel Regulations.

You may contact the local Personal Property Shipping Office, (2) _____ to arrange for shipment of your household goods. A copy of this letter, your retirement orders, and a letter from your doctor or hospital showing the period of hospitalization or treatment will be required to support your shipping application and claim for travel.

Sincerely,

Personal Property Officer

cc: NTS Activity

Figure 4

NOTE: (1) This would be the member's 1-year anniversary from the date the member retired.
 (2) Name and phone number of nearest PPPO for member to make arrangements for shipment. Should also include shipment of a POV when the member is authorized shipment of a POV.

ACRONYMS

A B C D E F G H I J L M N O P R S T U V W

ACA	Air Clearance Authority
AMC	Air Mobility Command
APOD	Aerial Port of Debarkation
APOE	Aerial Port of Embarkation
BCNR	Board for Corrections of Naval Records
CACO	Casualty Assistance Calls Officer
CBL	Commercial Bill of Lading
CBO	Consolidated Booking Office
CERS	No longer used
CNO	Chief of Naval Operations
CONUS	Continental United States
CPPSO	Consolidated Personal Property Shipping Office
CWT	Hundred Weight
DEA	Dependent Entry Approval
DFAS	Defense Finance and Accounting Service
DITY	Do-It-Yourself Move (now known as Personally Procured Move)
DLA	Defense Logistics Agency
DOD	Department of Defense
DPM	Direct Procurement Method
DRMO	Defense Reutilization and Marketing Office
DTR	Defense Transportation Regulation
EPAD	Enlisted Personnel Action Document
ETA	Estimated Time of Arrival
★ ³ FISC	Fleet and Industrial Supply Center
★ ³ FMV	Fair Market Value
FRV	Full Replacement Value
FTR	Federal Travel Regulation (Chapters 300-304 of title 41, Code of Federal Regulations).
GAO	General Accounting Office
GBL	Government Bill of Lading
GCC	Government Constructed Cost
GPC	Global POV Contract
★ HHG-AT	Business Support Department FISCN HHG Audit Team Division Code 302 1968 Gilbert Street, STE 600 Norfolk, VA 23511-3392
HHG	Household Goods
HOS	Home of Selection
★ ³ IAW	In Accordance With
★ ³ ICW	In Connection With
ITGBL	International Through Government Bill of Lading
ITO	Installation Transportation Office(r)
JAG	Judge Advocate General

JFTR	Joint Federal Travel Regulations (Uniformed)
JPPSO	Joint Personal Property Shipping Office
JTR	Joint Travel Regulations (DOD Civilian)
LOA	Line of Accounting
LOI	Letter of Intent
MDC	Movement Designator Code
MOT	Military Ocean Terminal
MRT	Military Rate Tender
MSC	Military Sealift Command
★ NAVSUP Code 53	Deputy Commander, Navy Family Support/(SUP 05) Naval Supply Systems Command 5450 Carlisle Pike PO Box 2050 Mechanicsburg, PA 17055-0791
NOK	Next of Kin
NTS/Non-temp	Non-temporary Storage (also called 'extended storage' for civilian employees)
NPC	Navy Personnel Command
OCONUS	Outside the Continental United States
OPLIFT	Opportune Lift
ORDMOD	Order Modification
OTO	One Time Only
PBP&E	Professional Books, Papers and Equipment
PCS	Permanent Change of Station
PDRL	Permanent Disability Retired List
PDS	Permanent Duty Station
PEDC	Personal Effects Distribution Center
POD	Port of Debarkation
POE	Port of Embarkation
POV	Privately Owned Vehicle
PPCIG	Personal Property Consignment Instruction Guide Worldwide
PPM	Personally Procured Move (aka DITY)
PPPO	Personal Property Processing Office
PPSO	Personal Property Shipping Office
PPTO	Personal Property Transportation Office(r)
RDD	Required Delivery Date
SDDC	Surface Deployment Distribution Command
★ ³ SFR	Single Factor Rate
SIT	Storage-In-Transit
SSN	Social Security Number
★ SWM	SmartWeb Move
TAC	Transportation Account Code
TAD	Temporary Additional Duty (a form of temporary duty)
TCMD	Transportation Control and Movement Document
TCN	Transportation Control Number
TDR	Traffic Distribution Record

TDRL	Temporary Disability Retired List
TDY/TEM DU	Temporary Duty
TEM DUINS	Temporary Duty under Instruction (as part of a PCS move)
TLE	Temporary Lodging Expense
TMO	Traffic Management Office
TO	Transportation Officer
TOS	Tender of Service
TOPS	Transportation Personal Property Standard System
TSP	Transportation Service Provider
UB	Unaccompanied Baggage
VO	Virtual Office contained in SmartWeb Move
VPC	Vehicle Processing Center
WPOD	Water Port of Debarkation
WPOE	Water Port of Embarkation
WCA	Water Clearance Authority

★²

DEPARTMENT OF THE NAVY
OFFICE OF THE CHIEF OF NAVAL OPERATIONS
2000 NAVY PENTAGON
WASHINGTON, DC 20350-2000

OPNAVINST 4650.17
N130
13 Dec 2005

OPNAV INSTRUCTION 4650.17

From: Chief of Naval Operations

Subj: UNUSUALLY ARDUOUS SEA DUTY FOR TRAVEL AND TRANSPORTATION
ENTITLEMENTS

Ref: (a) Joint Federal Travel Regulations, Volume 1
(b) OPNAVINST 7220.77 Series
(c) OPNAVINST 3111.14 Series
(d) OPNAVNOTE 4600

Encl: (1) Units Designated as Unusually Arduous Sea Duty

1. Purpose. To designate ships, afloat staffs, and units, which qualify as unusually arduous sea duty for purposes of determining entitlement to travel and transportation allowances under reference (a). This instruction has been revised substantially and should be read in its entirety.

2. Cancellation. This OPNAV Instruction supersedes SECNAVINST 4650.19C. The SECNAV Instruction was cancelled under a separate cancellation memo.

3. Background. Members assigned to unaccompanied overseas duty, whether on sea duty or shore duty, are authorized transportation of their dependents and household effects to a location they may designate under the provisions of reference (a) by virtue of the duty being overseas. Members reassigned from such duty are authorized dependent transportation from the designated location to the new duty station. Members assigned to sea duty in ships, afloat staffs and units which the Secretary of the Navy designates as unusually arduous sea duty are authorized the same transportation entitlements. Unusually arduous sea duty for these purposes is sea duty in afloat units with expected absences from their assigned homeports for the major portion of the sea duty assignment.

4. Policy. Sea duty in ships, afloat staffs, and units designated for career sea pay in reference (b) may be designated unusually arduous sea duty in enclosure (1) of this instruction.

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a. To be designated, afloat units must meet all of the following criteria:

(1) Chief of Naval Operations (CNO) has assigned a homeport per reference (b); and

(2) The unit can be expected to operate away from assigned homeport for more than 50 percent of the time, and also for extended periods of deployment; or

(3) CNO assigns them to operate away from homeport in an overseas area for a contemplated period of 1 year or more, as listed in reference (d).

b. Staffs which have permanent duty stations rather than homeports do not qualify as sea duty for purposes of determining travel and transportation entitlements.

c. All ships within each designated ship class qualify as unusually arduous sea duty.

5. Individual Entitlement.

a. The provisions of this instruction are applicable only to members who are otherwise eligible for dependent travel and shipment of household effects at Government expense by reference (a).

b. Members, issued Permanent Change of Station (PCS) orders to a ship designated in enclosure (1) that is not in overhaul or to sea pay eligible billets in an afloat staff designated in enclosure (1), are entitled to relocate dependents and household effects to the homeport or to a place they may designate by reference (a). Members issued PCS orders to a ship not designated in enclosure (1) or a ship designated in enclosure (1) that is in overhaul may relocate dependents to the homeport.

c. Members who are issued a homeport change certificate incident to homeport change to an overhaul site may relocate dependents to the new homeport from the old homeport, or from a designated place to the new homeport. The change of homeport certificate will specifically include a statement that movement of dependents and household effects to designated place is not authorized.

d. Members who are issued PCS orders from a ship, unit, or afloat staff listed in enclosure (1) are entitled to:

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(1) transportation of dependents and household effects from the place dependents are located on date of receipt of orders to the permanent station; or

(2) from a designated place to the permanent station, whichever is less, if it is not a dependent restricted station. This entitlement exists irrespective of the location of the ship or afloat staff at the time of transfer.

6. Designation. Recommendations for designation changes in enclosure (1) will be submitted to DCNO (N130) via appropriate fleet commanders. Full justification for designation changes must accompany recommended changes. Recommendations for designation changes, which require assignment of homeport, should be made only after CNO has approved modification to reference (d). When considering changes to reference (c) to establish eligibility for these entitlements, the overall effect on all entitlements should be considered. CNO will validate the status of the sea duty units annually and recommend changes to enclosure (1) in September to ensure currency and compliance with this instruction.

7. Entitlements Approval. The entitlements portion of this instruction has been reviewed by the Per Diem, Travel and Transportation Allowance Committee in accordance with paragraph D1, DOD Directive 5154.13 of 11 February 1980, as case number 5600.

/S/
J. C. HARVEY, JR.
Vice Admiral, U.S. Navy
Deputy Chief of Naval Operations
(Manpower, Personnel, Training,
and Education)

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OPNAVINST 4650.17
13 Dec 2005

UNITS DESIGNATED
AS UNUSUALLY ARDUOUS SEA DUTY

SHIPS BY CLASS

AGF	DDG	MCM
AOE	FFG	MCS
ARS	LCC	MHC
AS	LHA	PC
CG	LHD	SSBN
CV	LPD	SSN
CVN	LSD	FSF
DD	LST	

INDIVIDUAL UNITS

Special Boat Unit (SBU) (UICs 32219, 42221, 44392)
Assault Craft Unit (ACU) (UICs 45411, 45472, 55621)
Beachmaster Unit (BMU) (UICs 44920, 44921, 44923, 44924,
44925, 49388, 53211, 53212)

Ships and Units designated by the Chief of Naval Operations to operate away from homeport in an overseas area for a contemplated period of one year or more are in OPNAVNOTE 4600.

AFLOAT STAFFS

APSLANT	MPSRON 1	DESRON 50
APSPAC	MPSRON 2	PHIBRON 1
CCSG 2	MPSRON 2	PHIBRON 2
CCSG 3	DESRON 1	PHIBRON 3
CCSG 5	DESRON 2	PHIBRON 4
CCSG 6	DESRON 6	PHIBRON 5
CCSG 7	DESRON 7	PHIBRON 6
CCSG 8	DESRON 9	PHIBRON 7
CCSG 9	DESRON 15	PHIBRON 8
CCSG 10	DESRON 21	PHIBRON 11
CCSG 11	DESRON 22	STANAVFORLANT
CCSG 12	DESRON 23	
CCSG 14	DESRON 24	
FIFTHFLT	DESRON 26	
SIXTHFLT	DESRON 28	
SEVENFLT	DESRON 31	

Enclosure (1)

FRV Informational Handout for Customers

CLAIMS FOR FULL REPLACEMENT VALUE COVERAGE

1. **Full Replacement Value (FRV) For Lost or Destroyed Items.** If you file your claim directly with the carrier within 9 months after delivery, the carrier is required to replace any item that is lost or destroyed with a new item, or pay you the cost of a new item of the same kind and quality, without deducting for depreciation. An item is **destroyed** if it cannot be repaired, or if the cost of repair would exceed the cost of a new item. The carrier is not required to replace items that can be repaired for less than the Full Replacement Value of the item. The carrier is required to arrange for the **repair** of those items, or to pay you for the **cost of the repairs**. Repair means the item must be restored to the same condition as when it was received by the carrier.

2. **Timely Notice.** The loss or damage to the item must be reported to the carrier **within 75 days** after delivery in order for the claim to be paid. The carrier's agent should list all missing or damaged items discovered on the day of delivery on the DD Form 1840, which you will also sign. Notice of loss and damage on the DD Form 1840 is an essential part of the claims process and it is in your best interest to ensure the agent is properly documenting all obvious loss and damage on this form **at delivery**. The agent will leave three copies of this form with you. You must then list all items discovered missing or damaged after delivery on the reverse side of the DD Form 1840, known as the **DD Form 1840R**, and mail it to the carrier **within 75 days** after delivery. The appropriate mailing address for the carrier is located in block 9 of the DD Form 1840. You should mail it certified mail so you can prove you gave the carrier timely notice. Alternatively, you can bring the DD Form 1840R to the nearest Personal Property Office within **70 days** after delivery so they can mail it to the carrier for you.

3. **Claim Must Be Filed Within 9 Months to Receive FRV.** Submission of a DD Form 1840R does not constitute the filing of a claim. You must submit a written demand for a specific amount, listing the items lost or damaged, to the carrier **within 9 months** after the date of delivery. The carrier will provide instructions on how to file a claim. You do not need to obtain estimates of repair in order to file your claim. The carrier is responsible for obtaining estimates, if you file your claim directly with them **within 9 months of delivery**. Do not delay filing your claim past the nine month deadline in order to get additional information you think the carrier may need. If your claim has been timely filed, additional information may be presented at a later time.

4. **Limits of Liability.** A carrier is liable for up to **\$4.00 per pound** times the weight of your shipment, with a minimum of \$5,000 and up to a **maximum of \$50,000**, per shipment. If the amount of your loss exceeds the carrier's maximum liability, you may file a claim with the Navy for any loss in excess of the carrier's payment. However, the Navy can only pay the depreciated replacement cost or repair cost, whichever is less, for those items not paid by the carrier.

5. **Filing a Claim with the Navy.** You still have the right to file a claim with the Navy within two years after the date of delivery. However, the Navy can only pay repair costs for damaged items and depreciated value for lost/destroyed items. If you file with the carrier within 9 months, but are unwilling to accept the carrier's offer for certain items, you can file a claim for those items with the Navy. If the Navy pays you depreciated value, the Navy will seek FRV from the carrier (if the carrier is liable) and will pay you the difference between FRV and depreciated value if it is recovered. Claims packages with instructions for filing your claim with the Navy are located at <http://www.jag.navy.mil>, click on claims forms on the right side.

Figure 1

FRV Counseling Checklist

Customer's Name: _____

Origin/Destination _____

Counselor's Printed Name/Date _____

**CLAIMS FOR FULL REPLACEMENT VALUE (FRV) COVERAGE
COUNSELING CHECKLIST AND MEMBER/EMPLOYEE INFORMATION**

FRV applies to shipments with a pick-up date on or after 1 October 2007 for International Household Goods (HHG) and Unaccompanied Baggage (UB) shipments, a pick-up date on or after 1 November 2007 for Domestic HHG, and a pick-up date on or after 1 March 2008 for Non-Temporary Storage (NTS), Direct Procurement Method (DPM) (local moves, intra-theater). Some domestic and international shipments may be moved under a non-FRV DPM contract between 1 October 2007 and 1 March 2008.

1. FRV for Lost or Destroyed Items.

To have your claim paid on the basis of FRV you **MUST** file your claim directly with the transportation service provider (TSP) **within 9 months of delivery**.

If you file your claim with the (TSP) within 9 months of delivery, the TSP is **REQUIRED** to replace any item that is lost or destroyed with a new item, or pay the cost of a new item of the same kind and quality, without deducting for depreciation.

The TSP is not required to replace items which can be repaired for less than the Full Replacement Value of the item.

The TSP is only required to arrange for the repair of those items, or to pay for the cost of the repairs.

Repair will be to the extent necessary to restore the item to its condition when it was received by the TSP.

An item is considered destroyed if it cannot be repaired, or if the cost of repair would exceed the cost of a new item.

2. Timely Notice.

Loss or damage to an item **MUST** be reported to the TSP **within 75 days of the date of delivery**.

The TSP **MUST** list all missing or damaged items that are discovered on the day of delivery on DD Form 1840, which you will also sign. Three (3) copies of this form will be left with you by the TSP.

Items discovered missing or damaged **AFTER delivery MUST** be listed on the reverse side of the DD Form 1840, known as the DD Form 1840R, and faxed or mailed to the **TSP within 75 days after delivery**. If mailed, send it to the address in block 9 on the DD Form 1840 side of the form **by certified mail**. If faxed, keep a copy of the delivery message. Alternatively, the DD Form 1840R may be taken to the nearest military claims office **within 70 days after delivery** and the military claims office will dispatch it to the TSP for you.

3. Claim Must Be Filed Within 9 Months to Receive FRV.

Submission of a DD Form 1840R **does not constitute** the filing of a claim. You **MUST** submit a **written demand for a specific amount** to the TSP **within 9 months after the date of delivery**. The claim **MUST** list each item that was lost or damaged and give a general description of the damage.

The TSP will provide instructions on how to file a claim. Be sure to keep a copy of what you send to the TSP and send your claim by certified mail.

You do not need to obtain estimates of repair in order to file your claim. The TSP is responsible for obtaining estimates, if you file your claim directly with the carrier **within 9 months of delivery**. **You may not be reimbursed for any estimate fees on estimates you obtain without the TSP's express request for you to do so.**

Do not delay filing your claim past the nine month deadline in order to get additional information you think the TSP may need. If your claim has been timely filed, additional information may be presented at a later time.

4. Limits of Liability.

The TSP's maximum liability on a shipment is \$5,000 or \$4 per pound times the weight of the shipment, whichever is greater, but not more than \$50,000.

If the amount of your loss exceeds the TSP's maximum liability, you may file a claim with a military claims office for any loss in excess of the carrier's payment. However, the military claims office can only pay the depreciated replacement value or repair cost, whichever is less, for those items for which the carrier did not pay. In the alternative, you may try to purchase FRV coverage from a private insurance company to cover potential losses in excess of \$50,000.

A TSP is liable for only \$1.25 per pound times the weight of your shipment, if you do not file your claim with the TSP within 9 months of delivery.

5. Settlement of Loss and Damage Claims.

The TSP shall pay, deny, or make an offer within 60 days of receipt of a complete, substantiated claim.

The TSP will complete payment to the owner within 30 days of receipt of notice that the owner has accepted a full or partial settlement.

You may still file your claim directly with a military claims office, but if you do, you give up your right to FRV. The military claims offices do not have the authority to settle claims on the basis of FRV.

You may transfer all or part of your claim to a military claims office if you are dissatisfied with the TSP's handling of your claim. However, you **may not** transfer your claim until the TSP has made a final offer, or more than 30 days have elapsed since you filed your claim.

6. Partial Settlements.

If you cannot reach a mutually acceptable settlement directly with the TSP on part of your claim, you can accept payment from the TSP on those items on which you and the TSP have reached agreement. The TSP will pay you on the items on which you have reached an agreement. You may transfer any unsettled portions of the claim to a military claims office.

If you transfer your claim to military claims office after filing directly with a TSP within nine months, the military claims office will pay your claim on the basis of depreciated replacement value or repair cost, whichever is less. The military claims office will then try to recover the FRV from the TSP. If the military claims office recovers more from the TSP than it paid you, the military claims office will send you the difference between what it paid you and what it recovered from the TSP.

7. Quick Claims.

The TSP **may** establish a quick claim settlement procedure to quickly resolve and pay claims for minor loss or damage discovered at the time of

Figure 2

7. Quick Claims.

The TSP **may** establish a quick claim settlement procedure to quickly resolve and pay claims for minor loss or damage discovered at the time of delivery.

Quick claims cover payment for **less than \$500** with payment made **within 5 days** of delivery.

The process of settling and paying such claims will be left to the discretion of each TSP. The quick claim must specifically list the items and the damage for which payment is being made.

If you receive a quick claim settlement and then file an additional claim, the additional claim **may not** include items that were settled through the quick claim process.

8. Inspection of Items by the TSP.

The TSP **may** inspect the damaged items at any time prior to settlement of the claim, but may not deny a claim solely on the basis that it was unable to inspect any item.

If you repaired an item before the TSP inspection, you **MUST** provide the repair bill or some other evidence of the damage and repair cost to the TSP. If you disposed of a damaged item, you **MUST** give the TSP evidence that the item was damaged beyond economical repair.

Before a claim is filed, you may call the TSP and request an inspection, or permission to dispose of items. The TSP will, **within two (2) business days** of being contacted, notify you that either the items will be inspected or that you may dispose of the items.

When the TSP gives notice to inspect the items, the TSP **will do so within 45 calendar days** of being contacted by the owner unless the owner grants a further extension.

9. Salvage.

For shipments delivered within the United States or its territories, the TSP is entitled to take possession of and sell for salvage any damaged item on which it has paid either the depreciated or undepreciated replacement cost, or replaced the damaged item with a new item.

If a lost item is located after your claim has been paid, you may decide either to request or decline delivery of the item(s). If you elect to receive a found item, you **MUST** refund any amount paid on that item.

If the TSP locates an item within 60 days of receipt of notice of the loss, and a claim on that item has not yet been paid, you are obligated to accept delivery of the item in lieu of a claim, even if you have replaced the item.

If the TSP locates a lost item more than 60 days after receipt of notice of the loss, but the item has not been replaced, and a claim on the item has not been paid, you are obligated to accept delivery of the item in lieu of a claim.

If a lost item is later delivered with damage, the time limits for qualifying for FRV protection and for filing claims on that item will not commence until the delivery of that item.

10. Essential Items.

The TSP is responsible for promptly dealing with owners who have had essential items lost, destroyed or made unusable due to damage. You **MUST** notify the TSP, military claims office, or personal property shipping office of such a loss within 7 days of the date the goods were delivered.

Essential items include but are not limited to: (1) Refrigerators or other appliances necessary for the safe storage and preparation of food, (2) Necessary medical equipment and (3) Mattresses.

Upon notification of the loss of an essential item, **within two (2) business days**, the TSP shall either pay for such items, provide temporary or permanent replacements for them, or make other arrangements as agreed to by you.

Any payments made by the TSP shall be considered an advance on any claim and should not exceed the TSP's expected total liability. You are required to file a claim for the loss. Any advance payment will be deducted from your eventual award.

11. Catastrophic Loss Payments.

The TSP is responsible for identifying and making partial, advance payments to you for a catastrophic loss to relieve hardships associated with the loss of all or a majority of household goods or unaccompanied baggage. Catastrophic loss occurs when over 60% of the inventory line items in a given shipment are lost, damaged or destroyed.

The payments are an advance and will not exceed the expected total liability. You are required to file a claim. Any advance payment made will be deducted from your eventual award. Payments are subject to the same maximum liability and rules as all payments.

The TSP will make payment or come to an agreement on payment within 48 hours of contacting you.

12. High Value Items and High Risk Items.

High value items are limited to currency, coins, jewelry, silverware and silver service sets, crystal, figurines, furs, objects of art, computer software programs, manuscripts, comic books, baseball cards, stamps, and other collectable items or rare documents that have a value in excess of \$100 per pound. Individual CDs or DVDs with a value in excess of \$50 will be considered a high value item.

If you fail to inform the TSP that such items are included in the shipment after the TSP has asked you in writing to list any such items in the above categories that will be included in the shipment, the TSP liability for high value items that you do not list shall be limited to \$100 per pound of the article.

Items such as CDs, video tapes and DVDs, that do not qualify as high value items for purposes of this provision limiting liability may be included on a **high risk inventory**.

Your responsibilities at delivery: You and the TSP **MUST** open all containers in which the high risk/high value items were packed; remove the items from the containers and physically inspect each item **before you sign** the high risk/high value inventory form.

Receipt Acknowledgement: Member/Employee Signature:

_____ Date: _____

A member/employee should contact the closest Military Claims Office on FRV issues the member/employee and TSP cannot resolve. Be sure to keep a copy of what you send to the TSP and send your claim by certified mail.

Section 1: Personal Property Program Responsibilities

A. PURPOSE. The purpose of this chapter is to describe the responsibilities of all major organizations that fall within the Naval Supply Systems Command (NAVSUP) Enterprise. This guidance is effective upon receipt.

B. SCOPE. The responsibilities described herein apply to all Navy Personal Property activities, other Service Personal Property Offices which are subordinate to a Navy Joint Personal Property Office (JPPSO), as well as Navy offices reporting to another Service JPPSO. All offices will follow the guidance found within their Service-specific regulations. Issues wherein the guidance of another Service conflicts with that issued here, will be reported through the chain of command to the Navy Household Goods Director for research and resolution.

C. GENERAL. Personal Property operations are of great importance to our customers and their families. Every effort must be made to improve the quality, speed and effectiveness of these operations. A key step in that process is the establishment and enforcement of clear responsibilities, chain of command authority and reporting requirements.

D. SPECIFIC RESPONSIBILITIES.

1. Naval Supply Systems Command Deputy Commander for Support Services (SUP 05). SUP 05 serves as the principal NAVSUP point of contact, resource advocate, and coordinating authority for all Personal Property matters under NAVSUP's control to increase the readiness, well-being, and morale of our forces and their dependents.

2. Naval Supply Systems Command (NAVSUP) Personal Property Division (CODE 53). Administers the Navy Personal Property Program including strategy, policy, cross-service and DoD contacts and tool management. Specific responsibilities include but are not limited to:

- (a). Proponent for Navy Personal Property Program.
- (b). Maintenance and publication of NAVSUP Personal Property Policy Instruction Manual P490.
- (c). Represents Navy interests with United States Transportation Command (USTRANSCOM), Surface Deployment and Distribution Command (SDDC), Office of Chief of Naval Operations (OPNAV), Navy Judge Advocate General (NAVJAG), Per Diem Committee and other Services.

(d). Co-Chair of Navy Household Goods Leadership Forum with Commander, Fleet and Industrial Supply Centers (COMFISCS).

(e). Response to Official inquiries, Board for Correction of Navy Records (BCNR) cases, entitlement issues and other similar requirements levied by agencies at or above the Echelon II level of Command.

(f). Development and program management of software programs (tools) used specifically for personal property and audit operations to include Smart Web Move (SWM) and Personal Property Transportation Auditing System (PPTAS).

(g). Represents Navy personal property interests in DoD programs including Defense Personal Property Program (DP3), Base Realignment and Closure (BRAC), Joint Basing, and other similar, emergent requirements.

(h). Personal Property Oversight program to include scheduling, maintenance of all checklists to include: PPSO Management Assist Visit (MAV)/Inspector General (IG) Checklist; Audit Division Checklist and COMFISC Checklist, conduct of management assistance visits and IG Command Assessments.

(i). Training policy and requirements.

(j). Resource advocate for COMFISCS funding requirements.

(k). Navy lead for DP3 Program software development; software management, business rules; member Council of Captains and Colonels; member Configuration Control Board (CRB) and Functional Review Board (FRB).

(l). Navy lead for Joint Regionalization initiative.

(m). Long-range (strategic) personal property planning.

(n). Development and maintenance of a single manpower requirements standard for Navy offices.

(o). Personal Property overall metrics.

(p). Continuous Process Improvement.

(q). Development of quality assurance standards.

3. Commander, Fleet Industrial Supply Centers

(COMFISCS) Personal Property Section. Execute the Personal Property Program at the Operational level. Specific responsibilities include but are not limited to:

(a). Co-Chair of Navy Household Goods Leadership Forum with SUP 53.

(b). Execution of DoD, TRANSCOM, SDDC , Navy and Other Service Personal Property policy as specified in official regulations and instructions.

(c). Execution of personal property responsibilities for DoD programs to include BRAC, Joint Basing and other similar, emergent requirements.

(d). Conduct of inspections and assistance visits.

- (e). Workforce management, certification, budget and execution.
- (f). Workforce training requirements determination and management.
- (g). Development, publication and maintenance of Standard Operational Procedures (SOP) for personal property operations.
- (h). Execution of Joint and Naval Regionalization operations and consolidation actions.
- (i). Personal property operational and performance metrics.
- (j). Continuous Process Improvement (COMFISCS and below).
- (k). DP3 execution to include operational testing, training and fielding of Defense Personal Property System (DPS) software.
- (l). Technology requirements determination.
- (m). Consolidation and supervision of Navy personal property call centers.
- (n). Tactical planning and execution.
- (o). Personal Property Office organization. A command and control chart and guide (including key POCs) will be published each October for the current fiscal year.
- (p). Development and execution of a Quality Assurance program.
- (q). Implementation and enforcement of the Navy manpower standard within the COMFISCS personal property organization.
- (r). Other responsibilities and requirements stated within this instruction and other policy guidance not otherwise specified in this paragraph.

4. Commander, Fleet Industrial Supply Centers (FISCS)

Personal Property Office Transportation Officers. Execute the Personal Property Program at the Tactical level. Specific responsibilities include but are not limited to:

- (a). Member, Navy Household Goods Leadership Forum
- (b).. Execution of DoD, TRANSCOM, SDDC and Navy, COMFISCS and Other Service Personal Property policy as specified in official regulations and instructions.
- (c). Conduct and document 4 hours of training, per employee, per month.
- (d). Oversight of offices aligned to the FISC for command and control according to most current COMFISCS organizational diagram.
- (e). Continuous Process Improvement at the FISC level and below.
- (f). Execution of customer and supplier outreach and engagement initiatives.
- (g). Quality assurance operations at the FISC level and below.
- (h). Execution of the DP3 Program and software deployment.

(i). Other responsibilities and requirements stated within this instruction and other policy guidance not otherwise specified in this paragraph.

5. Personal Property Offices and Activities below the FISC level. Execute the Personal Property Program at the Tactical level. Specific responsibilities include but are not limited to:

- (a). Execution of DoD, TRANSCOM, SDDC and Navy, COMFISCS, FISC and other Service Personal Property policy as specified in official regulations and instructions.
- (b). Conduct and document 4 hours of training, per employee, per month.
- (c). Continuous Process Improvement at the office level.
- (d). Execution of customer and supplier outreach and engagement initiatives.
- (e). Quality assurance operations at the office level.
- (f). Execution of the DP3 Program and software deployment.
- (g). Other responsibilities and requirements stated within this instruction and other policy guidance not otherwise specified in this paragraph.

6. Household Goods Audit Division. See Appendix E Section 3.

E. COMMAND and CONTROL RELATIONSHIPS. Command and control relationships within the Personal Property Program follow the existing relationships now established within the Enterprise to the FISC level. Effective with this publication of the P490, JPPSO, CPPSO and FISC PPSO offices with subordinate PPSO offices aligned to them, are responsible for the operational execution of the personal property program of those offices. A diagram of the current organization is provided as Figure 1-1.

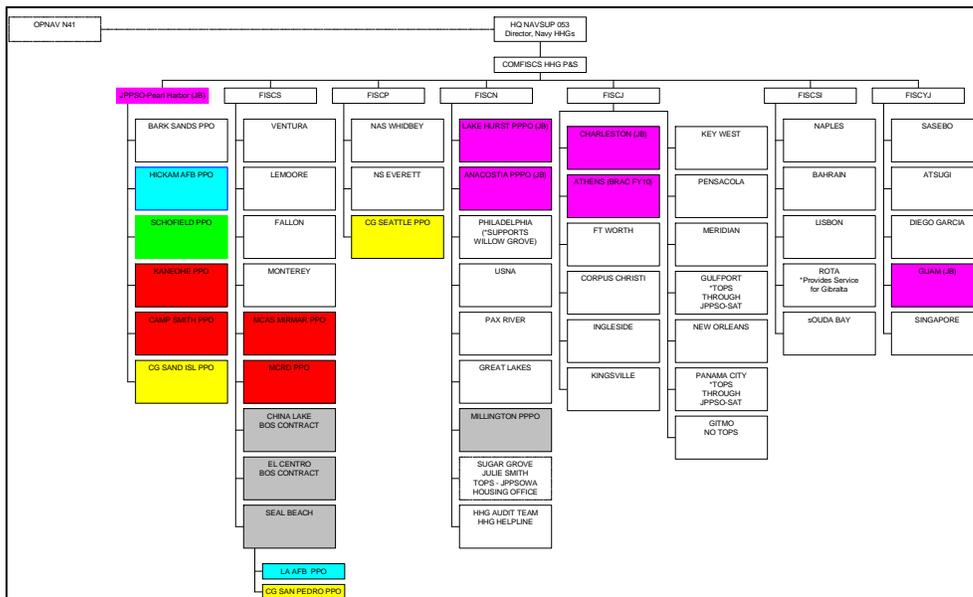


Figure 1-1

1. **COMFISCS** will issue such supplemental guidance and direction as required to formalize and standardize relationships and operations with its FISC lead offices.

2. **FISC JPPSO, CPPSO and PPSO** offices will issue such supplemental guidance and direction as may be required to formalize and standardize relationships and operations with their PPSO offices.

3. Supplemental guidance may only add to the requirements herein.

F. REPORTING. Natural disasters, strikes, thefts, fires etc. are to be reported in accordance with DTR PART 4 Chapter 410.D NAVSUP 05 should be carbon copied on all correspondence.

SECTION 2: Oversight and Inspection Program

A. PURPOSE. The purpose of this chapter is to describe the NAVSUP Enterprise Personal Property Oversight and Inspection Program.

B. SCOPE. The responsibilities described herein apply to all Navy Personal Property activities, other Service Personal Property Offices which are subordinate to a Navy Joint Personal Property Office (JPPSO) as well as Navy offices reporting to another Service JPPSO. All offices will follow the guidance found within their Service-specific regulations. Issues wherein the guidance of another Service conflicts with that issued here, will be reported through the chain of command to the Navy Household Goods Director for research and resolution. I. G. Inspections of COMFISCS and FISC JPPSO/CPPO offices are scheduled and controlled by the NAVSUP IG and therefore are not subject to the provisions of this chapter. Such inspections are considered to meet the requirements set forth here for an inspection once every three years. In addition, Household Goods Audit Division will be addressed within its own chapter of this Instruction.

C. GENERAL. Personal Property operations are of great importance to our customers and their families. Every effort must be made to improve the quality, speed and effectiveness of these operations. All offices and activities benefit from periodic I.G. Inspections, MAVs and oversight. The NAVSUP Enterprise seeks to insure that all of our household goods operations are in keeping with regulatory and instruction guidelines.

D. RESPONSIBILITIES. The following responsibilities expand upon those listed in Appendix E, Section 1, paragraph 4. B.

- 1. SUP 53.** Responsible for overall Oversight program planning, coordination and execution to include:
 - (a). Development and revision of inspection checklists.
 - (b). Annual release of updated checklists to all activities by 30 Sept. each year.
 - (c). Analysis of inspection results.
 - (d). Coordination of 3 year rolling inspection schedule with COMFISCS.
 - (e). Conduct of inspections and follow up inspections.
 - (f). Management of inspection responses and due dates.

- 2. COMFISCS Code 40.**
 - (a). Coordination of 3 year rolling inspection checklist with SUP 53.
 - (b). Conduct of inspections and follow up inspections.

- (c). Management and analysis of the Self-Inspection and Management Controls portion of the program.
- (d). Management of dated inspection correspondence and responses for all MAVs, SAVs & IGs.
- (e). Issuance of supplemental guidance required to effectively implement the Oversight program below the COMFISCS level.

3. FISC JPPSO/CPPSO/PPSO Transportation Officers or other designated personnel.

- (a). Consolidation and analysis of Self-Inspection and Management Controls Checklists.
- (b). Appropriate actions, as required, to resolve deficiencies at the FISC operational level and below, as identified in any MAV, SAV, or IG inspection.
- (c). Timely response to inspection correction requirements and taskers.

4. PPSO/PPO Offices

- (a). Conduct Self-Assessment and Management Controls requirements IAW with the due dates set by COMFISCS or supporting FISC JPPSO/CPPSO/PPSO.
- (b). Be prepared for scheduled inspection visits by having required material, records and personnel present for the duration of the scheduled inspection.
- (c). Informing the inspector of any personnel or operational conflicts that, on short notice, preclude the inspection. Notification must be made at least 5 days prior to the inspection to coordinate a change of dates and must have approval of supporting JPPSO/CPPSO/PPSO and COMFISCS.
- (d). Respond in writing to corrective action plans as required.

E. PROGRAM SPECIFICS. The program is designed to operate on a 3 year rotating cycle. This means each office will be inspected at least one time every three years. Only a complete inspection using the approved checklist applicable to an office will be considered as meeting the inspection requirement. Assistance Visits and other similar visits by higher headquarters, SDDC or U.S. TRANSCOM will only be accepted as a substitute if the inspection is comparable or more demanding than the established standard in this Instruction.

1. Inspection checklists. Enclosure 1 includes the most current inspection checklists. These checklists may be updated during the calendar year and redistributed to offices via email.

2. Inspection schedule. SUP 53 will coordinate the development and publication of the projected inspection schedule by 31 August of the current FY for the next 3 FY's. The schedule is subject to change with notification to all

impacted parties. SUP 53 will maintain the schedule and publish such changes as may be required.

3. Request for Postponement or Waiver of Inspection.

All requests asking to postpone (conduct at a later date same FY) or waive (give credit for inspection or do not inspect in the subject FY) will be routed through COMFISCS. COMFISCS will provide a recommendation with the request and submit to SUP 05 for a decision.

4. Program Components. The Oversight Program will consist of 3 components:

(a). Actual Inspections. Inspections will normally be conducted from Oct - Mar of a FY in order to avoid disruption of peak season operations. Inspection duration will normally be 1 to 3 days.

1. An informal out-brief of inspection results will be provided to the Transportation Officer and other staff upon completion of the inspection. A copy of the annotated inspection checklist will be left with the activity.

2. A written report will be provided to COMFISCS within 45 days of completion of the inspection.

3. Findings. Findings will be classified as minor or major. A major finding is defined as a finding where the activity is clearly not in compliance with a significant provision of the Joint Federal Travel Regulations, Defense Travel Regulation, P490, Financial Management Regulations, safety requirements or environmental requirements.

4. Responses. Activities will respond with corrective actions implemented/planned for all findings. The response will include the corrective action taken/to be taken, actual/projected completion date and person responsible. Responses will be due to SUP 53 NLT (no later than) 90 days from the date of the inspection.

5. Return Inspections. Any activity with 2 or more major findings will receive a return inspection to verify compliance. This inspection will be conducted no earlier than 6 months after the initial inspection and no later than 1 year after same. The inspection will be constrained to finding areas only. The progression of documentation will follow the path above with this exception. Any activity which does not correct a major deficiency during the allowed recovery period will be identified in the report to SUP 05 for further action by the chain of command.

(b). Self-Inspections. Self-inspections will be conducted by all activities based upon the revised checklists issued

by SUP 53 in September of each year. These inspections will be conducted at the discretion of the activity between 1 October and 30 November of each year.

(1). A copy of the self-inspection will be forwarded through the chain of command to arrive at COMFISCS not later than 1 January of each year. FISC JPPSO, CPPSO, PPSO will consolidate reports for all subordinate offices and forward as 1 packet to COMFISC.

(2). A copy of the checklist for each office will be held at each office and at COMFISCS. This copy shall be subject to inspection. In addition, a copy of each checklist will be stored in a shared data file for access by SUP 53 personnel.

(3). COMFISCS shall determine the proper use and actions required with respect to self-inspection checklists. COMFISCS is expected to be capable of demonstrating use and actions as part of their future inspections.

(c). Management Controls. A management controls checklist will be completed by each office each fiscal year between 1 January and 1 March.

(1). An electronic copy of the self-inspection will be forwarded through the chain of command to arrive at COMFISCS not later than 1 April of each year. FISC JPPSO, CPPSO, PPSO will consolidate reports for all subordinate offices and forward as 1 packet to COMFISC.

(2). A copy of the checklist for each office will be held on file at each office and at COMFISCS. This copy shall be subject to inspection. In addition, a copy of each checklist will be stored in a shared data file for access by SUP 53 personnel. These files shall be maintained for six years and three months.

(3). COMFISCS shall determine the proper use and actions required with respect to self-inspection checklists. COMFISCS is expected to be capable of demonstrating use and actions as part of their future inspections.

F. External Inspections. Inspections conducted by TRANSCOM, SDDC or other activities. Results will be provided to SUP 53 for review and analysis. Inspections with deficiencies will be managed IAW paragraph D (1) as if SUP 05 or COMFISCS conducted the inspection. Response types and timelines of this paragraph will be followed as if the inspection were Navy.

G. Ad Hoc/Command Directed Inspections. SUP 05, COMFISCS or a JPPSO/CPPSO/PPSO activity may conduct (or

direct to be conducted), an unscheduled inspection under restricted circumstances. A responsible agency may conduct such an inspection if there is reasonable cause to believe that a law may have been violated or that fraud, waste and abuse may be present at a Navy Personal Property Activity. The chain of command, up to and including SUP 05, will be notified in advance of such an inspection. Results will be telephonically reported to next higher command immediately after inspection completion. A formal, written report will be provided to SUP 05, via the chain of command, within 90 days of inspection completion.

H. Quality Assurance. Navy Offices will undertake a renewed effort to insure quality of service is provided to all customers and their families. Each office will be responsible for maintaining a Quality Assurance program. Specific requirements of the program shall include:

- 1. On site inspections.** Conduct on site inspections of 5 - 10% of personal property moves. An annual log of inspections and results will be maintained on file for a period of 6 years and 3 months.
- 2. Annual Inspections.** Conduct annual inspections of each vendor that stores DOD HHG as SIT and/or NTS. This inspection will include locating and inspection of 5-10% of DOD HHG lots stored at the facility in question. A report will be prepared with the results and kept on file at the activity for a period of 6 years and 3 months from the date of the report.

SECTION 3: Household Goods Audit Team (HHG-AT) (Govt. Bill of Lading & Personally Procured Move Certification)

A. PURPOSE. The purpose of this chapter is to describe the NAVSUP Enterprise Personal Property HHG-AT Responsibilities and Policies.

B. SCOPE. The responsibilities and policies described herein apply to the Navy HHG-AT and to all Navy Personal Property activities with respect to the manner in which these activities interface with the HHG-AT, other Service Personal Property Offices that are subordinate to a Navy Joint Personal Property Office (JPPSO), as well as Navy offices reporting to another Service JPPSO. All offices will follow the guidance found within their Service-specific regulations. Issues wherein the guidance of another Service conflicts with that issued here will be reported through the chain of command to the Navy Household Goods Director for research and resolution. Command Inspections of COMFISCS and FISC JPPSO/CPPSO offices are scheduled and controlled by the NAVSUP IG and therefore are not subject to the provisions of this chapter. Such inspections are considered to meet the requirements set forth here for an inspection once every three years.

C. GENERAL. Navy Personal Property audit operations are of great importance to our Sailors and their families. Every effort must be made to improve the quality, speed and effectiveness of these operations. Prompt payment of claims and collection of excess costs and other debts to the government are of high interest to the Command and must be conducted in accordance with governing regulations and instructions.

D. RESPONSIBILITIES.

- 1. NAVSUP 53.** Provide policy guidance, direction and oversight to facilitate Audit operations.
- 2. COMFISCS.** Provide annual funding for PPTAS program maintenance and enhancements.
- 3. FISC Norfolk.** Provide operational execution guidance, direction and oversight to HHG-AT for day to day operations.

E. AUDIT OPERATIONS. (Government Bills of Lading [GBLs])

- 1. Bills of Lading goals:**
 - (a). Maintain a workload such that no record flagged by PPTAS for audit review is older than 90 days from date of flag.

- (b). Identify excess weight, unauthorized accessorial payments and other unauthorized payments generated by one or more movements of a service member's personal property.
- (c). Verify the validity of any debt to the government in accordance with due process requirements as specified in the Financial Management Regulation Volume 7A, Chapter 50, paragraph 500104.A2 with the following exception: HHG-AT will allow the service member 45 days, rather than 30 days, to respond to the letter of notification.

2. Collections and Suspensions.

- (a). The HHG-AT division will process Pay Adjustment Authorization forms to the Personnel Support Detachment (PSD) or Defense Finance and Accounting Service (DFAS) on the 45th day for all accounts for which there has been no response from the member.
- (b). The HHG-AT may suspend or delay collection processing under the following exceptional circumstances for a period not to exceed 1 calendar year:
 - (1). Service member deployed without access to records
 - (2). Service member hospitalized or disabled
 - (3). Other exceptional circumstances that warrant suspension.
- (c). HHG-AT supervisor shall approve all suspensions of collection action up to 1 year in writing. HHG-AT will submit written requests for suspension of cases beyond 1 year to SUP 53. SUP 53 will review and approve/disapprove any suspension that will exceed 1 calendar year.
- (d). All suspended cases will be reported via monthly metrics reports. In addition, each case will be held in a suspense file and reviewed for action 60 days prior to expiration of suspension period.

3. Records of Indebtedness Retired Without Action.

- (a). Final indebtedness in the amount of \$225 or less for a Separated Service Member (excludes retirees and active duty and reserve members). Record will be retired to a separate file and will reference as authority, DFAS policy guidance from DOD FMR Volume 5, Chapter 29, paragraph 290202 "out-of-service" debts. Records will be maintained on file for 6 years and three months.
- (b). A random sampling of 10% of the above files will be subjected to full audit on a quarterly basis and the results provided to COMFISC and NAVSUP Code 53 to insure that the process is sound and working as planned. A record of the conduct of these audits, and the subsequent results, will be maintained with the subject files and will be a matter of command interest during inspections and assistance visits.

Records will be maintained on file for 6 years and three months.

(c). Records that reflect administrative data errors. The HHG-AT Supervisor will document cases where a system data error creates the appearance of debt where there is none. These records will be filed and maintained in the same manner as the records above, with the exception that these records will not be subjected to the 10% audit requirement.

F. PERSONALLY- PROCURED MOVE AUDIT (Certification for Pay and Collection Actions)

1. Goals of the PPM Audit Process:

- (a). Maintain a workload such that no record entered into PPTAS for review is older than 90 days from date of receipt.
- (b). Pay the service member accurately and in accordance with the standard in A (1) above.
- (c). Identify potential fraud, unauthorized expenses, overpayments, un-liquidated advance payments and other unauthorized payments generated by Personally Procured movement of a service member's personal property.
- (d). Verify the validity of any debt to the government in accordance with due process requirements as specified in the Financial Management Regulation Volume 5, Chapter 28, paragraph 280501.B with the following exception: Audit Division will allow the service member 45 days, rather than 30 days, to respond to the letter of notification.

2. Payments.

- (a). Request for payment will be processed following final determination that a payment is due to the service member and the claim package is complete.
- (b). Suspension of payment. The HHG-AT Supervisor may suspend action or withhold partial or total payment in cases of suspected fraud or incomplete claim.
- (c). Payment of a PPM claim will be based upon the following key information: an empty weight ticket from the origin location and a loaded weight ticket from the destination location.
- (d). HHG-AT will process payments as taxable income and so record them on a form 1099. A tax withholding rate of 28% will be used in accordance with IRS Circular 15. The service member may claim moving costs as part of his or her income tax settlement with the Internal Revenue Service. Receipts provided by the service member will be returned with a letter advising him/her to file the receipts with their tax return.

3. Suspected Fraud.

(a). Cases of suspected or outright fraud where the claim is \$5000 or greater will be referred to the Naval Criminal Investigation Service.

(b). Cases of suspected fraud or potential fraud below that threshold will be processed in accordance with FMR Volume 5, Chapter 25. Auditors will request additional documentation to prove validity of claim and will not make payment unless they are reasonably assured that the claim is valid. If valid proof is not provided, the claim shall be returned to the service member with a letter advising that it will not be paid without substantiating evidence. A copy of the letter and case file will be held for a period of 6 years and three months.

4. Unsettled Advance Payments. Unsettled advance payments over 45 days. After due process notification, auditors will process all such cases for collections unless a voucher is received or a suspended or delayed collection is authorized.

5. Cases Requiring Entitlement Review. Some audits will generate questions and issues that are not otherwise specified within current regulatory guidance. These cases will be forwarded to SUP 53 for review and adjudication.

STAFF ASSISTANCE VISIT (SAV) CHECKLIST

1 Personal Property

Activity Visited: _____

Date(s) of Visit: _____

SAV Conducted By: _____

Personnel In-briefed

Name

Title

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Personnel Out-briefed

Name

Title

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

2 TRAFFIC MANAGEMENT

- 1. Is contact data and consignment instructions current for this activity in the PPCIG? (CH 401, Para D.2.gg) YES NO NA

- 2. How many of the current staff has attended formal personal property-related training? _____

- 3. Does the TO or a key staff member attend the annual SDDC Symposium or SDDC sponsored workshops? YES NO NA

- 4. Does the TO promote local agent/TSP relations (i.e., periodic meetings, subject matter bulletins, etc.)? YES NO NA

- 5. Does the TO have adequate office equipment, work areas and personnel to accomplish the mission? YES NO NA

- 6. Has the TO received satisfactory assistance from SDDC? YES NO NA

- 7. Is an SOP in place for procedures on reporting unusual occurrences in accordance with the directives outlined in Chap 410, Para D 2? YES NO NA

INBOUND PROGRAM

- 1. Are adequate procedures in place to properly manage and prevent unnecessary use of storage-in-transit (SIT)? (CH 406, Para A) YES NO NA

- 2. Is the DD Form 619-1 reviewed for accuracy (i.e., SIT, reweighs, third-party services, etc) prior to certification? (CH 401, Para D.2.w & CH 405, Para F.1.a) YES NO NA

- 3. Are reweighs accomplished as determined by prescribed requirements? (CH 403, Para B) YES NO NA

- 4. Are adequate procedures in place for tracing inbound shipments as required? (CH 410, Para A.2 & Appendix B, Part II, Para J) YES NO NA

- 5. Is written justification required from members who request an extension of storage-in-transit (SIT)? (CH 406 Para A.2.b and JFTR Vol. 1, para. U5375, B.2) YES NO NA

- 6. Does the TO use waiting time to accommodate a direct delivery? (Domestic Rate Solicitation, Item 406) YES NO NA

OUTBOUND PROGRAM

1. Are PPGBLs being properly prepared and given to the TSP before the shipment is packed and/or picked up? (CH 413, Para C.4.c and Para D) YES NO NA
2. Is the DD Form 619-1 reviewed for accuracy (i.e., Origin SIT, reweighs, third-party services, etc) prior to certification? (CH 401, Para D.2.w & CH 405, Para F.1.a) YES NO NA
3. Are all shipments first offered to TSPs on the low rate level prior to being offered to TSPs at the higher levels? (CH 402, Para T and U.2.a) YES NO NA
4. Is the 40,000 pound differential maximum between the highest and lowest carrier in the rate group being maintained in the Tonnage Distribution Roster (TDR)? (Chap 402, Sections T(Domestic) & U (International)) YES NO NA
9. Are inventories prepared IAW the DTR and are professional items properly annotated? (Appendix B, Part III, Para JJ) (Chap 403, Para B2) YES NO NA

COUNSELING

- 1. Is the counselor using the Personal Property Checklist (DD Form 1797) ensuring all pertinent items are discussed? (CH 401, Para G.1.a) YES NO NA
- 2. Are members properly counseled on their responsibilities on shipping and storing POV's? (Chap 408) YES NO NA
- 3. Do counselors advise members or provide a list of items that can not be shipped as HHG's? (JFTR APP A: Definitions & Acronyms, Definitions) YES NO NA
- 4. Are counselors aware of the requirements for the preparation of customs forms when required? (Chap 401, Sec I.5 (a)(b) & PPCIG) YES NO NA
- 5. Are members properly counseled on the importance of not signing a blank DD form 619/619-1? (CH 405, Para F.1.a) YES NO NA
- 6. Are members properly counseled on their responsibilities for recording loss and damage on the DD Form 1840 and the appropriate procedures for reporting claims? (CH 410, Para B.2.d) (FRV Guidelines – SDDC Web) YES NO NA

CWA/POWERTRACK

- 1. (CWA Invoice Review) Are the instructions of “Preparing to Select Transactions for Pre-Payment Review” being followed? (Appendix T, Para D.2.k(2)) YES NO NA
- 2. Is TSP submitting weight tickets to the PPSO within the allowed seven days? (Appendix T, Para C.3) YES NO NA
- 3. If the weight tickets are not received in seven days, is punitive action being taken by the PPSO? (CH 401 Para D.2.cc) YES NO NA
- 4. Are the PowerTrack Summary Invoice random samplings being selected IAW Appendix T, Para D.2.k(3)? YES NO NA
- 5. Is the PPSO entering pre-approvals in CWA? (Appendix T, Para C. 2.5 .b) YES NO NA

TOTAL QUALITY ASSURANCE PROGRAM & QUALITY CONTROL

- | | | | |
|--|------------------------------|-----------------------------|-----------------------------|
| 1. Is the DD Form 2497 reviewed for accuracy and then provided to the TSP?
(Appendix O, Para C.7.a.(3)) | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> NA |
| 2. In the event of multiple traffic distribution records, was only a single DD Form 2497 prepared for each TSP by area of operation? (Appendix O, Para C.7.a.(2)) | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> NA |
| 3. Are individual shipment scores computed correctly and in a timely manner? (Appendix O, Para C.4) | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> NA |
| 4. Is a suspense system available to ensure all shipments are scored within 12 months from pickup date? (Appendix O, Para C.3.e) | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> NA |
| 5. Are unsatisfactory TSPs being placed in traffic denial?(Appendix O, Para C.2c) | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> NA |
| 6. Is shipment data collected, segregated by type of service?
(Appendix O, Para C.7.a.(2)) | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> NA |
| 7. Are the recommended shipment inspection percentages being met?
(Appendix O, Para A.5.a) | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> NA |
| 8. Are members provided assistance in filing inconvenience claims?
(Appendix B, Para O.2 & CH 410, Para C) | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> NA |
| 9. Are TSPs placed in traffic denial/suspension returned to the TDR at the end of the denial or suspension period correctly?
(Appendix O, Para B6b, c and d, and Para C 7 c(3) and (4)) | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> NA |
| 10. Does the activity promptly warn or suspend TSPs for Tender of Service violations?
(Appendix O, Para B.1) | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> NA |
| 11. Is the TO answering TSP appeals on individual shipment evaluations within the specified time? (Appendix O, Para C6b) | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> NA |
| 12. Are appeals of average shipment scores evaluated and replied to within the stipulated time? (Appendix O, Para C8b(1)) | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> NA |
| 13. Are TSP performance files properly maintained?
(Appendix O, Para A.6) | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> NA |
| 14. Are TSP performance evaluations performed every 6 months?
(Appendix O, Para A.7) | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> NA |
| 15. Are appropriate changes being made to TSP performance records and TDR when appeals of shipment evaluation are accepted as valid? (Appendix O, Para C6e) (Appendix O, Para C8b(3)). | <input type="checkbox"/> YES | <input type="checkbox"/> NO | <input type="checkbox"/> NA |

DPM AND LOCAL CONTRACTS

1. Are copies of the DPM and local drayage contracts available? YES NO NA

2. Does the PPSO have appointment orders for their Ordering Officer, Alternate Ordering Officer, and QAE? (Appendix G4, Attachment G4) YES NO NA

3. Does the TO monitor services performed by the Contractor? (CH 404, Para G.2 and Appendix G4) YES NO NA

4. Are bills submitted by the DPM Contractor checked and processed for prompt payment in accordance with the Prompt Payment Act? (31 USC Chapter 39) YES NO NA

5. Does the PPSO maintain a suspense file of shipments on hand in the contractor's facility? (Appendix G, Part I, Para A.9.h) YES NO NA

6. Do storage charges for DPM shipments commence no earlier than the 6th workday following notice of arrival inbound shipments, or the 6th workday following the date of containerization for outbound? (Appendix G, Part I, Para A.9.e and A.9.f) YES NO NA

7. Are contractor inventories, weight certificates, and packing lists properly prepared? (Appendix G, Part I, Para A.2 and A.5) YES NO NA

8. Are Contract Discrepancy Reports, DD Form 2772, issued for contract violations and DD Form 2773 used for Report of Contractor Services? (CH 404, Para G.1.a) YES NO NA

9. Are Government-Owned Containers (GOC) reports received on the 1st workday of each month? (Appendix A.7.g(2)) YES NO NA

10. Is repositioning of GOCs from inbound to outbound contractors being accomplished? (Appendix G, Part I, Para A.7.g) YES NO NA

ENCLOSURE 1.B

PERSONAL PROPERTY MANAGEMENT ASSESSMENT CHECKLIST

*** Sections A. & B. should be complete by PPSO Director and presented to the Inspector upon arrival.**

**** All compliance items in JFTR/JTR, DTR IV and NAVSUP 490 are subject to inspection even if not specifically identified on this checklist.**

A. OPERATION DESCRIPTION

Installation: _____

This PPSO is –

Government-operated

Are you operating under an A-76 MEO? _____

Personnel Staffing	Authorized	Actual on Hand
Military	_____	_____
Civilian	_____	_____
Contractor Support	_____	_____

Contractor-operated

Name of Contractor: _____

Period of performance? _____

COR/QAE:

Name _____

Phone _____

E-mail _____

Provide copy of organization chart.

Provide general demographic description of your customer base/population (i.e. training command, Fleet concentration area, other Services/civilians):

Annual Totals – Peak Season (April – August)

	Previous 12 mths	Last 12 mths	Previous Peak	Last Peak
4. Number of inbound coded shipments:	_____	_____	_____	_____
5. Number of outbound coded shipments:	_____	_____	_____	_____
6. Number of inbound DPM shipments:	_____	_____	_____	_____
7. Number of outbound DPM shipments:	_____	_____	_____	_____
8. Number of local moves:	_____	_____	_____	_____
9. Number of NTS shipments:	_____	_____	_____	_____
10. Number of PPMs processed:	_____	_____	_____	_____

**If your "peak season" occurs at a different time or times, please describe:* _____

11. What metrics and/or reports do you use to track/monitor your workload, performance, etc?
Please provide copies of reports or charts for latest full calendar year.

12. Who pre-approves Centralized Web Application (CWA) accessorial services? (DTR, Part IV, Appendix T3)

13. Who are your certifying officer(s) and alternate for the PowerTrack Summary Invoice (PSI)?
Provide a copy of the Commander's written Appointment Letter and DD Form 577. (DTR, Part IV, Appendix T2)

c. FACILITIES/EQUIPMENT/OPERATIONS

1. **Has the CO provided adequate staff and support to ensure effective operation and consider fully the increased work loads experienced during the summer shipping period and other periods of peak demand? (Defense Transportation Regulations (DTR) IV Chapter 401 Para D1b)**
2. **Describe how you ensure locally produced media information/material (handouts & website) is up-to-date and current. (NAVSUP Pub 490, Part III, Para A7)**
3. **At a minimum, but no less than quarterly you should contact the Public Affairs Officer to create promotional articles. One such contact should be in preparation for Peak Season. Provide documentation of these actions. (NAVSUP Pub 490, Part III, Para A7)**
4. **Does the TOPS administrator print and distribute TOPS Admin mail and messages daily? (TOPS Administrator's User Manual Para 3.2)**

<p>5. Does the TOPS administrator backup your TOPS database daily? (Tops Administrator's User Manual Para 3.3)</p>
<p>6. Are you prepared to implement TOPS manual 'work-around' processes (i.e., TDR extracts, manual GBLs) when TOPS is not operational? (Personal Property/TOPS-PPPSB/User Manual/Manual Procedures)</p>
<p>7. Does your office complete all personal property office functions/documents utilizing TOPS to the fullest extent possible (expiration letters, transaction notes, SIT/NTS log)? (DTR IV Chapter 401 Para D2b)</p>
<p>8. Are consignment instructions in the PPCIG On-line for your activity up to date? (DTR IV Chapter 401, Para D.2.gg)</p>

E. COUNSELING
<p>1. Are counselors providing quality counseling to customers? Address group, one-on-one and SWM follow-on. (DTR IV Chapter 401 Para D2i and G)</p>
<p>2. Are you advising customer of his/her responsibilities during the move process? (DTR IV Chapter 401 Para D3)</p>
<p>3. Is every customer advised of the Customer Satisfaction Survey and its importance? (DTR IV Chapter 401, para G, 8)</p>
<p>4. How do you ensure excess cost information is forwarded to HHG-AT? (NAVSUP Pub 490, Para N5340-A)</p> <p>When and how do you advise the customer of potential/actual excess costs? (NAVSUP Pub 490, Para N5340-A)</p>
<p>5. Is the DD Form 1797 Counseling Checklist being completed as required? (DTR IV Chapter 401 Para G)</p>

6. Smart Web Move (SWM) Applications (All paragraphs refer to NAVSUP Pub 490, Part III, SWM Procedures)

How often are new SWM applications checked? (Para A1) _____

How often are SWM applications assigned? (Para A1) _____

Once assigned, do counselors respond to customer within 6 business days? (Para A3)

Smart Web Move (SWM) Applications (Continued)

Is the auto-loaded SWM customer information in TOPS verified for completeness/correctness? (SWM VO Users Manual) _____

Is the application status in Virtual Office changed to "T" when SWM application is finalized in TOPS? (Para B6) _____

Is NAVSISA advised of PPCIG changes? (Para A5) _____

Is SWM Virtual Office information (location, directions, phone & fax numbers) current/accurate? _____

Are changes/updates provided to NAVSISA? (Para A4) _____

<i>F. OUTBOUND/INBOUND/NON-TEMP STORAGE</i>
1. Are Shipment Applications (DD1299s) being processed to meet member's requested move date?
2. Are Personal Property Government Bills of Lading (PPGBL) prepared and made available to the TSP prior to the agreed pickup date? (DTR IV Chapter 413 Para C4a and d)
3. Are you notifying customers of their SIT expiration? (DTR IV Chapter 406 Para A2c)
4. Do inbound personnel make every effort to prevent unnecessary use of SIT (i.e., e-mails to member, base locator, Navy Personnel Command locator)? (DTR IV Chapter 406 Para A3)
5. Is the SIT register current? (DTR IV Chapter 406 Para A5)
6. Is HHG-AT, Code 302, FISC Norfolk, notified when members exceed their SIT/NTS entitlement(s)? (NAVSUP Pub 490 Chapter N5340 Para A)

ACRONYMS

A B C D E F G H I J L M N O P R S T U V W

ACA	Air Clearance Authority
AMC	Air Mobility Command
APOD	Aerial Port of Debarkation
APOE	Aerial Port of Embarkation
BCNR	Board for Corrections of Naval Records
CACO	Casualty Assistance Calls Officer
CBL	Commercial Bill of Lading
CBO	Consolidated Booking Office
CERS	No longer used
CNO	Chief of Naval Operations
CONUS	Continental United States
CPPSO	Consolidated Personal Property Shipping Office
CWT	Hundred Weight
DEA	Dependent Entry Approval
DFAS	Defense Finance and Accounting Service
DITY	Do-It-Yourself Move (now known as Personally Procured Move)
DLA	Defense Logistics Agency
DOD	Department of Defense
DPM	Direct Procurement Method
DRMO	Defense Reutilization and Marketing Office
DTR	Defense Transportation Regulation
EPAD	Enlisted Personnel Action Document
ETA	Estimated Time of Arrival
★ ³ FISC	Fleet and Industrial Supply Center
★ ³ FMV	Fair Market Value
FRV	Full Replacement Value
FTR	Federal Travel Regulation (Chapters 300-304 of title 41, Code of Federal Regulations).
GAO	General Accounting Office
GBL	Government Bill of Lading
GCC	Government Constructed Cost
GPC	Global POV Contract
★ HHG-AT	Business Support Department FISCN HHG Audit Team Division Code 302 1968 Gilbert Street, STE 600 Norfolk, VA 23511-3392
HHG	Household Goods
HOS	Home of Selection
★ ³ IAW	In Accordance With
★ ³ ICW	In Connection With
ITGBL	International Through Government Bill of Lading
ITO	Installation Transportation Office(r)
JAG	Judge Advocate General

<p>14. Are the DD Form 1840Rs dispatched to TSPs per the Notice of Loss or Damage (DD1840R)? (DTR IV Chapter 410 Para B3b)</p>
<p>15. Are Vendor Pay invoices processed within 5 Government business days from date of receipt? (NAVSUP Pub 490, Para N2002-A)</p>
<p>16. Are DPM shipments being released/shipped by DPM contractor per the Performance Work Statement? (DTR IV Chapter 404 Para G)</p>
<p>17. Are NTS invoices available for the contractor to review between the first and fifth Government business day after the end of the quarterly billing cycle? (NAVSUP Pub 490, Para N2002-C)</p>
<p>18. Are customers notified of NTS expiration not later than 45 days before the first day of the month when the NTS entitlement expires? (DTR IV Chapter 406 Para C13)</p>
<p>19. Is a copy of each DD1164 provided to the HHG-AT, Code 302, FISC Norfolk? (DTR IV Chapter 406 Para C6b(6))</p>
<p>20. When a shipment is released from NTS is the GBL annotated with the proper authorizations (i.e. unpacking, inspection labor charges) per the DTR Part IV? (DTR IV Chapter 413 Para D1y(3))</p>

21. Do you record TDR shipment transactions per DTR Part IV? (DTR IV Chapter 402 Para S)

22. Do you manage tonnage distribution per DTR Part IV? (DTR IV Chapter 402 Paras. T & U)

G. QUALITY CONTROL
<p>1. Do you monitor TSPs' performance to ensure compliance per the Total Quality Assurance Program (TQAP) (i.e., Letters of Warning, Letters of Suspension)? (DTR IV Appendix O Para B)</p>
<p>2. Are you collecting performance data and evaluating TSPs per the DTR? (DTR IV Appendix O Para C)</p>
<p>3. Are you inspecting 25 percent of all shipments? Are no more than one-third completed via phone surveys? (DTR IV Appendix O Para A & NAVSUP Pub 490, Para N2003)</p>