

## CHAPTER 2

### HOUSEHOLD GOODS AND UNACCOMPANIED BAGGAGE

2000. Purpose and Scope. This chapter provides guidance and establishes procedures for the worldwide shipment of **HHG and UB** under **TGBL/ITGBL** method. The provisions of this chapter apply to all DOD-sponsored HHG and **UB** shipments.

2001. Carrier Participation in DOD **TGBL/ITGBL** Traffic. To participate in TGBL HHG or **UB** traffic, the carrier shall:

- a. Possess appropriate authority from a State or Federal regulatory agency, as applicable, to move personal property in interstate, intrastate, or foreign commerce.
- b. Receive approval of the Tender of Service from Headquarters, MTMC. Submit a Tender of Service Signature Sheet (Appendix A, Figure A-1) to Headquarters, MTMC, ATTN: **MTPP-C**, agreeing to the terms **and** conditions of the Tender of Service.
- c. Submit an LOI (Appendix B) to the PPSO at each installation to be served.
- d. Be qualified by the PPSO.
- e. File rates or charges for transportation services based on **MTMC** rate solicitations.

2002. **Equal** Opportunity to Compete. **All** carriers qualified to participate in the movement of DOD-sponsored personal property shipments shall be given an equal opportunity to compete. The extent a qualified carrier **will** participate in DOD traffic shall depend on the following:

- a. The geographic areas served by the carrier.
- b. The availability of the carrier's transportation equipment.
- c. The capability of the carrier's agent's facilities.
- d. The carrier's ability to meet the member's requirements.
- e. The-competitiveness of the carrier's rates or charges.

f. The quality of the carrier's performance on previous shipments.

2003. Approval by Headquarters, **MTMC**.

a. Carriers' Requirements for Approval. In support of a request for approval to Headquarters, **MTMC**, carriers wanting to participate in DOD-sponsored TGBL HHG and **UB** traffic shall fulfill the following requirements:

(1) Tender of Service Signature Sheet. The carrier will submit to Headquarters, **MTMC**, a Tender of Service Signature Sheet (Appendix A, Figure A-1) agreeing to provide service as outlined in the Tender of Service; with all required supporting documentation.

(2) Evidence of Ability to Provide Service. All TGBL carriers shall furnish evidence of their ability to provide service that meets or exceeds the standards established by Headquarters, **MTMC**. Such evidence shall include but not be limited to:

(a) Evidence that the carrier's agents meet or exceed established agency qualification requirements.

(b) Financial statements certified by a company official for both domestic and international TGBL carriers. (Financial responsibility to include submission by **ITGBL** carriers of a continuous performance bond due one (1) month prior to its effective date, issued by a surety company listed in Treasury Department Circular 570. The amount of said bond **will** be no less than \$100,000 or 2.5 percent of the carrier's (principal) gross annual revenue derived from DOD **ITGBL** shipments the preceding calendar year, whichever is greater. ) Both domestic and international TGBL carriers must furnish financial data at the discretion of **MTMC** considered necessary to assure satisfactory performance and avoidance of carrier/forwarder financial problems including but not limited to the following, individually or in combination:

- Company certified financial statements.
- CPA review (including footnotes) of financial statements.
- CPA audit and opinion (including footnotes) of financial statements.

The form, content, and format of each of the foregoing or combination thereof, is reserved to the discretion of **MTMC**.

(3) Evidence of Authority. The carrier is required to provide Headquarters, **MTMC**, evidence of authority by a state or federal regulatory agency.

(4) Approval to Serve a Controlled Country. Carriers requesting **ITGBL** approval to serve a controlled country shall have an origin agent at one or more personal property shipping installations and a destination agent capable of serving each personal property shipping installation in the controlled country.

(5) Carrier Inspection. A carrier shall certify that all agency facilities, both in CONUS and overseas, have been inspected by an authorized company representative and that those facilities meet their company standards.

(6) Carriers Under CFAC. Carriers under common financial and administrative control will not be approved in the same codes of service for **ITGBL** traffic. Carriers previously approved for **ITGBL** service who come under common financial and administrative control **shall** be considered as one carrier and may retain only a single approval for each code of service.

(7) SCAC. Carriers **shall** obtain a SCAC from the National Motor Freight Traffic Association before submitting a request for approval. **The** SCAC shall be used to identify the carrier in the various documents throughout the program.

2004. Headquarters, **MTMC** Actions.

a. Listing of Approved Carriers. Carriers approved by Headquarters, **MTMC**, shall be identified in the personal property carrier approvals **printout** issued by Headquarters, **MTMC**. Only those carriers named in the printout or supplements and changes **shall** be used by the **PPSO**.

b. Adequacy of Carrier Overseas Agency Facilities. Headquarters, **MTMC**, **shall grant** approval of a carrier's Tender of Service for **ITGBL** service to overseas areas listed below, and the carrier shall submit its LOI and agency agreement directly to the appropriate overseas **PPSO** not later than the designated filing date. **Should** the agent's facility not be adequate to support services offered, the **PPSO shall** advise Headquarters, **MTMC**, of the reasons therefore.

c. Controlled-Rate Areas. The Headquarters, **MTMC**, has designated certain overseas states, countries, and territories as controlled-rate areas for purposes of the International Personal Property program. Controlled-rate areas have been designated for the purpose of ensuring adequate carrier facilities. A carrier desiring to provide service between CONUS and a controlled-rate area, or between two or more controlled-rate areas, shall be approved in the applicable code or codes of service for each area. Controlled-rate areas are listed below:

(1) Australia

(2) Azores

- (3) Belgium
- (4) Bermuda
- (5) Crete
- (6) Cuba
- (7) **Germany**, North
- (8) Germany, South
- (9) Greece
- (10) Guam
- (11) Hawaii
- (12) Iceland
- (13) Italy
- (14) Japan-Central
- (15) Japan-North
- (16) Japan-South
- (17) Korea
- (18) Netherlands
- (19) Okinawa
- (20) Panama
- (21) Philippines
- (22) Puerto Rico
- (23) **Sardinia**
- (24) Scotland
- (25) Sicily
- (26) Spain
- (27) **Subic Bay**

(28) Turkey

(29) United Kingdom, including Wales

d. Uncontrolled-Rate Areas. Specific country approval is not required by Headquarters, MTMC, for a country or territory not listed in paragraph 2004.c. above. A carrier approved for service to one or more controlled-rate areas may provide service to an uncontrolled-rate area in the code or codes of service for which the carrier is approved. As an exception, certain areas have been designated as **DPM-only** areas by Headquarters, **MTMC**. These areas are listed in **Chapter 4**, paragraph 4002. **ITGBL shipment** is not authorized from, to, or between **DPM-only** areas.

2005. PPSO Actions.

a. Areas of Operation.

(1) The PPSO may establish areas of operation within their installation's area of responsibility as a basis for qualifying carriers to participate in the movement of personal property. The PPSO may establish multiple areas of operation within the assigned area of responsibility only when it is conducive to better traffic management and approved by the appropriate MTMC area command. Each area of operation shall have specific geographic boundaries that will include a sufficient number of carriers' facilities to provide adequate service at all times. An established area or multiple areas of operation, when established, shall include the installation's total assigned area of responsibility, unless otherwise authorized by the appropriate MTMC area command. The MTMC area commands shall review annually exceptions to areas of responsibility. Problems relating to areas of operation that cannot be resolved by the MTMC area command will be forwarded to Headquarters, MTMC, for resolution.

(2) The PPSO shall announce a new area of operation or a change to a previously announced area, only after receiving the written approval of the appropriate MTMC area command. Problems pertaining to areas of operation that cannot be resolved by the MTMC area command shall be forwarded to Headquarters, **MTMC**, for resolution.

(3) Shipments originating in an area of operation generally shall be offered only to those carriers qualified to serve that area of operation; however, carriers located at points outside an announced area of operation, but within the **PPSO's** area of responsibility, shall be offered traffic when in the best interests of the member and the Government. Only carriers approved by Headquarters, MTMC, shall be used. When there are two or more DOD-approved carriers providing service from a geographic location outside an area of operation,- the PPSO shall distribute traffic equitably among those carriers:

b. Establishment of RDDs.

(1) During the counseling session, the PPSO shall determine the member's requirements and, with the member, establish a realistic RDD based upon those requirements. In establishing an RDD, the PPSO shall consider all matters affecting the member and the member's shipment, to include but not be limited to the following:

(a) The earliest date the member can release the personal property for shipment.

(b) The member's required reporting date at the new duty station.

(c) Whether or not the member will be taking leave between duty assignments and, if so, for how long.

(d) The estimated time it will take the member to reach the area of the new duty station.

(e) Whether or not the member is assigned to TDY between permanent duty assignments.

(f) The availability of housing at member's new duty station.

(g) The impact of temporary lodging allowances and other related expenses on the total cost of the move to the Government.

(h) Whether or not concurrent dependent travel is authorized.

(i) The method and mode of shipment to be used and the carrier's ability to perform.

(j) The minimum transit time that governs the particular shipment. (See Appendices M, N, and O) These minimum transit times are averages and should not be used exclusively to assign an RDD.

(k) The day of pickup and the day of delivery shall not be scheduled on Saturdays, Sundays or holidays, unless there is a mutual agreement between the member, the **PPSO**, and the carrier.

(1) When assigning a transit time less than published, the PPSO must advise the origin agent of this at the time of booking and offer the agent the opportunity to accept or refuse the shipment. In order to support this action, the counselor shall annotate/flag the origin shipping file to indicate shipment RDD is less than minimum. The TDR booking clerk will annotate the TDR accordingly. A carrier refusing to accept the shipment will not **be charged with** a refusal nor assessed administrative tonnage. Any carrier who accepts a lesser transit time **will** be expected to satisfy that requirement.

(2) If, after establishment of the RDD and before the pickup of the shipment, the carrier or PPSO learns the member's needs have changed, the **PPSO**, with the approval of both the member and the carrier, may establish a new RDD. If the carrier cannot, or will not, accept the revised RDD, the PPSO may reallocate the shipment to another carrier or method.

(3) For shipments moving from a point overseas into NTS in CONUS, the PPSO shall establish the RDD as 90 days from the pickup date. This does not apply to shipments that are to be placed in SIT at destination or shipments marked "Hold for Disposition Instructions."

(4) For shipments moving as Deferred Air Freight Code T (**TP-4**), the RDD shall be constructed based on the surface **transit** time for Code 4 as shown in Appendices N and O.

2006. **Transit Times.** Appendices M, N, and O contain instructions--for establishing minimum transit times for TGBL shipments. The transit times provided represent the minimum time the PPSO can establish for the movement of a shipment. In determining the RDD in conjunction with the transit time, the day after pickup is counted as the first day of transit time. In cases of multiple pickups for consolidated shipments, the first day of the transit time shall be the day after the last shipment pickup. The transit time shall be measured in calendar days. Saturdays, Sundays and holidays are counted as part of the transit time.

2007. **PPGBL Public File.** Each PPSO shall maintain a PPGBL public file for review by carriers. The public file consists of a printout listing each PPGBL issued by the PPSO. This printout shall be provided quarterly by Headquarters, **MTMC**. The PPSO shall maintain each printout on file for public inspection for 12 consecutive months.

2008. **Selection of Method and Mode of Shipment.** After the RDD has been established, the PPSO shall select the method and mode of shipment providing the required services to meet the RDD. When the method and mode of shipment have been determined, the shipment shall be tendered in accordance with the provisions of paragraph 2023 for domestic TGBL shipments and paragraph 2024 for **ITGBL** shipments. When more than one carrier is capable of providing the service at the lowest overall cost, the PPSO shall distribute the available traffic equitably. Paragraph 2022 provides guidance for the distribution of TGBL traffic. When the PPSO determines a shipment should move by DPM, the provisions of Chapter 4 will apply. When the PPSO determines that movement by air is necessary to meet the member's requirements, the following will apply:

a. **Army-Sponsored Shipments.** For Army-sponsored air shipments, the provisions of **AR 55-71**, Transportation of Personal Property and Related Services, shall apply.

b. **Air Force-Sponsored Shipments.** PPSO shall comply with Chapter 9, AFR 75-25. All requests for TP-2 airlift to/from other than hardlift areas will be routed through the applicable Major Command to **JPPSO-SAT** FT SAM HOUSTON TX/DIR. MILSTAMP advance TCMD clearance documents to the SSCO or overseas ACA for TP-2 shipments to /from other than **hardlift** areas must include a TH9 trailer card identifying the airlift approval authority (i.e. **JPPSO-SAT/DIR 123456Z** Jan 89).

c. **Navy-Sponsored Shipments.** For Navy-sponsored air shipments, the provisions of NAVSUP Pub 490 shall apply. **CONUS-originated** shipments shall be cleared before offering to **carrier/contractor** with Navy Material Transportation Office (**NAVMTO**), Norfolk, Virginia. For overseas-originated shipments, obtain clearance from the appropriate overseas Navy air-routing activity.

d. **Marine Corps-Sponsored Shipments.** For Marine Corps-sponsored air shipments the Marine Corps policy concerning air shipments of household goods and unaccompanied baggage is contained in the Marine Corps **Transportation** Manual, MCO **P4600.7C** Para 2021.

2009. Port Selection for Code 5 Shipments. Code 5 shipments do not require export traffic releases (**ETRs**); shipments will be handled **as** prescribed by Chapter 4, **MILSTAMP** (DOD 4500.32-R). Shipments will be routed to military terminals designated by Appendices H and I, **MILSTAMP**.

2010. **ITGBL Shipments** Entering the DTS.

a. The PPSO will assign a TCN to each **ITGBL** personal property shipment entering the DTS.

b. A TCMD will be prepared for all **ITGBL** Code 5/T household good shipments in accordance with DOD 4500.32R. A TCMD will not be prepared for Code J unaccompanied baggage shipments.

c. After the TCMD is assembled, the **PPSO** will offer the shipment for clearance before booking the shipment with a carrier. A clearance is required on all Code 5/T shipments. A clearance is not required on Code J shipments. The PPSO clears a personal property shipment by sending advance TCMD data to appropriate clearance authority. The PPSO may estimate the pieces, weight, and cube on the advance TCMD submitted to the responsible SSCO or clearance authority in situations when obtaining actual data would delay transmission of TCMD data beyond the specified clearance time frame. A good gross weight estimate can be obtained by adding 40 percent to the estimated weight. Cubic measurement can be obtained by multiplying .015 (**lbs**) times the gross estimated weight. **PPSOs** will not delay providing the carriers with a **PPGBL** pending receipt of the actual or estimated pieces, weight, and cubic data. All **PPGBLs** will be submitted to the carriers before the agreed time of pickup.

See 10000  
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d. Personal property shipments are considered cleared if the clearance authority has not challenged them by the hour/day entered in the advance TCMD date shipped field. The only exception is for shipments by TP-4. For shipments moving by TP-4, the shipper will submit the advance TCMD data to the ACA as for any other shipment. Unlike other air shipments, a TP-4 shipment **will** not be released to an **ITGBL** carrier until specifically approved by the ACA.

e. The PPSO shall provide the origin carrier with three copies of the TCMD. The carrier shall be instructed to insert the actual pieces, weight, and cube of the shipment on the **TCMD**.

(1) Place one copy, together with a copy of DD Form 1299 and a copy of the member's orders, in the waterproof pouch on ~~the~~ Number 1 container of the shipment.

(2) Surrender one copy to the military ocean or air terminal at the time of delivery. This copy is not required at CONUS MAC air **terminals** for CONUS outbound shipments that have been cleared by the appropriate **SSCO**.

(3) Retain one copy for the carrier's files.

#### 2011. Shipment of **UB** by Mail.

a. The PPSO is authorized to ship **UB** by parcel post, airmail, military official mail, or surface mail. Shipment by mail **shall** be made only when delivery will occur on or before the RDD and when mail is the cost effective method consistent with the member's requirements. Baggage must meet the specifications of the U.S. Postal Service.

b. The PPSO shall maintain records of **UB** mail shipments using DD Form 1299. One copy of the DD Form **1299** shall be provided to the member at origin. The cost of insuring mail shipments will not be paid by the Government. A second copy of the DD Form 1299, annotated to show the number of pieces, weight, and date mailed, together with a copy of the member's orders, shall be forwarded to the destination **PPSO**.

c. The use of the DD Form 1299 should not be viewed as optional and it is important that member be provided a copy as a receipt for property shipped. A copy of the member's orders shall be placed inside each piece of **UB** mailed.

2012. Receipt for **UB**. When a member delivers **UB** to the PPSO for shipment, the PPSO shall prepare an original and one copy of DD Form 1796, Receipt for **UB** (Figure 2-1). The member **will** be provided the original DD Form 1796 and the copy will be retained by the origin PPSO. Local reproduction of DD Form 1796 is authorized for Army activities. DD Form 1796 is available through normal forms distribution channels for other military services. This form will be used when **DD** Form 1299 cannot be executed or turn in is through other than PPSO channels.

2013. Retrograde **UB** Without Final CONUS Destination.

a. When the member cannot provide a final CONUS delivery address for a **UB** shipment from overseas to CONUS, the PPSO shall substitute the notation "Hold for Storage in Transit" for the final delivery address on shipment markings and documentation. Such shipments shall be moved only by DPM and **shall** be :\_- consigned to the nearest of the following military ocean terminals:

(1) Military Ocean Terminal, Bayonne, New Jersey.

(2) Military Ocean Terminal, Bay Area, Oakland, California.

b. The origin PPSO shall annotate advance **shipping** documents provided to the destination military ocean terminal with the member's leave or contact address. The member shall be directed to provide the final destination address directly to the military ocean terminal, or through the nearest PPSO, once the final destination has been established.

2014. Carrier Responsibilities After Approval by Headquarters, **MTMC**.

a. Submission of LOI. A carrier approved by Headquarters, MTMC, shall submit a LOI, containing pertinent information prescribed in Appendix B, to the PPSO of each **activity where** participation in DOD traffic is desired. After initial acceptance of a valid LOI by the PPSO, the PPSO shall require an amended LOI only when one or more of the following circumstances arise: (a) change of address, telephone number, or telex number and/or (b) grant of additional type of service approval, e.g., domestic or international HHG or UB.

(1) **CONUS**: The carrier's LOI, when applicable, **shall** identify enclosures as: Enclosure 1, Map Reflecting Domestic Operating Authority; Enclosure 2, The Name(s) of Interlining Carriers used within CONUS or Areas Served by Use of Such Carriers Through Joint Carriage Arrangements. The carrier, by submission of an LOI filed at PPSOS within CONUS certifies, that an agency agreement is in effect between the carrier and the agents listed therein. A valid LOI shall be **filed** with and accepted by the PPSO before individual rate records for interstate traffic and tenders for intrastate traffic can be filed with MTMC for acceptance and distribution to the PPSO. LOIS filed at installations that service more than one rate area do not require coverage of all rate areas within the **PPSO's** area of responsibility. For example, a carrier wanting to serve US88 (California-South) must also file an LOI at MCAS, **Yuma**, AZ, to cover Winterhaven, CA. However, the LOI at Yuma does not have to cover Arizona if the carrier doesn't wish to serve US79 (Arizona).

(2) **OVERSEAS**: The carrier's LOI, when applicable, shall identify enclosure as: Enclosure 1, Carrier's Certificate of Agency Agreement. A carrier filing an LOI with PPSOS in a controlled country shall submit a Certificate **of** "Agency Agreement signed by an authorized representative of

their company and the overseas agent, at which time the actions outlined in paragraph 2015 shall be accomplished. A valid LOI shall be filed with the PPSO not later than the initial filing deadline specified in the applicable **ITGBL** traffic management and rate procedures. Prior to **filing** rates, a carrier must have a valid LOI on file at each PPSO within the rate area for which rates are filed. LOIs filed at installations that cover more than one rate area must indicate whether the service will be for "all" of the PPSO'S area or specifically indicate which area to be served. The LOI must have been accepted by the initial filing date of that particular cycle.

b. **Verification of LOI (CONUS/Overseas):** The LOI must have been accepted and retained on file by the initial filing deadline date of that particular **cycle**. At the time of LOI verification, PPSOS will take the following action if the carrier does not have an LOI on file:

(1) Deny that carrier traffic.

(2) Advise the carrier's home office that there is no record of an accepted LOI, and inform the carrier it has 7 calendar days to provide proof of an accepted LOI. Carrier's response must include date LOI was submitted, date accepted and by whom, and the name of local agent.

(3) Notify **MTPP-C** by message if the carrier cannot prove within the 7-day time frame that it has a valid LOI on file.

c. **Withdrawal of LOI:** The PPSO shall immediately notify Headquarters, MTMC (**MTPP-C**) and the responsible MTMC area command or overseas component by message if a carrier withdraws a previously accepted LOI. The notification shall include the names of the carriers and agents involved and the reasons for the action.

d. **Multiple Agents Listed in the LOI.** A carrier's LOI may list as many local agents as the carrier desires. In the interest of maintaining good relations as well as providing sufficient SIT capability, the PPSO will inspect the facilities of all agents listed on the LOI. A carrier with multiple agents will designate separate agents for booking purposes and as a single point of contact for domestic HHG and **UB** or the carrier may designate a single agent for all codes of service. When more than one agent is listed in the LOI, the carrier will indicate a specific agent to serve as a booking agent and for contact purposes, in which case the equitable distribution of traffic among the agents listed is the sole responsibility of the carrier. When the corporate structure of a carrier prohibits the designation of a specific agent for contact purposes, the PPSO will consider the first agent listed thereon as the booking and contact agent. When multiple agents are listed on the LOI, and the booking agent is disqualified, the carrier will be placed in nonuse until the agent deficiency has been corrected or the agent removed from the LOI.

e. General Agents. The use of general agents will be restricted to very limited situations. A general agent will not engage in operations for the purpose of booking shipments. Carriers having more than one agent serving an overseas PPSO may use a booking agent provided that agent operated solely within the confines of the **PPSO's** defined area of responsibility and further provided that the booking agent is a DOD approved local working agent. **PPSOs**, however, may waive the agent location provided the agent is a local working agent which can provide responsive acceptable service to the PPSO concerned.

f. Carrier or Agent Facilities Requirements.

(1) A carrier desiring to participate in **TGBL/ITGBL** HHG and UB traffic shall have satisfactory agency facilities. A minimum of 2,000 cubic feet of storage space must be available for TGBL traffic. For ITGBL traffic, 2,000 cubic feet of storage space is required for each carrier represented up to a minimum of 8,000 cubic feet for four or more carriers. This space shall be exclusive of working space, fire aisles, overhead clearances, or-access ways. If the carrier's agent also participates in agreements with other **DOD-approved** carriers, **the** minimum 2,000 cubic feet of space available for **DOD** storage shall be required for each DOD-approved carrier represented by the agent. Door access shall be adequate to handle safely the largest containers of any or all DOD-approved carriers represented.

(2) Office facilities shall accommodate the minimum personnel force required and shall include sufficient private business telephone lines to properly service all DOD-approved carriers represented by the agent. A minimum of two private business telephones is required when an agent represents two or more DOD carriers.

g. Carrier or Agent Equipment Requirements. The carrier or the carrier's agent shall maintain sufficient and suitable vehicular equipment available for local use in the pickup and delivery of DOD personal property shipments. Vehicular equipment may be either closed, weathertight vans for loose stowed personal property or open flat-type equipment for containerized shipments. The vehicles may be owned by the carrier or agent or leased under a long-term agreement. Closed weathertight vans shall have a minimum of 1,000 cubic-foot capacity. Open vehicles shall have a minimum bed length of 16 feet. Two or more smaller vehicles that together equal the preceding requirements are acceptable. For every two pieces of non-self propelled-equipment, a minimum of one tractor is required.

(1) A minimum of two vehicles is required for the first domestic TGBL DOD-approved carrier represented. A minimum of three vehicles will enable the agent to represent the maximum allowable number of domestic TGBL carriers.

(2) In addition to the requirements in paragraph **2013.e.(1)** above, one additional vehicle is required for every two **ITGBL** carriers represented by the agent. However, after the requirements are met for the first four **ITGBL** carriers additional vehicles are not required.

(3) Those agents of DOD-approved carriers offering containerized service **shall** maintain at least one mobile lifting device (such as a forklift) capable of handling a minimum of 4,000 pounds at 24-inch center.

h. Carrier or Agent Personnel Requirements. A minimum personnel force shall be maintained as follows:

(1) Packer/Warehouseman/Driver. A minimum of two personnel qualified and assigned to this category shall be maintained on a regular and continuing basis for the first DOD-approved carrier represented. For every two additional DOD-approved carriers represented, one additional such employee shall be continually employed.

(2) Administrative Personnel. The carrier's office or the carrier's agency office shall be staffed at all times during normal working hours with personnel authorized to book shipments and arrange for the provision of services. One employee with such authority is required for one to three DOD-approved carriers represented. One additional employee with such authority is required when more than three DOD-approved carriers are represented.

(3) English-Speaking and -Writing Employee. All carriers or their agents shall have an English-speaking and writing employee available at the member's residence all times during the packing or unpacking of shipments. The agent shall also have a full-time English-speaking and working employee reasonably available during normal working hours at the administrative office of the agent.

**i. Multiple Use of Agent's Facilities.**

(1) The facilities provided by an agent for use by one or more DOD-approved carriers shall be separate and independent of the facilities of any other agent. When more than one agent occupies the same warehouse facility, there will be a separation by solid wall of permanent-type construction.

(2) An agent will not be permitted to subdivide a facility into additional agencies in order to circumvent the limitations on carrier representation indicated above. All agencies shall be separately organized by incorporation or other **legal** instrumentality, and there will be no combining of equipment, personnel, or facilities. Once an agent's facility has been inspected and accepted by the **PPSO**, no portion of that facility will qualify as a new agency for additional carriers unless specifically approved by Headquarters, **MTMC**.

2015. **PPSO Actions Upon Receipt** of the LOI.

a. Acknowledging Receipt of the LOI. The PPSO shall acknowledge receipt of each letter of intent as follows:

(1) CONUS: Letter of intent shall be submitted by registered mail, certified mail/return receipt requested, or hand delivered to the PPSO. If submitted by registered or certified mail the PS Form 3811 will serve as notification of receipt of the letter of intent. If hand delivered, the letter of intent will be submitted in duplicate with one **copy** being stamped and returned to the carrier.

(2) OVERSEAS: Letters of intent shall be submitted in duplicate either by regular mail or hand delivered. In both instances the PPSO shall acknowledge the letter of intent by date stamping and returning one copy to the carrier. An incomplete or incorrect letter of intent will be returned by the PPSO with an explanation to the carrier.

b. Acceptance or Rejection of the LOI. Within 10 working days of completion of the initial inspection, the PPSO shall determine whether or not the carrier has met all requirements and shall advise the **carrier, in** writing, of the acceptance or rejection of the LOI.

(1) When the carrier's LOI is accepted, the **PPSO's** letter shall state the effective date of acceptance.

(2) When the carrier's LOI is rejected, the letter clearly shall state the reason or reasons for rejection. The LOI and all supporting documentation submitted by the carrier shall be returned.

2016. Carrier's Appeal upon Rejection of the LOI. A carrier notified that the LOI was rejected has the right to appeal the decision or request further consideration after correcting deficiencies. The PPSO shall make every effort to resolve these appeals at the local **level**. Appeals that cannot be resolved by the PPSO shall be referred to the appropriate MTMC area command or overseas component or designated representative. If the appeal cannot be resolved at that level, the file shall be referred to Headquarters, **MTMC**, for resolution. In all such cases, the decision of Headquarters, **MTMC**, shall be final.

2017. Inspection of a Carrier's Facilities and Equipment. The reinspection of a carrier's facilities and equipment, for the purpose of accepting a new LOI, is optional if they have previously been inspected and approved by the PPSO or RSMO. However, the LOI shall be accepted or rejected within 30 calendar days of receipt.

a. **CONUS** : For carrier facilities located within CONUS not previously approved by the PPSO **or RSMO**, the PPSO shall return" the original LOI and advise the **carrier** that the cognizant RSMO has been requested to perform an initial facility inspection. Additionally, the carrier should be advised that the LOI can be resubmitted only after inspection and approval of the facility by the **RSMO**. **The PPSO shall** notify the **RSMO by** telephone **and** request that **a** preaward **survey of the** carrier's facilities and equipment be scheduled: This

request shall be followed up within 10 working days by a written request. The PPSO shall include a copy of carrier's LOI or other document that initiated the inspection requirement. The cognizant RSMO shall contact the PPSO and carrier/agent with advice on **preinspection** requirements and shall establish a mutually acceptable inspection date. Only warehouses equipped with an automatic (supervised or unsupervised sprinkler system or supervised fire detection and reporting system shall be approved. Fire protection systems shall meet the requirements for insurance rate credit by a recognized fire insurance rating organization. Written evidence of the recognition of an installed fire protection system shall be obtained by contractor/agent from cognizant fire insurance rating organization through the insurance company. RSMO shall use the format prescribed in Appendix G for verification. Periodic inspection by the DOD representative **shall** verify that the **warehouseman** is having the system properly maintained. Upon completion of inspection, the RSMO shall notify the PPSO and carrier in writing whether the facility is approved or disapproved.

(1) For initial inspection, the following actions **shall** be **taken**. The cognizant RSMO shall perform all initial **preaward** surveys (DD Form 1811, Figure 2-2) of a carrier or carrier's agent facilities, located within CONUS. The RSMO inspection official shall use the preaward survey guidelines and record the inspection results on a DD Form 1811. PPSO receipt of LOIs that reflect a facility not previously accepted into the personal property program shall notify immediately the cognizant RSMO by telephone of the requirement for a preaward survey of the carrier's facility. This request shall be followed up within 10 working days by a written request. The PPSO shall include a copy of the carrier's LOI or other document received from the carrier/agent that prompted the facility inspection. This procedure also applies to **all** carrier and agent facilities that are seeking approval to participate in the storage of DOD shipments.

(2) Normally, RSMO inspectors shall visit each **PPSO's** area of responsibility once every 120 days. New facilities shall be inspected during these scheduled visits. Unscheduled inspections shall be conducted by the RSMO when the PPSO has demonstrated a need for additional carrier or storage resources. All unscheduled inspections shall require coordination and prior approval of the appropriate military service headquarters. Upon approval, the cognizant military service headquarters shall notify Headquarters, **MTMC**, and shall request that an inspection be scheduled. For planning purposes, the PPSO should notify the RSMO that a request for an unscheduled inspection has been submitted to their military service headquarters. The RSMO shall advise the PPSO and carrier/agent of the scheduled inspection date. Facilities **shall** be inspected at the earliest possible time.

(3) A representative of the PPSO shall accompany the RSMO inspecting official on **all initial** preaward survey **inspections**. The RSMO shall release all documents and records for those facilities that are inspected and approved to the PPSO for maintenance and use during future facility inspections. The RSMO approval is for the facility only and does not involve a review of the agent/carriers qualifications. Agency approval is at the discretion of the

PPSO upon receipt of the facility approval from the **RSMO**. When facilities fail to meet entry standards for participation in the program, the **RSMO** shall notify the cognizant PPSO and carrier/agent of the discrepancies. When carrier facilities are located outside CONUS (excluding Alaska and Hawaii), the guidelines in Appendix K shall be used and inspection results shall be recorded on a **DD** Form 1811.

(4) Carrier's facilities and equipment used for SIT only shall be inspected by the PPSO or their representative at least once every 6-months following the initial inspection, and the results shall be recorded on the Warehouse Inspection Record, DD Form 1812, using the instructions contained in Appendix K and Chapter 6, paragraph **6002.f**. However, if a carrier's facility is located 100 or more miles from the cognizant shipping office and the facility's historical record indicates a total volume of 25 or less shipments yearly, annual inspection may be performed. The PPSO **shall** annotate the **carrier's/agent's** file indicating that the above criteria have **been** met and annual inspections are appropriate.

(a) When made aware of problems or deficiencies involving the carrier's facilities and equipment, the PPSO shall perform inspections as often as deemed necessary.

(b) **PPSOs** shall conduct a yearly review of historical records of those facilities that are being inspected annually. When it is determined the volume has increased to 26 or more shipments yearly, the PPSO shall begin to schedule semiannual inspections. The next inspection shall then be performed within 6-months and continue on a once every 6-month basis.

(c) PPSOS shall provide the RSMO a copy of any storage inspection independently conducted when deficiencies are detected and when the facility is used in the NTS program. The RSMO contracting officer shall inspect those facilities used for both SIT and BOA storage. Prior to performing inspection, the RSMO contracting officer shall provide the PPSO notice of the scheduled date for inspection. Upon arrival in the area, the RSMO contracting officer shall contact the PPSO to discuss current problems with BOA storage and SIT warehouse operations. The PPSO shall determine whether it is considered necessary or practical to have a representative accompany the contracting officer or the contracting officer's representative. When joint inspection is not made, RSMO shall advise the PPSO as provided in Chapter 6, paragraph **6002.g**, of the SIT and BOA deficiencies found. The PPSO may accept the RSMO contracting officer's report without making periodic inspections except when the PPSO has reason to believe that the carrier's operations are substandard. However, when the RSMO contracting officer reports SIT deficiencies that indicate action is warranted, the PPSO shall use the RSMO contracting officer's report as a basis to place the facility in an ineligible status for further SIT services. The PPSO shall, at all times, keep the RSMO contracting officer apprised of actions taken against the carrier involving facilities used for SIT and BOA storage. When an

independent inspection is conducted by the PPSO and the facility is placed in an ineligible status, the PPSO shall provide the RSMO a copy of the report. The RSMO shall immediately place the facility in an ineligible status for NTS and notify other user activities.

(5) Initial inspections for approval of SIT facilities and equipment are not required when previous approval has been granted by the RSMO for storage under the BOA. When reinspection of dual-use facilities results in RSMO approval for continued use for BOA storage, the appropriate **PPSO shall** be furnished a form **letter by** the RSMO stating whether or not the warehouse is suitable for SIT. This form letter may be used by the PPSO as a basis for SIT inspection approval instead of the 6-month reinspection periods. When the RSMO inspections results in a dual-use facility being declared ineligible for BOA storage, a copy of the inspection report shall be furnished to appropriate PPSO. The PPSO shall then disqualify the agent for further SIT service.

b. *OVERSEAS* : For carrier facilities located outside CONUS (excluding Alaska and Hawaii), the PPSO **shall** conduct a **preaward** inspection of the facilities *and equipment using the guidelines outlined in Appendix G* and record the inspection on a DD Form 1811, Fire protection standards shall be established by the theater commander. The carrier shall be advised of the inspection results (acceptance or rejection) or of new inspection requirements by the PPSO as indicated and shall submit a new LOI if required. Facilities currently approved on the fire content rate basis shall be retained and utilized by the **PPSO**.

(1) When, in the **PPSO's** opinion, an exception to the established fire protection standards should be granted to a particular *carrier's* or agent's facility, the PPSO shall request an exception from the appropriate **MTMC** overseas component or designated representative. An information copy of the exception request shall be **forwarded** to the **PPSO's** military service headquarters. The exception request shall contain, as a minimum, the following:

(a) A detailed description of the type and construction of the building or buildings involved.

(b) The reason or reasons the building or buildings will not meet currently established fire protection standards.

(c) Availability of fire fighting equipment and water supply, that is, the distance, in miles, to the nearest continually staffed fire station and the distance, in feet, to the nearest operational fire hydrant.

(d) A description of the actions being taken by carrier or agency management to qualify the building or buildings under current fire protection standards.

(e) An assessment of the impact on local carrier capabilities and the storage program..

(f) The recommendation by the **PPSO**.

**(2) HHG.**

(a) If the agent's facility is in an approved status, the PPSO may accept the LOI without further inspection. If the agent's facility is not currently approved, the PPSO shall inspect the facility and approve or disapprove it. Should the agent's facility not be adequate to support services offered, the PPSO shall retain the carrier's LOI and advise Headquarters, **MTMC**, of the reasons therefor.

(b) If the carrier finds it necessary to change agents, the carrier shall advise the **PPSO**. The PPSO may accept the revised LOI or certificate of agency agreement when the agent's facility is **approved**. If the agent's facility currently is not approved, the PPSO shall inspect the facility and approve or disapprove it. Should the agent's facility not be adequate to support the services offered, the PPSO shall advise Headquarters, **MTMC**, of the reasons therefore.

(3) **UB**. Agent facilities of **ITGBL** carriers approved and qualified by **MTMC** for participation in the shipment of **UB** shall be inspected by the PPSO and approved or disapproved. Should the agent's facility not be adequate to support services offered, the PPSO shall advise Headquarters, **MTMC**, of the reasons therefore.

(4) The carrier's agent shall possess a copy of the Tender of Service, including all published changes. The possession of these documents shall be verified during the initial inspection and all subsequent reinspection.

(5) The PPSO shall follow the preaward survey guidelines (Appendix G) when making the initial inspection. The results of the inspection shall be recorded on the Preaward Survey of Contractor's/Carrier's Facilities and Equipment, DD Form 1811.

2018. Actions to Be Taken When Deficiencies Are Discovered in a Facility. Upon discovery of deficiencies in either or both SIT or NTS facilities, the agent or contractor shall be encouraged to correct those deficiencies during the inspection. In each instance, the improper storage methods shall be annotated on the DD Form **1812** (Figure 2-3) and shall be part of the BOA contractor or agent performance record. Depending on the severity of the deficiencies, as determined by the scored elements on the DD Form 1812, Warehouse Inspection Report, the following actions apply:

a. When the inspection reveals the failure to exercise proper security measures such as inadequate locking devices, insecure access points, or structural discrepancies such as broken doors, windows or walls, the PPSO shall immediately place the facility in an ineligible status, notify the RSMO, and place the carriers represented by the agent in a nonuse status. The nonuse status shall remain in effect until written confirmation is received by the PPSO indicating the corrective action taken and a reinspection of the facility has been conducted by the PPSO or **RSMO**. Generally, violations listed on the DD Form 1812, Part 5a and c would be reasonable cause to immediately place the facility in an ineligible status.

b. If, in the **PPSO's** opinion, the deficiencies are of a nature that stored DOD shipments may be damaged or contaminated; the PPSO shall immediately place the facility in an ineligible status and notify all carriers involved. The carriers shall remove the property to a warehouse approved by the **PPSO**. The cost of removal shall be at the expense of the carrier and at no expense to the Government or the member. Generally, when a **facility** receives a quality control rating of 17 or more points on the DD Form 1812, the PPSO should immediately **place** the facility in an ineligible status. Relocation of shipments will be based on the potential and probable loss and/or damage if they were allowed to remain in the facility.

c. If, in the **PPSO's** opinion, the deficiencies cannot be corrected immediately but DOD shipments are properly protected, the property **shall** not be removed to an alternate warehouse facility. The agent, and all carriers represented by that agent, shall be notified by certified mail, return receipt requested, of the deficiencies and shall be given 10 days from the date of the inspection to correct those deficiencies or to implement corrective action. If the agent fails to correct satisfactorily the deficiencies within 10 days from the date of inspection, the agent shall be placed in an ineligible status and all carriers represented by that agent **shall** be placed in a nonuse status. These actions are generally taken when a facility receives a quality control rating of 9 to 16 points on the DD Form 1812.

d. If the agent is in an ineligible status and all deficiencies are corrected within 30 days from notification, and verified in writing by a follow-up inspection, the carrier shall be restored to the appropriate TDRs in accordance with paragraph **2033.b.(2)**. If a deficiency remains uncorrected beyond 30 calendar days from the date of notification, the carrier's LOI shall be returned.

#### 2019. Agency Ineligibility Appeals.

a. It is the agent's right to appeal placement in an ineligible status. The agent's appeal shall be submitted to the PPSO that imposed the ineligibility and shall be postmarked not later than 30 calendar days from the date the ineligibility was imposed. The agent's appeal shall be factual and address the reasons why ineligibility action was not appropriate.

b. Every effort shall be made by the PPSO to resolve appeals at the installation level. If the appeal is accepted, the PPSO shall issue a letter of retraction to the agent and shall return all affected carriers to the appropriate TDRs without loss of tonnage. If necessary, sufficient shipments shall be offered to return a carrier to the relative TDR position held at the time he **became** ineligible for handling shipment. **If** the appeal is denied, the PPSO shall inform the agent in writing of the reasons for the denial. The agent also shall be informed that a further appeal may be made to the appropriate MTMC area commander, overseas component, or overseas commander. The PPSO's response to the agent shall be made not later than 15 working days from the date the appeal is received.

c. Appeals that cannot be resolved by the appropriate **MTMC** area commander, overseas component, or overseas commander shall be forwarded to Headquarters, **MTMC**, ATTN: MTPP-Q, who shall resolve the appeal with the cognizant military service headquarters.

2020. Carrier Representation by Agents. For the movement of HHG originating in a state or the District of Columbia to be delivered to another State or the District of Columbia or to be delivered to a point overseas, the following restrictions apply:

a. Domestic Interstate HHG.

(1) A local agent may represent four DOD-approved carriers/forwarders. No more than two may be regulated freight forwarders.

(2) Exceptions to Carrier/Agent Limitations. The responsible MTMC area command may grant an exception to those numerical limitations when such an exception would be consistent with the program's effective management and when the agent meets the additional requirements prior to representation of the fifth carrier. An additional 2,000 cubic feet of warehouse storage space and one additional vehicle are required. Approval of a fifth carrier is subject to the limit of two regulated freight forwarders per paragraph **2020.a.** (1) above.

(a) The agent desiring an exception to the carrier agent limitations shall submit a written request for exception to the responsible PPSO. The PPSO shall assess the agent's capability to represent a greater number of carriers. The PPSO **shall** provide comments, stating why the agent should be granted the exception or reasons why the exception is not recommended. The PPSO shall cite the benefit to be realized by the installation, the agent's capability to represent another carrier based upon performance, and the verification of the agent's meeting the additional requirements above. The agent's request and the PPSO'S recommendation shall be forwarded to the appropriate MTMC area command.

(b) The MTMC area command shall review both the agent request and the PPSO recommendation and decide if an exception is warranted. If the **MTMC**, area command, approves the exception request, the agent shall be notified by letter through the **PPSO**. If the exception is disapproved, the entire case and the reasons for disapproval shall be returned through the PPSO to the agent. The agent will be afforded an opportunity to provide any additional information in rebuttal to the decision, however, the carrier must do so within 10 days through the area command to Headquarters, MTMC. If, in review of the additional information provided by the agent, Headquarters, **MTMC**, reverses the decision, the agent shall be notified by letter through the MTMC area command and **PPSO**. In either case Headquarters, MTMC decision is final.

b. Domestic Intrastate HHG. To move HHG originating in a State, to be delivered to a point in that same State, an agent may represent only one DOD-approved carrier. When an agent offers intrastate HHG service as a DOD-approved carrier, that agent may not represent any other carrier offering the same service.

c. ITGBL HHG & UB. There are no restrictions pertaining to an agency location within CONUS or overseas. Acceptance of a carrier's agent is contingent upon whether the agent can provide the PPSO with responsive service. The PPSO must make this determination and has the authority to make the final determination regarding representation and location of a carriers agent. When service provided by an agent is not responsive, the **PPSO**, with the concurrence of the appropriate MTMC area command, overseas component, or overseas representative may place a limit on the number of carriers that an agent may represent. Further, Headquarters, MTMC, with the advice of the MTMC overseas component shall ensure that the number of carriers represented by any single overseas agent does not exceed the agent's capability.

d. CFAC : Carriers under CFAC and not in competition for **ITGBL** traffic in the **same code** of service are considered one carrier for carrier or agent representation purposes.

2021. Loss of Agent.

a. General. When notified by an agent that it will no longer represent a carrier, the PPSO will advise the carrier of loss of agent by registered mail (return receipt requested) or electronic **mail**, advising that the carrier has **30/45** days from the date of the letter or electronic transmission by the PPSO to obtain representation. If the carrier fails to obtain agent representation at the end of the specified period, the carrier's LOI will be returned by the and the carrier **placed** in nonuse.

b. Domestic Program. The PPSO will return the LOI if the carrier fails to respond within 30 days.

c. International Program. The PPSO will return the LOI and place the carrier in nonuse if the carrier fails to respond within 45 days. The PPSO will notify **MTPP-CI**, by message, with an information copy to the cognizant area command or overseas component, of the **nonuse** action and will specify which rate area(s) are affected. **MTPP-CI** will then notify all PPSO in the affected rate area that the carrier has been placed in nonuse. PPSO will place the carrier in *nonuse* as outlined below:

(1) Loss of CONUS Agent. Carrier is placed in nonuse outbound from the rate area affected.

(2) Loss of Overseas Agent. The nonuse shall be for all traffic to and from the affected rate area except where **carriers have** separate origin and destination agents. In those cases, the nonuse shall be for origin or destination traffic only. The PPSO shall advise **MTPP-C** that the carrier has separate origin or destination agent capability at the overseas installation.

## 2022. Traffic Distribution.

a. Format. A recommended format for the TDR is provided in Figures 2-4 and 2-5. These formats may be reproduced locally. Any other TDR format used shall contain **all** information prescribed in this regulation. Preprinted cards or visual file systems may be used to record the required tonnage distribution data at large-volume installations. The following symbols are to be used when posting to the TDR:

- (a) A = Adjustment
- (b) B = Identification & Audit Trail--Short Notice Shipments
- (c) D = Disqualified Agent
- (d) **DQ** = Disqualification by **HQMTMC**
- (e) I = Interline
- (f) **JC** = Joint Carriage
- (g) N = Nonuse
- (h) NC = No Charge
- (i) O = Overbooked
- (j) p = Member's Preference
- (k) R = Refusals
- (l) s = Suspended
- (m) U = Traffic Denial
- (n) Z = Short Notice Shipments

b. Entering Shipment Weight on the TDR. There are two weight columns on the **TDR--one** marked "estimated weight" and the other marked "cumulative weight." The "estimated weight" entry will be the estimated hundredweight of the tendered shipment. The weight entered in the "cumulative weight" column is the previous cumulative weights of shipments tendered, plus the estimated weight of the shipment **now being** offered.

c. Member Preference for Carrier. The PPSO shall honor a member's preference for a carrier if the carrier is in the lowest overall rate group consistent with equitable distribution and sound traffic management. The member's preference shall not be honored if awarding the shipment would cause the 20,000 pound differential to be exceeded. If the carrier is at a higher rate level, but otherwise eligible, member may pay difference, if desired. A request by the member not to use a carrier because of prior unsatisfactory service shall be honored if another carrier is able to move the shipment at the same overall cost. When a "member preference" carrier is awarded tonnage the TDR shall be annotated with a "P" to identify that this is an authorized exception to the procedures for awarding tonnage.

d. Shipment Terminations.

(1) As stated in Paragraph 14 of the Tender of Service, when a carrier, through their fault or the fault of their agent, either **ships** the wrong property or all or a portion of a shipment is sent to the wrong destination, the carrier is responsible for the return of the erroneous shipment and movement of the correct property to the member's destination at the carrier's expense. Movement will be by an expedited method if the member is in need of the property. The carrier will coordinate member need and method of movement with the destination PPSO prior to shipment. The carrier will not be responsible for movement costs for shipments released in error by a NTS contractor, DPM contractor, PPSO, owner or owner's agent.

(2) The Government reserves the right to terminate the shipment at any point in the pipeline prior to delivery and to arrange for onward movement to destination if the carrier is nonresponsive to the procedures outlined in para (1) above or if a shipment becomes frustrated at an origin or **destination** agent's or port agent's facility due to:

(a) Nonpayment of charges by the **ITGBL** carrier whereby the shipment is being detained by the ocean or motor carrier either aboard a vessel or within an ocean or motor terminal.

(b) Nonpayment of port agent's fees and/or charges by a carrier whereby the shipment is being detained at a port agent's facility by a port agent.

(c) Detention of a shipment at an origin/destination local agent or any reason relative to carrier-agent disputes.

(d) **Nontraceable** or nonavailable documentation attributable to the fault of the carrier or its agents.

(e) Port congestion resulting from the inability of the port agent and/or carrier to book and clear shipments in a timely manner.

(f) The carrier is unable to perform in such manner as to deliver on or before the RDD.

(3) In any of the above or similar instances whereby the carrier cannot meet performance standards, the Government will terminate the shipment, obtain release of the shipment from the agent, port agent, ocean or motor carrier (as applicable), pay any charges necessary to release the shipment and retender the shipment to another carrier. Shipment may be moved via an **expedited** method if the member is in dire need of the property. However, **member** need and method of shipment should be coordinated with the destination PPSO prior to use of an expedited mode. The carrier will be liable for all costs incurred **by** the Government which are excess to those which would have been incurred if the carrier had maintained total through-movement of the shipment. The PPSO will send a computation of excess costs expended to complete movement to the applicable finance center for **set-off** action against the carrier.

(4) The carrier will be paid up to the point of termination in accordance with rates and charges in the rate solicitation. Original carrier's containers will be made available to the original carrier by the new carrier at destination.

(5) In the case of port agents, the ocean bill of lading/manifests must identify all DOD-sponsored **shipments**. Such shipments are subject to release to the DOD upon demand and subject to the payment of any applicable fees and charges. This must be reduced to a written binding agreement between the carrier and agent.

e. **ITGBL Container Requirements.**

(1) The PPSO shall distribute **ITGBL** traffic only to carriers using containers that conform to approved standards. All containers shall **be in** good condition and shall be constructed of fiberglass, wood, or metal; **or a** combination of fiberglass, wood, or metal, all of which shall be caulked and sealed for weatherproofing. Containers and overflow boxes, when used in door-to-door service, shall be packed **at** origin residence unless an exception is authorized by the PPSO and annotated on the shipment records file. In the case of an exception, all items shall be listed on the inventory and annotated that items will be containerized at warehouse. The provisions contained in **MIL-STD 1487**, "Performance Testing of Commercially Owned Containers," shall be used regarding containers in the following categories:

(a) Containers not in the program or not approved by **MTMC**.

(b) Containers approved by the **MTMC**, but whose design specifications have been changed since approval.

(c) Containers of new design or material before entry into the program.

.... (2) Carriers are required to have an adequate supply or access to containers in order to serve all shipments within their designated share of traffic. Failure to provide sufficient containers renders the carrier's service nonresponsive to DOD needs. Before taking action against carriers, the PPSO must verify the local **nonavailability** of containers by:

(a) Determining if a pattern of selectivity or repeated refusal of shipments is due to the lack of containers.

(b) Discussing container shortages with the carrier and/or agent involved.

(c) Ascertaining if the container shortage is short term (i.e., 10 days) or if the carrier has taken actions to gain access to containers. When the shortage is determined to be short term, the PPSO may consider requiring the carrier to utilize Government-owned containers (**GOCs**) based on **the** local availability. When the carriers are out of containers and--cannot or refuse to purchase them locally, they are required to accept **GOCs**. When carriers use **GOCs**, the PPSO will annotate the PPGBL in accordance with the **ITGBL** Rate Solicitation. Carriers/agents will not utilize GOCs without permission of the PPSO.

(3) The PPSO may suspend the carrier for repeated **refusal/turn-backs** due to lack of containers.

(4) When determination has been made that the carrier cannot service shipments, and fails to respond with corrective action within 30 days, the PPSO shall notify Headquarters, MTMC (**MTPP-Q**) by message with a recommendation for removal of the carrier from the rate area. Furnish all relevant information, including:

(a) Status of carrier, e.g. , primary, equalization, etc.

(b) Confirmation that carrier did not exceed their designated share of tonnage at time of shipment refusal/turn-back.

(c) Number of shipments refused/turned back and dates involved.

(d) Actual reason(s) cited for refusal/turn-back and name of carrier's agent and officials concerned supplying information.

(e) Date carrier was initially notified of container shortage and date LOW or LOS was issued.

(5) It is essential that the **PPSO's** recommendation contain all required data. **MTPP-Q** will not take action on incomplete/incorrect reports.

f. **Disposal of Excess GOCs.** When a PPSO has an excess of **GOCs**, the following procedures are to be followed:

(1) A message will be forwarded to the cognizant area command/overseas component advising of the number of excess GOCS and requesting assistance in canvassing other **PPSOs** in their area of responsibility to determine a need for **GOCS**. NOTE: **Navy PPSOs** will report excess containers to the Navy Material Transportation Office, Norfolk, VA, vice the cognizant area command/overseas component.

(2) Thirty (30) days from the date of the area command/overseas component, if no responses or inadequate responses are received, the PPSO will forward a message directly to **HQMTMC (MTPP-QO)**, info the cognizant major command, military service, area command/overseas component, requesting a temporary waiver of the \$45 reduction. Request will identify the number of excess GOCS and a contact (name and telephone) at the " **PPSO**.

(3) **HQMTMC** will review and, if appropriate, authorize the PPSO to waive the \$45 reduction in Item 514 of the ITGBL Solicitation. The authorization will be stipulated by a specific time frame, e.g. , 30 days, 60 days, etc. This **will** be based on review of the information provided by the PPSO . Prior to expiration of the waiver, the PPSO should reassess the situation and, if required, request an extension.

(4) **HQMTMC** will advise the PPSO of the waiver number, the waiver time **frame, and** the information which will be annotated on the **PPGBLs**. The **PPGBL** will be annotated with (1) "(Number of) containers, 166 cu. ft. or greater, were used to transport shipment" and (2) "\$45 reduction is waived per **HQMTMC, MTPP-QO MSG (Number)**."

2023. Domestic TDR.

a. **Separate** TDRs shall be established for Codes 1 and 2 (**inter/intrastate**) shipments for each destination state and the District of Columbia in CONUS. Separate TDRs will also be established for each area of operation within the area of responsibility for each PPSO to each destination state. If there is more than one rate level to a destination state or the District of Columbia, a separate TDR **shall** be established for each rate **level**.

b. To maintain good carrier/Government working relationships, TDR info may be made available for review by authorized carrier representatives, providing that the request is not disruptive to operations. Authorized carrier representatives are those authorized on the carrier's LOI; all others must specific written authorization from the carrier to review the TDR. Requests for review should be in writing and managed on an appointment basis. The final decision to permit representatives of the carrier industry to review TDR information is that of the Traffic Manager or other management official.

c. The average shipment score of each carrier shall be identified on the TDR at all times. The TDR shall be updated to reflect the change in carrier status each evaluation cycle.

d. Intrastate TDR Procedures. The rate printout identifies the primary carrier (rate setter) for each rate cycle. The primary carrier, who is otherwise qualified and has a CERS score of 85 or better, will receive fifty percent of the traffic. The remaining tonnage will be offered to any qualified carrier(s) who "**me-toos**" the **primary carrier rate. Other** qualified carriers will be placed on the TDR behind the primary carrier based on **CERS** performance score and will be awarded tonnage based on CERS score and lowest cumulative weight. All other carriers on a higher rate level will be placed on separate TDRs according to **rate.**

e. TDRs are established based on:

(1) Carrier average shipment score and **tonnage** from the origin installation to a destination for each rate filed. The low rate carrier with the highest average shipment score should be awarded traffic first.

(2) Carrier with the highest average shipment score to a **destination** state on TDRs from the previous **cycle** will be listed first on the individual new TDRs to that destination state. If a carrier has not been tendered any shipment or shipments have not been scored, the carrier's last score will be carried forward. The carrier's average shipment score will be carried at a minimum to the second decimal place (e.g., 99.99) without rounding.

(3) Carriers having equal average shipment scores will be brought forth on the new cycle TDR low to high tonnage. Carriers also having equal tonnage are listed by random selection (see Appendix R).

(4) All tonnage will be zeroed out at the beginning of each new rate cycle.

(5) Monitoring the Accuracy of the TDR. The PPSO shall use a 20,000-pound differential within the same rate group (as the maximum between the highest and lowest cumulative weight) as a yardstick to measure accuracy of the TDR. If it is necessary to consolidate shipments, this 20,000-pound differential may be exceeded on a case-by-case basis; however, future distribution of shipments should be made to reestablish as small a differential as possible within the 20,000 pound maximum.

(6) Tonnage of shipments accepted by a carrier with five or less workdays notice from the "interview date to the pickup date will be annotated but not added to the cumulative weight of the carrier. (Annotate TDR with a "Z" to identify this type of short-notice shipment). (Note: Shipments refused by a carrier because the pickup date is five or less days from the date offered will not be charged against the carrier on the **TDR**). Shipments that have been pulled/turned back within 5 workdays or less of the pickup date are considered short-notice shipments when reallocating to the new carrier. Such shipments will not be charged against the new carrier on the tonnage distribution **record**. "Such shipments will be coded on the TDR "B" for identification and, audit purposes.

f. Unsatisfactory Performance. At the end of each performance period, all carriers will be evaluated regardless of their current status (e.g., suspension, **nonuse**, etc.). Carriers failing to meet the minimum average shipment score of 85 will be placed in traffic denial for the first 60 days of the new performance period. At the end of the traffic denial period, carriers will be assigned an administrative score of 85 and brought back on the TDR at the highest cumulative weight of any carrier on the TDR.

g. Selecting the Next Eligible Carrier for Traffic. Domestic TDRs are established with all carriers in the same rate level, with the highest scored carriers at the top. The carrier to receive the next shipment is the one with the highest performance score and lowest cumulative weight. When sufficient shipments are known by historical review to be available during a cycle, shipments may be allocated sequentially to give each carrier a shipment (or charge a refusal) during the initial movement through the TDR from the first to last carrier at the same rate level. Subsequent shipments in the same rate cycle should be allocated to correct an imbalance in weight allocated. If sufficient shipments are not projected to be available to permit a run through the entire TDR and to correct the resulting imbalances, sequential allocation may not be practical. When determining the projected availability of traffic for this purpose, historical data from a **like cycle** should be used, for example, summer cycle data with summer cycle data from prior years. Traffic is to be managed to stay within a maximum differential of 20,000 pounds between the highest and lowest of all carriers at the rate level, to include carriers with zero weight. In a correctly maintained TDR a carrier with a lower CERS score should not have a higher cumulative weight than a carrier with a higher CERS score except briefly in those situations requiring the application of sound traffic management to ensure a shipment moves in a safe and timely manner. When such situations occur, subsequent tonnage **shall** be awarded in such a manner as to return the higher scored carriers to higher cumulative weight.

h. Small Shipments. Shipping office personnel engaged in traffic allocations shall carefully avoid concentrating offerings of several small shipments destined for widely varying locations to the same carrier. **Small** shipments **shall** be distributed consistently with the offering procedures and rules previously covered.

i. Shipment Refusals. Shipments refused by carriers **shall** be considered traffic offerings and shall be entered on the TDR as a status code "R." The PPSO shall treat this as a traffic offering and add the weight to the carrier's cumulative weight. A carrier-initiated notice of self-imposed embargo of shipments is not authorized and shall not be accepted. The notice shall be returned to the carrier stating that carrier imposed embargoes are not authorized. Continued refusal of shipments by that carrier, may be grounds for suspension and possible return of the LOI in accordance with paragraph **A.3.b.** of the Tender of Service.

**j. Overbookings.**

(1) If a shipment is overbooked, the PPSO shall enter the status code "0" and the cumulative weight entered when the shipment was accepted by the carrier shall remain on the TDR.

(2) Tonnage **will** not be assessed unless the carrier has been furnished five or more workdays notice prior to the requested pickup date. Overbooking is defined as turned back or pulled back. If the shipment **is** turned back before the pickup date tonnage will be charged. If a shipment is pulled back by the PPSO after the pickup date, or if the carrier failed to pickup on the pickup date, the carrier is charged tonnage. If the shipment is in the origin warehouse after the RDD, the carrier is "charged tonnage and is subject to immediate suspension.

k. Changes in Rate Levels. Under the new rate filing **procedures for** domestic rates, carriers can only me-too the individual rate tender filings of other carriers submitted during the immediately preceding increase/decrease filing period. (The only exception to this is a new carrier who is approved in the middle of the rate cycle; such carriers can me-too and are placed on the approved TDRs in accordance with paragraph **2023.o.** below). All rates for each new cycle will be new rates and will necessitate establishment of all new TDRs. Carriers will be placed on the new TDRs in accordance with paragraph 2023.0.

1. Traffic Denial. Carriers who fail to achieve an average shipment score of 85 (the minimum satisfactory standard) during the grading process will be placed in traffic denial for the first 60 days of the new performance period. The **DD** form 2224 **will** serve as the carrier's notification of traffic denial. This type of traffic denial will run concurrently with any type suspension **still** in effect at the time the 60-day traffic denial begins or that is imposed during the traffic denial period. Carriers will be reinstated at the end of the latter of the two dates (traffic denial or suspension).

m. Carriers Returning to the TDR from MTMC Nonuse. When the nonuse status imposed by Headquarters, **MTMC**, is lifted, the carrier shall be reinstated to the TDR at a level or position specified by **MTMC**.

n. Carriers **Returning** to the TDR from Disqualification. When notified by Headquarters, **MTMC**, that the disqualification **has** ended, the PPSO shall reinstate the carrier at the highest cumulative weight of any carrier **on** the TDR.

o. Placement of New Carriers on the TDR. A new carrier is one whose LOI has **just** been accepted by the **PPSO**. A new carrier may be a carrier whose LOI previously has been withdrawn by the carrier or returned by the PPSO. All new carriers in the domestic program are administratively assigned an average shipment **score** of 85 and placed at the highest cumulative weight of any carrier on the TDR.

2024. **International** TDR.

a. General. Carriers submit rates every 6 months for rate channels and codes of service for international traffic. **Consequently**, at the outset of each rate cycle, **PPSOs** can expect to be working with a new "line up" of primary, equalization, and other participating carriers. Although carriers are required to have adequate equipment, containers, and personnel on hand to handle their respective shares of the traffic, experience has shown that deficiencies in a carrier's capability can occur during the first few days of a cycle. Consequently, **PPSOs** must apply sound judgment in tendering shipments to the primary carrier so as not to overload that carrier but to spread the designated share of **traffic** uniformly throughout the traffic distribution period. If there are no equalization carriers **qualified** to share the residual traffic, traffic will be offered first to the primary carrier before it is offered to other participating carriers. There **will** be no penalty for refusal by the primary carrier **to** handle traffic which exceeds the designated incentive share. If there are equalization carriers, traffic will be offered to them equally on a rotational basis before being offered to participating carriers. Equalization carriers are required to accept an amount equal to one half **of** the primary tonnage. Carriers will not be charged for refusal to handle tonnage which exceeds this share.

b. Traffic Distribution Records (TDRs).

(1) Separate TDRs will be established for each **ITGBL** code of service, to include **UB**, for each traffic channel used based on carrier's rate and **ICERS** procedures. Shipments shall be distributed exclusively to carriers on the lowest rate level unless the volume of traffic exceeds the capability of the low-rate carriers. When this occurs, the remaining traffic shall be offered to carriers on the next and succeeding rate levels. Shipments shall always, however, be offered first to the carriers on the lowest rate level before higher rate level carriers are considered unless the primary carrier is suspended, cancels its rates, is placed in nonuse, or refuses the traffic. It is necessary to apply sound traffic management judgment to tender shipments uniformly by spreading traffic over the distribution period, while not over-loading any one carrier.

(2) The rate printout, LOIs on file, and the Carrier Approval Printout will be used by **PPSOs** to establish **all** TDRs. The rate printout identifies the primary carriers with an asterisk. The share of traffic to be offered to primary carriers during the traffic distribution period is distributed with the Rate Printout each rate cycle. Equalization carriers are those carriers with exactly the same rates as the primary carrier but are listed without an asterisk. Other participating carriers will appear on the rate printouts in ascending order based on their rate.

(3) Sufficient traffic **must be** offered to each primary carrier over the 6-month-traffic distribution period to ensure offering of the designated share. **PPSOs** must space traffic **offerings** uniformly **throughout** the **traffic** distribution period in order to avoid saturating the primary carrier.

(4) The residual traffic not offered to, or refused by the primary carrier, will be offered to equalization carriers equally on a rotational basis. Other participating carriers, in ascending order, may be offered the traffic which cannot be handled by the primary and the equalization carriers. In all cases, selective refusal of traffic by a carrier is prohibited. If a pattern of selective refusals is observed, action to suspend and/or request disqualification should be taken.

c. Percentage of Traffic.

(1) Class 1 Rates. Carriers setting the low rate in a class 1 traffic channel **will** be offered 100 percent of the traffic moved within that channel. If two carriers establish an identical low rate, both carriers will be offered one-half of the total tonnage or 50 percent each.

(2) Class 2 Rates. Carriers setting the low rate in a class 2 traffic channel are offered a prescribed percentage of tonnage within each individual traffic channel.

(a) The primary carrier will be offered and is responsible for accepting actual tonnage equal to the primary percentage indicated. For example, if the primary percentage of the traffic channel is 20 percent, the primary carrier will be awarded 20 percent of the tonnage. The other 80 percent of the tonnage will be considered residual and will be shared equally between the primary and equalization carriers. Tonnage refused by the primary and equalization carrier(s) **will** then be offered to the participating carrier(s). Example **is** as follows:

- 1 primary carrier = 20 percent\*
- 7 equalization carrier plus the primary carriers = 10 percent each\* (totaling 80 percent)
- participating carriers = \*

\* The residual 80 percent of the tonnage will be offered equally to the equalization and primary carriers. Any remaining traffic will then be offered to the participating carriers.

(b) If two carriers establish an identical low rate, each carriers will be offered the prescribed tonnage for that traffic channel. An example is if two carriers establish the low rate on a 50 percent channel, each carrier will be offered 50 percent.

(c) Once the low rate for each Class 2 traffic channel is determined, all participating carriers will be afforded the opportunity to meet or equalize the low rate. Carriers meeting the low rate, or equalization carriers, will in no case be offered a larger share of the volume on a particular channel than that offered to the carrier(s) establishing **the low** rate, unless the **low** rate carrier(s) is/are suspended or cancels its/their rates.

(d) All participating carriers must accept tonnage, if offered, as follows:

50 percent channel	12 percent
30 percent channel	7 percent
20 percent channel	5 percent
10 percent channel	2 percent

(3) Class 3 Rates. Carriers will be placed on TDR based on **ICERS** performance score, and will share equally in traffic distribution.

d. Traffic Distribution Procedures. 'New TDRs for both incentive and nonincentive rate areas will be constructed prior **to** the beginning of a new rate cycle. Placement of a carrier on the TDR, relative to **another** participant, will be based on the rate filed by the carrier and the semiannual score without regard to tonnage offered during the preceding rate cycle. If two or more carriers have filed identical rates and have equal semiannual evaluation scores, the random numbers table shall be used to determine standing on the TDR.

(1) TDRs for Nonincentive Rate Areas. Traffic will be offered equally to each carrier at the same rate level, with the highest scored carrier at the top of the TDR.

(2) Establishment of an Initial Incentive Rate TDR. **PPSOs will** establish TDRs for each traffic channel in each code of service in time to tender shipment with pickup dates effective the first day of the new rate cycle. The TDRs will be arranged in three sections: Section I records **all** traffic offered to the primary carrier, Section II records traffic to equalization carriers, and Section III records traffic to all other participating carriers. Carriers will be entered on the new TDRs with zero balances.

(3) Maintaining Section I of TDR. **PPSOs** must ensure that the primary carrier(s) will be offered and **is/are** responsible for accepting its/their designated share of traffic. Estimated weights may be used in-posting shipments to the TDR. If the primary carrier's share for a given traffic channel is 50 percent and there are two primary carriers, each primary carrier will be offered 50 percent. Due to the unequal weight of shipments, there may be deviations from the designated shares within each section. Efforts must be made to minimize such deviations by conducting periodic checks of "running" tonnage allocations and making adjustments as required. EXAMPLE: If weight checks indicate that the "running" total of estimated tonnage for the traffic route is 240,000 pounds, a single primary carrier with a 50 percent share should have been offered approximately 120,000 pounds. If below this total, an effort should be made to "catch up" as rapidly as practical without overtaxing the carrier's capability. By the end of the traffic distribution period, the correct share of the traffic (designated percentages) for primary carriers must be assured. More frequent weight checks may be required near the end of the distribution period to ensure this result.

(4) Maintaining Section II of the TDR. As in the case of Section I, traffic may be distributed and posted on the TDR on the basis of estimated weight. If the primary carrier's share for a given traffic channel is 50 percent, every second shipment (subject to a consideration of weight factors) should be offered on a rotational basis to a Section II carrier. Each equalization carrier is obligated to accept residual traffic in an amount equal to one-half the primary percentage. If equalization carrier capability is insufficient, and there is no primary carrier or the primary carrier cannot accept additional traffic, traffic will be offered to other participating carriers. If there is no primary carrier because of rate **cancellations**, nonuse, etc., traffic will be awarded equally among the equalization carriers.

(5) Maintaining Section III of the TDR. **Other** participating carriers will be offered any traffic which cannot be handled by primary and equalization carriers. See paragraph **2024.c.** for tonnage requirements for other participating carriers (the TDR may contain only primary and equalization carriers.) However, the other participating carriers will be retained in a reserve file. When it becomes necessary to tender shipments to participating carriers, the PPSO **will** add other participating carriers from the reserve file on the TDR for the specific rate area as the need exists. Traffic will be offered first to other participating carriers at the lowest rate level. **PPSOs** should not penalize other participating carriers for failure to accept traffic beyond the established requirement.

(6) Reinstatement to the **TDR** on Return from Suspension.

(a) Incentive Rate Channel - **Primary** Carrier. Upon return to the TDR at the end of a suspension period, a primary carrier will be reinstated with a cumulative tonnage equal to the highest cumulative tonnage of any carrier on the TDR, or at the tonnage it **would** have received had it not been suspended, whichever is greater (see Note). However, if no traffic was awarded on a particular channel during the period of suspension, the carrier will be reinstated to that TDR at the same position it held at the time the suspension was imposed. NOTE: To compute tonnage the carrier would have received had it not been suspended, add up all tonnage awarded during the suspension period and multiply that total by the primary percentage for that channel. Add the result of that equation to the cumulative weight of that carrier. Compare this total with the highest cumulative tonnage of any carrier on the **TDR**. The cumulative tonnage for the prime carrier upon reinstatement is the greater of these two tonnages.

(b) Incentive Rate Channel - Equalization Carrier. Upon return to the TDR at the end of a suspension period, an equalization carrier will be reinstated with a cumulative tonnage equal to the highest cumulative tonnage of any equalization carrier on the TDR; or with a cumulative tonnage equal to the highest cumulative tonnage of any other participating carrier on the TDR to which traffic was awarded during the period of suspension; or in the case where there is only one equalization carrier, the tonnage it would have

received had it not been suspended, whichever is greater. If no traffic was awarded on a particular channel during the period of suspension, the carrier will be reinstated to that TDR at the same position it held at the time the suspension was imposed.

(c) Incentive Rate Channel - Other Participating Carrier. Upon return to the TDR at the end of a suspension period, other participating carriers will be reinstated with a cumulative tonnage equal to the highest cumulative tonnage of any other participating carrier on the TDR to which traffic was awarded during the period of suspension; or at the tonnage it would have received had it not been suspended, whichever is greater.

(7) Shipment Refusal. A shipment refusal by a carrier shall be considered a traffic offering, and the weight shall be charged against the carrier as long as the shipment was offered at least 5 workdays before the requested pickup date.

(a) Refusals shall be noted by annotating the letter "R" in the status code column of the TDR. Selective or patterned refusals by any carrier are prohibited. If a pattern is observed, the PPSO shall initiate punitive action.

(b) Refusals by a primary carrier within (but not exceeding) the designated share of the cumulative total of traffic allocated normally shall be considered grounds for suspension.

(c) Equalization carriers refusing shipments offered within the residual traffic limit shall be subject to suspension.

(d) Other participating carriers are not obligated to accept any specific amount of traffic.

(e) A carrier initiated notice of self-imposed embargo of shipments is not authorized and shall not be accepted. The notice shall be returned to the carrier stating that carrier imposed embargoes are not authorized. Continued refusal of shipments by that carrier may be grounds for suspension and possible return of the LOI in accordance with para A3b of the Tender of Service.

(f) Shipments that have been pulled/turned back within 5 workdays or less of the pickup date are considered short-notice shipments when reallocating to the new carrier. Such shipments will not be charged against the new carrier on the tonnage distribution record. Such shipments will be coded on the TDR "B" for identification and audit purposes.

(8) Rate Cancellations. Any carrier participating in the ITGBL program may cancel its rates effective 60 or 90 days after the beginning of a rate cycle. Rates accepted by MTMC must remain in effect for a minimum of 2 months. In the event of cancellation action, MTMC will notify PPSOS and the following guidelines will apply to the TDR:

(a) If a carrier cancels its rate, any shipments booked for pickup on or after the effective date on the cancellations will be withdrawn and rebooked with another carrier.

(b) If any carrier on the TDR cancels its rate, traffic will be distributed in accordance with the procedures contained herein. However, if all equalization carriers cancel their rates, the remaining primary carrier(s), if any, will be offered all the traffic available, even if this should exceed the designated primary share. Refusal of traffic at levels above the designated primary share **will** not be counted as a formal traffic refusal, since the primary carrier(s) has/have not made an advance commitment to handle traffic at such levels. However, the offer will be noted on the TDR by indicating the name of the service member and the status code of NC. Any traffic refusal under such circumstances will be offered to the other participating carriers beginning with the lowest rate carrier. -

(c) If a Code 7, 8, or J primary carrier cancels its rate, is placed in nonuse, etc., all traffic will be tendered to carrier at the next rate level. Carriers are expected to accept 100 percent of all traffic offered.

(d) If a Class 1, Code 4, 5, or T primary carrier cancels **its** rate, is placed in nonuse, etc., all traffic will be offered to the carrier at the next rate level. Carriers are required to accept 100 percent of the traffic offered.

(9) Reinstatement to the TDR from Nonuse.

(a) Nonuse Imposed by the MTMC. When nonuse status imposed by Headquarters, MTMC is lifted, specific instructions for reinstatement to the TDR shall be provided in the notification of reinstatement from Headquarters, MTMC .

(b) Nonuse Imposed by the PPSO. When PPSO-imposed nonuse is lifted, the carrier shall be reinstated in the same manner as a reinstatement from suspension described in paragraph 2024.d. (6).

2025. Quality Control.

a. Requirements and Standards. The Tender of Service (Appendix A) specifies requirements and standards of service that the carrier agrees to fulfill in the movement of DOD-sponsored personal property shipments. The performance of carriers and agents **shall** be monitored closely by the PPSO and Headquarters, **MTMC**. The provisions of this section provide guidance for the use of quality assurance procedures for both domestic and international TGBL shipments when the requirements and standards of service have not been met.

b. Quality Assurance Actions. When a carrier or agent violates any provision of the Tender of Service or applicable rate tariffs or tenders or commits unethical **or** unlawful acts, the PPSO shall take action to warn or suspend the carrier or to recommend the carrier's disqualification to Headquarters, **MTMC**, through the appropriate MTMC area command or overseas component. In determining the type of action to take, the PPSO should **consider not only the severity of the violation, but also the general quality of** the carrier's past performance and actions the carrier may have taken to correct the deficiencies.

c. Carrier's Right to Appeal. It is the carrier's right to appeal any corrective action taken by an **PPSO**. In all cases, however, a carrier's appeal to a warning, suspension, or other corrective action-must be timely, factual, and provided in writing to the responsible PPSO within 30 days of the corrective action. The PPSO receiving an appeal shall objectively review the facts of the case, including new evidence provided by the carrier, before rendering a decision on the merits of an appeal.

d. Correspondence. All correspondence between the PPSO and a carrier shall be handled expeditiously, particularly when a carrier has been placed in a nonuse status or has been suspended. This will prevent unreasonable periods of suspension or the need for large amounts of makeup tonnage if a carrier's appeal **is** found to be justified.

e. Carrier Performance File.

(1) The PPSO shall establish and maintain a carrier performance file for each carrier qualified to serve the installation. The carrier performance file shall contain or make reference to the following:

- (a) The carrier's LOI with all enclosures and amendments.
- (b) Records of initial and subsequent inspections of the carrier's facilities and equipment. (DD Forms 1811 and 1812).
- (c) A **COPY** of the **PPSO's** acceptance of the carrier's LOI.
- (d) Origin and destination records of inspections of shipment handled **by the** carrier.
- (e) Member reports on the carrier's performance.
- (f) Records of investigations of complaints made against the carrier.
- (g) Statements commending the carrier for superior performance.
- (h) Carrier's notifications of failure to meet pickup and RDDs.**

(i) Records of shipment reweighs.

(j) Copies of warning and suspension notices sent to the carrier and the carrier's replies to such notices.

(k) Copies of all other communications concerning the carrier's performance.

(2) The carrier performance file shall contain only the current year's records. After each semiannual evaluation, documents over 1 year old (except those involved in carrier appeal actions) shall be removed from the carrier performance file and shall be disposed of in accordance with appropriate records disposition regulations. DD Form 1811 and the carrier's LOI, with PPSO acceptance, are exceptions to the above and shall be retained as long as the carrier is qualified and continues to participate in the DOD personal property program.

f. Performance Evaluation. The PPSO shall review each carrier's performance file semiannually. The carrier's performance shall be reviewed with consideration for the provision of the Tender of Service (Appendix A), which sets the standards for carrier performance. The PPSO should seek to identify recurring deficiencies or patterns of unacceptable performance. If appropriate, actions shall be taken to warn or suspend the carrier or recommend the carrier's disqualification in accordance with paragraph 2032. See paragraph **2026.d.** for more on domestic carrier performance evaluation.

2026. Domestic.

a. General. This section provides guidance and establishes procedures for collecting of performance data and evaluating of domestic carrier performance. This applies to all interstate and intrastate Codes 1 and 2 shipments. To a degree, the depth of each evaluation will depend on the amount of traffic handled by the carrier since the previous evaluation, the result of the previous evaluation, and any independent indications or observations of declining carrier performance.

b. Purpose. The Carrier Evaluation and Reporting System (**CERS**) was developed to provide a uniform quality control program to be used at the local and national level. The intent of the program is to establish reasonable performance standards for evaluating domestic carriers. This section describes how the PPSO will monitor domestic carrier performance and cites some key points to keep in mind when working with the CERS program.

c. Carrier Evaluation.

(1) performance Standards. The following performance standards have been established for on-time pickup, on-time delivery, and the absence of loss/damage:

On-time Pickup	<b>95%</b>
On-time <b>Delivery</b>	90%
Absence of loss/damage	<b>70%</b>
	<u>255</u> (divided by) 3 = 85

Carriers failing to meet **or exceed** the minimum acceptable performance standard (average shipment score of 85) will be considered unsatisfactory and placed in traffic denial for 60 days. Those meeting or exceeding the minimum of 85 will be considered satisfactory and will share equitably in the distribution of traffic based on their rate level.

(2) Carrier Evaluation. The evaluation of carrier performance will be accomplished through two separate processes.

(a) Scored Elements. The three elements scored are pickup, delivery, and loss or damage. These three elements, considered the most important to a move, will be the basis for determining if a carrier is satisfactory at the end of the performance period. (The scoring procedure is explained in detail in paragraph 2026.g.)

(b) Nonscored Elements. **All** other Tender of Service violations are evaluated separately by the PPSO .

(3) Scoring Approach. The scoring of the carrier performance is based on the positive approach. Under this program, carriers start with zero points on a shipment and earn a stated number of points, based upon compliance with the performance standards. (The scoring process under this approach is explained in paragraph 2026.g. )

(4) Calculation of Carrier's Average Shipment Score. The origin shipping office calculates each carrier's average shipment score for the next performance period based on all individual shipment scores graded and mailed to the carrier prior to the cut-off date for that period. The average shipment score is determined by adding the individual scores for all shipments and dividing by the total number of shipments.

d. Carrier Performance Evaluation.

(1) Evaluation of carrier performance (other than those elements identified in paragraph 2026.c.(2)(a)) will be conducted using Section II of the DD Form 2223 as the basis for any punitive action.

(a) Section III of the DD Form 2223 will serve as a check list for inspectors when conducting shipment inspections. Section III will also be used as the basis for evaluating carrier performance on shipments even if no inspections are performed. It is recommended that the destination PPSO complete and return the form within 45 calendar days after delivery has been made. Detailed instructions on form completion are provided at Appendix R.

(b) The DD Form 2223 may serve as a Letter of Warning; therefore, it is imperative that it be completed as expeditiously as possible and represent the carrier's true performance on the shipment. Since the form may serve as a Letter of Warning, it will be used as supporting information for suspensions. Form disposition instructions are provided at Appendix R.

(2) Each carrier's performance will be reviewed at least once every 6 months, or more often if deemed necessary by the PPSO. A semi-annual evaluation will be conducted at the end of each performance period (i.e., 31 October and 30 April).

(3) Documents contained in the carrier's current active performance file will be the basis for evaluation. A performance evaluation will be directed toward the identification of trends or repeated instances of the same or similar "Tender of Service" violations.

(4) When a carrier evaluation indicates deficiencies of such magnitude that continued participation in DOD traffic is unacceptable, action will be taken to suspend the carrier. When appropriate and fully documented, and evaluation revealing repeated flagrant violations will be used as the basis for a disqualification recommendation as discussed in paragraph **2032.b.**

e. Key Points to Keep in Mind. Several key points are worthy of special emphasis and must be kept in mind by the reader of these instructions.

(1) Data Collection Segregated by Code of Service and Intrastate/Interstate Carriers. Carriers are graded separately on their performance in each code of service for each type of domestic traffic. This means a carrier engaged in both Code 1 and Code 2 service participating in interstate and intrastate traffic is separately rated in each of the codes of service for both interstate traffic and intrastate traffic.

(2) Performance Period Explained. A new average shipment score is calculated for each carrier every six months. Based on the carriers performance status satisfactory/unsatisfactory and rate level, traffic is awarded during the next six month performance period. Because destination "feedback" is not normally available at origin for several weeks, there is a carry-over of shipment data beyond the cut-off date. This carry-over is allowed in order to score carriers on all shipments they move.

<u>Performance Period</u>	<u>Cut-Off Date</u>	<u>Actual Performance Period</u>
1 May - 31 October	15 September	16 March - 15 September
1 November - 30 April	15 March	16 September - 15 March

(3) Limitation on Carry-Over. In those instances where complete performance data on a shipment has not been received by the origin PPSO within 12 months of the pickup date, the shipment will be scored at that time based on the data that is available. Carriers will be awarded full credit for those



scoring elements on which no contrary data has been received. Household goods shipments that have not been scored by the PPSO, nor brought to the attention of the transportation office by the carrier, over 18 months after the pickup date are considered null and will not be scored or considered in future appeals.

(4) Carrier Notification. Carriers will be advised of their average **shipment** score and performance status at the end of each evaluation process. This information may be mailed to the carrier any time after the cut-off dates but no later than the third week of the respective month (April or October).

(5) CERS II Data Report. All origin personal property shipping offices will submit carriers performance data to **HQMTMC** (in accordance with paragraph **2026.h.** and Appendix R) no later than 15 November for the period ending 31 October and **15** May for period ending 30 April.

(6) Origin Personal Property Shipping Offices have Primary Evaluation Responsibility. Under **CERS**, the origin PPSO evaluates of the carrier's services on all outbound shipments. While this evaluation must be supported by the performance "feedback" from the destination PPSO on individual shipments, the periodic determination of a carrier's level of service is systematically recorded and acted on by the office originally awarding shipments.

(a) Scoring long-delivery shipments will be based on the original PPGBL or PPGBL Correction Notice, if applicable. The destination PPSO (first **PPSO**), as specified on the PPGBL when issuing the Certificate for Delivery from SIT (DD Form 173/2), will info the origin PPSO to advise of the new destination. The first destination PPSO will send the new established destination PPSO (second **PPSO**) a copy of **DD** Form 2223/1780 and any other pertinent information **for** final destination Quality Assurance evaluation. The second destination PPSO **will** complete the evaluation and return the necessary forms (DD Forms 2223, 1780, 1840, etc.) to origin PPSO within 45 days of delivery.

(b) A missed required delivery date (**RDD**), established on the Certificate for Delivery from SIT, will be considered a Tender of Service violation. Points will not be deducted on the shipment score. If the carrier should miss both RDDs as established in paragraph **2026.e.(6)**, only one letter of warning or suspension, if appropriate, will be assessed. PPSOS should consider PPTMR-established transit times as well as the member's need when establishing new **RDDs**.

(7) Carrier/Agent Review. Carriers will be allowed to "review" their performance file to include DD Form 2223, **DD** Form 2224, and **DD** Form 1840. Because of the distances involved, carriers may have their respective agents conduct this review. However, an appointment with the PPSO must be requested prior to the review.

(8) Grading Sources. All CERS shipments can be graded by using a combination of on-site inspections, the DD Form 1840, and/or administrative documents available to the PPSO.

f. CERS Forms. CERS Forms is structured around two forms, the Shipment Evaluation and Inspection Record (DD Form 2223, Figure 2-7) and the Carrier Evaluation Worksheet/Report (DD Form 2224, Figure 2-8). These two documents provide input for the evaluation of each shipment and data for the semiannual evaluation for carrier performance.

(1) Shipment Evaluation and Inspection Record, DD Form 2223 (Figure 2-6). (See Appendix R for detailed description, preparation instructions, and sample forms.) This form will be **completed** in three copies (Original, **plus** two copies). As the basic document for collection of carrier performance data the DD Form 2223 is designed to serve several distinct purposes. These include:

(a) A document for totaling points earned on individual shipments.

(b) A checklist for recording shipment deficiencies.

(c) Serves as notification to the carrier and the personal property shipping officer of the carriers performance on individual shipments and of the carrier's relative success or failure in meeting DOD performance standards. The form is initiated at the origin transportation shipping office, forwarded to the destination transportation office, then returned to the origin shipping office who, in turn, furnishes a copy of the document to the carrier's home office. It is during this "shipment **cycle**" that a factual evaluation of the carrier's performance is developed with respect to each shipment. Origin transportation offices are required to mail copies of completed "Shipment Evaluation and Inspection Record" to the carrier's home office on the 15th and 30th of each month.

(2) Carrier Evaluation Worksheet/Report, DD Form 2224 (Figure 2-7). (See Appendix R for detailed description, preparation instructions, and sample forms.) This form serves as a consolidation document for carrier performance data collected during each performance period. The source of this performance data is the Shipment Evaluation and Inspection Record (DD Form 2223). The Carrier Evaluation Work Sheet/Report, upon completion, will record the carrier's numerical average shipment score. This form is prepared by the origin shipping office in duplicate. Separate semi-annual records are to be kept, by code of service, for each carrier serving the installation.

(a) The form is designed to serve the following purposes:

1 A work sheet for use by the origin shipping office in calculating the average shipment score and to document how the average shipment score **is derived**.

2 The document to be used in reporting carrier performance to the Military Traffic Management Command.

3 What Shipments are Included. The form summarizes the performance information in individual shipments scored and mailed to the carrier prior to the semiannual cut-off dates.

4 Relationship of the Average Shipment Score to the Established Minimum Performance, Standard. During each evaluation process, a carrier must attain a minimum average shipment score of 85. Failure to attain an 85, or better, **automatically** places the carrier in a traffic denial category for 60 days. Further explanation of traffic denial is contained in paragraph 2023.1.

**(3) Appeals.** Carriers will be afforded an opportunity to appeal Shipment Evaluation and Inspection Records (DD Form 2223), Carrier Evaluation Worksheet/Reports (DD Form 2224) and Letters of Suspension (DD Form 1814). However, carriers must do so within 30 days from the date noted on DD Forms 1814 and 2224. The appeal period for DD Form 2223 differs from the other forms and is specifically defined in paragraph **2026.f.** (3)(a). During an appeal the shipment case will be reviewed in its entirety, allowing the score to be raised or lowered based on the results of the evaluation. Carriers will be allowed another 15 days to appeal a score which has been lowered. Every effort will be made to resolve the appeals at the installation level. Appeals that cannot be resolved at the installation level will be documented and forwarded to the appropriate MTMC Area Command. There are, however, some individual differences involved in appealing the above forms. These differences are explained below.

(a) Appeal of the Shipment Evaluation and Inspection Records (DD **Forms** 2223).

1 Shipment Evaluation and Inspection Records (DD Form 2223) are batch-mailed on the 15th and 30th of each month. Therefore, the 30-day appeal period will begin on the first such date following the date of the form. Example: The DD Form 2223 is dated 6 **April**, the appeal period begins on 15 April and ends on 14 May.

2 If carrier's appeal of Shipment Evaluation and Inspection Record is upheld, the form will be corrected and the carrier notified. Further, if the **appeal** is in reference to the score in Section I of the form and that score was already included in calculating the carrier's average shipment score on the Carrier Evaluation Work Sheet/Report (DD Form 2224), the average shipment score will also be adjusted.

3 For an appeal of the amount of estimated loss and/or damage, all **PPSOs will follow** paragraph **2026.g.(1)(c)** in evaluating loss and damage with the following exception. Actual adjudicated claim data will be used if **submitted by the carrier within the 30-day** appeal period to the PPSO.

However, if such information has not been received by the PPSO in the 30-day appeal time, it will not form the basis for formulating an appeal to the MTMC area commands or **HQMTMC**.

(b) Appeal of the Carrier Evaluation Worksheet/Report (DD Form 2224). If a carrier's appeal of a Carrier Evaluation Worksheet/Report is upheld, the carrier's average shipment score will be adjusted. Further, in instances where the appeal is upheld and the resulting change in the average shipment score moves the carrier **from** an unsatisfactory position to a satisfactory position, the carrier will be reinstated to the TDRs at the carrier's previous weight and awarded sufficient traffic to reestablish the carrier within a 20,000 pound differential.

**g. Shipment Performance Factor and Corresponding Point Value.**

(1) Performance Factor and Corresponding Value. The **performance** factors used in grading individual shipments are listed below with the maximum possible points to be earned by the carrier on each shipment:

On time pickup	33.33 points
On time delivery	33.33 points
Absence of Loss/Damage	33.33 points
Total	100 points

(a) On-time Pickup. A carrier can earn 33.33 points for an on-time pickup. For a late pickup of 1 or more days, no points are earned. A delay is determined by any departure beyond the pickup date officially established by the origin shipping office and agreed to by the carrier. In cases where a shipment is being removed from contemporary storage and the **linehaul** carrier and storage **warehouseman** agree to a pickup date later than originally established by the shipping office and when the change is coordinated with, and approved by the shipping office in advance of the original pickup date, maximum points can still be earned. (Note: Any additional time allowed under this exception for pickup from contemporary storage for the convenience of the **carrier/warehouseman** will not constitute authorization for additional storage charges to the Government. ) The recording of missed pickup is accomplished by placing an X in the block in Section I, line a. of the **DD** Form 2223.

(b) On-time Delivery. A carrier earns a decreasing number of points for delivery based on the extent of delay involved. Points earned are as follows:

No delay	33.33 points
<b>1-2 days delay</b>	25.00 points
3-5 days delay	16.66 points
6-9 days delay	8.33 points
10 days delay	0 points

The "Transit Time Guide for Domestic TGBL Household Goods Shipments" (Appendix M) establishes the minimum time a carrier has from pickup at origin until delivery at destination (delivery to customer's residence or placement in destination storage-in-transit). If a carrier accepts a shipment with a required delivery date (RDD) of less than the minimum transit time established in Appendix M, that RDD will apply for the purpose of earning **points**. Recording a missed RDD and the extent of such delay is accomplished by placing an X in the appropriate block in Section 1, line b, of the Form 2223.

(c) **Loss/Damage Estimate.** Points are earned based on the estimated value of the loss and/or damage. The estimate is determined by the member and/or destination transportation office. The completed **DD Form 1840** will be the primary source document used by the PPSO to develop an estimated dollar value as to loss and damage. The **DD Form 1840** is fully explained in Chapter 10, paragraph 10001.c. of the PPTMR. Other documentation (e.g., **PPGBL**, inventory, **DD Forms 619 and 1841**, etc.) may be used at the discretion of the PPSO to estimate loss and damage and to more **fully** adjudge the ability of the carrier to meet both the needs of the member and the carrier's adherence to the Tender of Service.

**1** The destination PPSO **will** be responsible for ensuring the **DD Form 1840** is returned to origin along with the **DD Form 2223**. The destination PPSO must complete their portion and return the **DD Form 2223** (accompanied by the **DD Form 1840**) within 45 days after delivery has been made. If the destination **PPSO** completes the loss and damage portion of the **DD Form 2223** *using* any other document than the **DD Form 1840**, a notation must be made in the remarks section of the **DD Form 2223**. For example, "Damage amount of \$600 derived from the **DD Form 1841**."

**2** In evaluating the service member's estimate of **loss/damage**, if there is documented evidence that loss/damage occurred prior to pickup and no further evidence of loss/damage can be attributed to the carrier's handling, all points will be awarded. When carrier has taken exception and there is evidence of further damage, the reviewer must determine the extent of loss/damage attributable to the carrier and award the appropriate number of points. If loss and/or damage is indicated, but no dollar value is shown on any of the documentation, the PPSO will indicate loss and/or damage under \$500 in **Section I** of the **DD Form 2223**. Points earned are as follows:

Loss and/or Damage Estimate:

None	33.33 points
Less than \$500	26.66 points
\$500 or more	0 points

The recording of estimated loss and/or damage is accomplished by placing an X in the appropriate block in Section I, line c. of the **DD** Form 2223.

(d) Key Points to Keep in Mind. In *scoring* a carrier's performance on an individual shipment, the following key points must be remembered:

1 Shipments that have been turned back by the **carrier** or have been pulled back by the personal property shipping office will be scored as having missed the pickup date and having missed the required delivery date (**RDD**). The carrier will receive 33 points. A **DD** Form 2223 will be issued and sent to the carrier's home office. The remarks section of this form will contain a statement to the effect that the shipment was turned back or pulled back. This applies when a pull back or turn back is accomplished with less than 5 workdays prior to an established pickup date. See Appendix R for example. (Remember a carrier may turn back a shipment in accordance with paragraph **2023.j**. without being adversely affected by scoring.)

2 Shipment score of 33 for a turned back or pulled back shipment will be included in the carrier's semiannual evaluation. The **DD** Form 2224 will be annotated as "TURNED BACK OR PULLED BACK." See Appendix R for example.

3 The carrier will be charged administrative tonnage in accordance with paragraph **2023.i**. for a turned back or pulled back shipment.

4 If it is evident that an agent is the cause for turn backs or pull backs from your installation, the agent will be disqualified in accordance with paragraph **2031.a.(6)** and the carriers represented notified.

5 If a shipment is placed in SIT after the RDD, it is scored as having missed the RDD.

(2) Grading. Grading the carrier's performance on an individual shipment will be accomplished through the use of the matrix table provided in Section I of the **DD** Form 2223. By using this table, no calculations are required; the carrier's shipment score is determined by matching the performance indicated in Section I, lines **a., b.,** and c. with the corresponding block in the table. This *number is the carrier's shipment score*. A facsimile of the table is" provided below:

.....

MISSED RDD BY:

	<u>0 days</u>	<u>1-2 days</u>	<u>3-5 days</u>	<u>6-9 days</u>	<u>10 days or more</u>
Met Pickup and no Loss/Damage	100	92	83	75	67
Met Pickup but Loss /Damage Under \$500	93	85	77	68	60
Missed Pickup but no Loss/Damage	67	58	50	" 42	33
Missed Pickup and Loss/Damage under \$500	60	52	43	35	27
Missed Pickup and Loss/Damage \$500 or more	33	25	17	8	0

Note: All shipment scores have been rounded to the nearest whole number. **This** rounding process is demonstrated by the following example: A carrier misses the pickup date (0 points), misses the delivery date by 5 days (16.66 points ), and has a loss/damage of under \$500 (26.66 points). Adding the points earned (0 plus 16.66 plus 26.66) equals 43.32. Rounding to the nearest **whole** number yields a **shipment** score of 43.

h. Data Submission (Reports Control Symbol MTMC-133 ). Carrier performance data **will** be submitted to HQ MTMC at the end of each performance period.

(1) Source of Data. The source documents for data submission are the DD Forms 2223 and DD Forms 2224.

(2) Reporting Periods. All carriers' performance data for interstate, intrastate and deregulated intrastate **will** be submitted by 15 November and 15 May. Data extracted from DD Forms 2224 prepared at the end of each performance period..

(3) Coding and Format Instructions. A separate keypunch card will be prepared for each carrier for each code of **service**. A *single* carrier may necessitate the preparation of several cards, depending on the codes of service offered (e.g. interstate, intrastate, Code 1, Code 2).

(a) All information pertinent to a single carrier on a single code of service will be punched/entered onto one card as explained at Appendix R.

(b) Card format. Information extracted from the source data (identified in paragraph **2026.h.(1)** above) will be recorded in the order outlined at Appendix R. All alpha and numerical fields must be filled in.

1 For installations with nonautomated programs, the information will be recorded on an ADP transcript sheet as shown on page R-14 to Appendix R. Once all data is recorded (one line per carrier for each code of service), the transcript sheet will be submitted to the installation keypunch facility for card printing.

2 For installations having programs, the system should provide the individual cards as part of the end of **period** run.

(4) Reporting Media. Submissions will be made using AUTODIN procedures as indicated at Appendix R. Once all data cards are ready for AUTODIN transmission, they will be submitted to **the** installation communications center as follows:

(a) For installations with automated programs, the Header, Attention and Trailer cards may be prepared by the program. The format of these cards must be shown on page R-15 to Appendix R.

(b) For nonautomated installations or those whose automated programs cannot produce the Header, Attention and Trailer cards, submission to the communications center may be accomplished by preparing a **DD** Form 1392 as shown on page R-16 to Appendix R.

2027. International.

a. General. The international quality control program is structured around two forms, the Report of Carrier Services, Personal Property Shipment Evaluation and Inspection Record, **DD** Form 1780 (Figure 2-8); and Joint Statement of Loss or Damage at Delivery, **DD** Form **1840** (Figure 10-1). These two documents provide input for the evaluation of each shipment and data for the semiannual evaluation of carrier performance.

b. Report of Carrier Services, Personal Property Shipment, **DD** Form 1780.

(1) Purpose. The **DD** Form 1780 is the primary document for collection of performance data on international TGBL shipments. The **DD** Form 1780 shall be used by the origin PPSO to support corrective actions on specific shipments and as an input document for the semiannual evaluation of carrier performance. **DD** Form 1780 serves as an inspection checklist at both origin and destination and as a medium for recording specific shipment discrepancies.

(2) Forms Supply. **DD** Form 1780 is available through normal publications distribution channels.

(3) Preparation and Distribution of the DD Form 1780. A DD Form 1780 shall be prepared at origin for each ITGBL shipment. The DD Form 1780 shall be prepared and distributed as follows:

(a) copy 1. Origin Office Suspense Copy.

(b) **Copy 2**. Origin PPSO Carrier Copy. Supply to the carrier's local agent after shipment is evaluated.

(c) copy 3. Origin Office come-back copy.

(d) **Copy 4**. **ITGBL** Carrier copy. Forward to home office of carrier when shipment loop is closed and the **shipment** is evaluated.

(e) Copy 5. Destination office file copy.

(4) DD Form 1780 Preparation and Distribution Procedures. **Copy 1** will be retained by the origin. Copies 2, 3, 4 and 5 will be forwarded to the destination PPSO along with **all** other **advance papers**. When time constraints prevent inclusion with advance papers, the forms should be mailed to allow for arrival at the destination prior to the RDD of the shipment. When the shipment is delivered to the residence at destination, appropriate annotations to the form should be made and copies 2, 3, and 4 should be returned to origin. **Copy 5** is retained by the destination. When the origin receives the destination report on a shipment, the suspense copy should be pulled and a shipment evaluation performed. At this time, forward copy 2 to the carrier's local agent and copy 4 to the carrier's home office. Copy 3 will be maintained by the origin PPSO, in the "active" portion of the carrier's performance file. Copy 1 may be destroyed or if copy 4 is illegible, copy 1 may be sent to the carrier's home office at the discretion of the **PPSO**. Batch mailing on a **15** day cycle is deemed appropriate for home office copies. **DD** Form 1780s will be date stamped **in** the upper right hand corner when batch mailed. Distribution procedures for local agent copies are to be determined by each activity.

#### 2028. Carrier Responsibilities.

a. Satisfactory Service. In **all** matters, DOD-approved carriers **shall** consider the satisfaction of the member and the PPSO to be the final gauge of the quality of service. Reports and quality control procedures specified in this section shall be used by the PPSO to ensure that only those carriers providing high quality service are used.

b. Conduct a Premove Survey. To determine the type and quantity of personal property to be moved, the carrier **shall** conduct a **premove** contact for each shipment. The premove contact is mandatory under the Tender of Service (Appendix A). **The** carrier shall contact the member or member's agent, either in person or by telephone, before the pickup date to fulfill this requirement.

c. Carrier's Report of Shipments on Hand.

(1) On Monday of each week (or the first workday if Monday is a holiday), the carrier **shall** report to the PPSO **all** shipments on hand at the carrier's origin facility that were picked up before the previous Wednesday. Shipments in SIT will not be reported, and negative reports are not required. The report shall be dated and **shall** include the following information for each shipment:

- (a) Member's name.
- (b) PPGBL number.
- (c) Pickup date and RDD.
- (d) Carrier code.

(2) The PPSO shall take whatever steps necessary to ensure the shipment will arrive at destination on or before the RDD. No punitive actions **will** be taken against the carrier for shipments held for over 7 days as **long** as the RDD will be met. For shipments delayed at the carrier facility resulting in failure to meet the RDD, the PPSO shall take action in accordance with section E., below.

2029. Shipment Inspections by the **PPSO**.

a. The PPSO or the **PPSO's** authorized representative shall inspect quarterly not less than 50 percent of all personal property shipments (total inbound and outbound), including but not limited to the following:

(1) All **PPGBL** shipments packed or unpacked by the carrier, to include lots to or from storage (SIT, NTS, and/or **DPM**).

(2) Witnessed weight/reweigh at origin/destination.

(3) Claims inspections. (Note: **Air Force PPSOs**, see Chapter 6, **AFR** 112-1.)

b. Inspections by the PPSO shall be made to ensure that all carriers providing service at the installation are performing in accordance with the terms and conditions of the Tender of Service and applicable tariffs or rate tenders.

c. The **PPSOs** should divide inspections between paragraphs **2029.a.(1)**, **2029.a.(2)**, and **2029.b.** with half at residence and half witnessed weights/reweighs.

d. When requested by the origin PPSO or the member, the destination PPSO shall make a maximum effort to inspect a specific shipment at destination. When requesting inspection at destination, the origin PPSO shall consider the following:

- (1) The quality of the carrier's past performance.
- (2) Whether or not an inspection was conducted at origin.
- (3) The indication of poor quality service or Tender of Service violations on the shipment, which shall be identified in the request for inspection.
- (4) Indication of the member's dissatisfaction with the service provided by the carrier.

2030. Letter of Warning. A warning shall be issued only on violations for which there is insufficient cause for issuance of a suspension. Letters of warning serve as a notice to a carrier that if Tender of Service violations continue, suspension action may follow, except when a carrier must be suspended for willful or flagrant violations. A suspension shall also be issued when a carrier or carrier's agent fails to correct a deficiency previously cited or when the same violation is detected in a number of shipments.

a. CONUS. DD Form 2223 (Shipment Evaluation and Inspection Record) shall be used to warn domestic carriers of violations of the Tender of Service. DD Form 2223 shall cite the Tender of Service paragraphs violated on the shipment and fully identify the shipment involved. A letter of warning for domestic shipments can be issued only by the origin PPSO. Since the DD Form 2223 may serve as a Letter of Warning, it is important that each shipment be evaluated completely and accurately reflect the carrier's performance on that shipment. The DD Form 2223 will then be used as supportive evidence for suspension. For distribution of DD Form 2223, see Appendix R, paragraph A.8.

b. Overseas. DD Form 1780 shall be used to warn ITGBL carriers of violations of the Tender of Service. The letter of warning shall cite the Tender of Service paragraphs violated on the shipment and shall identify fully the shipments involved. A letter of warning may be issued by either the origin or destination PPSO (for air/water terminal--use DD Form 1814). Copies of letters of warning issued by a destination PPSO or terminal commander shall be forwarded to the origin PPSO for placement in the carrier's performance file. These documents then shall be available for the origin PPSO'S semiannual review of carrier performance.

- (1) \_For distribution of DD Form 1780, see paragraph 2027.b.

(2) Letters of Warning Issued at a Military Air or Water Terminal. When issued by a military air or water terminal commander, an original and two copies of **DD** Form 1814 shall be prepared and distributed as follows:

(a) The original Letter of Warning shall be forwarded to the home office of the carrier.

(b) One copy shall be forwarded to the origin PPSO.

(c) One copy for terminal files.

#### 2031. Suspensions.

a. General: **DD** Form 1814 (Figure 2-9) shall be used for domestic shipments and **DD** Form 1780 shall be used for international shipments to notify the carrier of a suspension action. The letter of suspension shall state the member's name, PPGBL number, and the Tender of Service paragraphs violated on the shipment resulting in suspension action. It also shall indicate the effective date and duration of the suspension. When a carrier is suspended, the suspension shall apply to all domestic or international HHG or UB (whichever is applicable) traffic originating at the installation.

(1) When a carrier or agent repeatedly violates any provision of the Tender of Service, rules and regulations of rate tariffs or tenders, or legal requirements, or commits unethical acts, appropriate action will be taken against the carrier. Prior to initiating action to suspend a carrier, the PPSO should consider the quality of performance previously rendered and actions taken to correct the deficiencies. When suspension action is warranted as a result of a carrier's failure to correct deficiencies such as Tender of Service violations, as evidenced by a recurrence of deficiencies, a Letter of Suspension will be issued. If the reason for a suspension is due to acts of an agent, the agent will be disqualified, and another carriers represented by that agent will be advised of the disqualification and placed in a nonuse status until necessary action is taken to correct the deficiencies to the satisfaction of the PPSO or until the carriers obtain new qualified agents.

(2) No traffic shall be offered to the carrier during the suspension period. See Figures 2-9.1, 2-9.2, and 2-9.3 for procedures on onward movement of shipments already in the pipeline.

(3) Ordinarily, a PPSO may not impose an additional suspension for the same type violation on a subsequent shipment if the pickup date of the shipment on which the same violation occurs was prior to the date of the original suspension. This does not apply to a shipment being held in an origin **agent's** warehouse beyond the RDD.

(4) Regular Suspensions.

(a) A regular suspension may be imposed when a carrier repeatedly violates any provision of the Tender of Service or other rules and regulations. As a guideline, when a carrier commits the same violation three or more times during the same evaluation period, suspension action should be considered.

(b) When the PPSO determines a suspension is appropriate, the suspension should be imposed not later than 30 days after the destination paperwork is received at origin or within 30 days after the semiannual review of the carrier's performance.

(5) Immediate Suspension. An immediate suspension will be imposed when a carrier's performance on a single shipment is such that the continued participation in DOD traffic is unacceptable. **An** immediate suspension does not require prior issuance of a letter of warning. **An** immediate suspension shall be issued for the following violations, including but not limited to:

(a) Carrier personnel or authorized representatives being under the influence of, or using, alcohol or unlawful drugs at the member's residence.

(b) Carrier personnel or authorized representatives using abusive language, actions, or immoral conduct in the presence of the member or the member's family.

(c) Evidence of fraud on the part of the carrier's personnel or authorized representatives.

(d) Evidence of deliberate damage to the member's possessions.

(e) A member's property remaining in a carrier's origin facility on or after the RDD.

(f) **A member's** property being held at the carrier's terminal facility, or being moved in local or line-haul service, where protection from the elements is not provided.

(g) Domestic program -- Failing to meet the agreed upon pickup date from a residence.

(6) An immediate suspension shall be for a minimum of 30 days. An immediate suspension shall be issued by the *origin* PPSO based on violations detected at origin or based on the destination PPSO'S recommendation. When a destination PPSO detects a flagrant violation in a shipment that requires immediate suspension, the destination PPSO shall contact the origin PPSO by phone or message, stating all facts pertinent to the case. The origin PPSO, upon review of the facts, shall take suspension action, if appropriate. If

the origin PPSO disagrees with the destination PPSO's recommendation, the origin PPSO shall advise the destination PPSO of the reasons for not taking suspension action. If the destination PPSO disagrees with the refusal, all facts and documents pertaining to the case shall be forwarded through the destination PPSO military service headquarters to Headquarters, MTMC, MTPP-Q, for resolution.

(7) Suspensions Resulting from Actions by a Carrier's Agent.

(a) Violations at Origin. If a suspension is issued due to acts of a carrier's agent, all other carriers represented, by the agent shall be informed of the suspension and **placed** in a nonuse status, and the agent **shall** be disqualified. No traffic shall be offered to these carriers/agent during the period the action is in effect. The nonuse status shall continue until either the agent provides satisfactory evidence of corrective action or the carrier obtains a new qualified agent. Those carriers placed in nonuse shall retain their places on the TDRs. If the agent does not provide sufficient evidence of corrective action within 30 days, the LOIS of all carriers represented by the agent shall be returned, in accordance with paragraph **B.4.f.**

(b) Violations at Destination. If the destination PPSO recommends suspension due to an act by the carrier's destination agent, the following action **shall** be taken:

1 If the agent also acts as an origin agent for the carrier, the PPSO shall disqualify the agent, suspend the carrier, and place all other carriers represented by the agent in nonuse.

2 If the agent does not act as origin agent for the carrier, the destination PPSO shall request that the origin PPSO suspend the carrier. The destination PPSO shall disqualify the agent and place all carriers represented by the agent in nonuse.

b. Domestic. This subsection establishes procedures for suspending carriers engaged in domestic TGBL traffic. The procedures prescribed in this subsection apply to all interstate and intrastate shipment Codes 1 and 2.

(1) The first suspension imposed during a performance period (May 1 - Oct 31, or Nov 1 - Apr 30) always shall be considered a "first" suspension. There is no difference in duration between a regular and an immediate suspension. Example: If the first suspension of a performance period was a "regular" and the second was an "immediate," the duration **would** be 30 and 45 days, respectively. All suspensions shall run consecutively. That is, if a carrier receives a second and third suspension while under a first suspension, the carrier shall remain suspended for 135 consecutive **days** (30 days plus 45 days plus 60 days equals 135 days). Suspension periods **shall** be as follows:

First Suspension - 30 days

Second Suspension - 45 days

Third Suspension - 60 days

(2) If the period of suspension or nonuse extends beyond the 60-day traffic denial period, the carrier shall be assigned an administrative score and reinstated in accordance with paragraph **2031.b.(4)**.

(3) **Appeals.** If a carrier's appeal of a suspension is upheld, the carrier shall be reinstated to the TDRs at the **carrier's** previous weight and awarded sufficient traffic to reestablish the carrier within a 20,000-lb differential.

(4) Return to the TDRs of Suspended Carriers. A carrier **will** be automatically reinstated at the end of the prescribed suspension period. There **will** be no requirement to advise the carrier of reinstatement. A suspended carrier will be reinstated using the carrier's most recent average shipment score **and** at the highest cumulative tonnage of any carrier on the TDR .

c. International. This subsection establishes procedures for warning and suspending carriers engaged in international TGBL traffic. The procedures prescribed in this subsection apply to Codes 4, 5, 6, 7, 8, J, and T shipments.

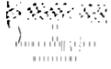
(1) A suspension shall remain in effect until satisfactory evidence is provided by the-carrier, and accepted by the PPSO, that corrective action has been taken to prevent recurrence of the violations.

(2) A suspension is considered a first suspension when a period of 180 days has elapsed since the end of the **last** suspension. Suspension will be for a minimum **of** 30 days without automatic reinstatement.

(3) A carrier will not be reinstated unless satisfactory evidence of action taken to correct the deficiencies is accepted by the PPSO. If evidence is accepted by the PPSO the carrier shall be reinstated at the end of the prescribed suspension period.

(4) Before expiration of the suspension period or on the day the PPSO is satisfied that the carrier has taken adequate corrective action, the PPSO **shall** issue a letter of reinstatement (DD Form 1780) to advise the date reinstatement **will** be effective. An original and two copies of the letter of reinstatement shall be prepared and distributed as follows:

{a.) The original **DD** Form 1780 shall be forwarded to the home office of the carrier. .



(b) One copy shall be forwarded to the carrier's local agent.

(c) One copy shall be retained in the carrier's performance file.

(5) The carrier being reinstated shall be returned to the appropriate TDRs on the date of reinstatement. If traffic was not awarded on a TDR during the suspension period, the carrier shall be reinstated with the same tonnage held at the time the suspension began. If traffic was awarded on a TDR during the suspension period, the carrier shall be reinstated at the highest cumulative tonnage of any carrier on the TDR. If the carrier being reinstated is a party to a common financial and/or administrative agreement any additional tonnage charged also shall be charged to each participant in the agreement.

d. Distribution of the Letter of Suspension. The letter of suspension shall be distributed as follows:

(1) The original DD Form 1814 or DD Form 1780 when used shall be forwarded by certified mail, return receipt requested, to the home office of the carrier.

(2) When suspension action results from a recommendation by the destination PPSO, an information copy shall be forwarded to the destination PPSO .

(3) One copy shall be retained in the carrier's performance file.

(4) One copy shall be forwarded to the carrier's agent.

e. Carrier Appeal of a Suspension Action.

(1) A carrier has the right to **appeal** a suspension imposed by the origin PPSO. The appeal shall be mailed directly to the origin PPSO and shall be postmarked not later than 30 calendar days from the date the origin mailed the notification of suspension. The carrier's appeal shall be factual, fully documented and shall provide evidence of why suspension action is not appropriate.

(2) The PPSO shall make every effort to resolve the appeal at the installation level. The origin PPSO shall either inform the carrier that the appeal is granted or provide a reason for its denial. The origin PPSO'S response to the carrier shall be forwarded not later than 30 calendar days from the postmarked date of the **carrier's** letter of appeal.

(3) An appeal denied by the PPSO may be further appealed by the carrier when directed to the responsible MTMC area command, MTMC overseas component, or **designated MTMC** representative. Initiation of this appeal is the responsibility of the carrier. The appeal shall **be** factual and **shall**

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address the reasons why the **PPSO's** denial of the initial appeal was not warranted. The appeal shall include a copy of the carrier's initial appeal to the **PPSO**, the **PPSO's** response, and any other pertinent documents or information which will assist the MTMC area command/overseas component in rendering a decision. An information copy of this appeal shall be forwarded by the carrier to the origin **PPSO**. If an appeal cannot be resolved by the **MTMC** area command/overseas component, or designated MTMC representative, it shall be forwarded to Headquarters, **MTMC**, ATTN: MTPP-Q, for resolution. In all such cases, the decision of Headquarters, **MTMC**, shall be final.

(4) If an appeal is granted, the carrier **shall** be immediately reinstated on the appropriate TDRs. If necessary, sufficient shipments shall be offered to return the carrier to the relative TDR position held at the time the suspension was imposed. A letter of retraction will be issued to the home office of the carrier by the PPSO imposing the suspension (unless the carrier has already been reinstated).

#### 2032. Disqualifications.

a. Disqualification Action by Headquarters, MTMC. Disqualification of a carrier may be imposed only by Headquarters, MTMC. Disqualification action may be taken independently by Headquarters, **MTMC**, or may result from the recommendation of an PPSO, MTMC area command, MTMC overseas component, or designated MTMC representative. A disqualification may be imposed for a definite or indefinite period and may be areawide, nationwide, or worldwide. It can also be for **something** less, e.g., for specific routes, channels, installations or rate areas. A letter of disqualification shall be forwarded by Headquarters, MTMC, to the **home** office of the carrier. Headquarters, MTMC, **shall** also notify the responsible MTMC area command, MTMC overseas component, or overseas command and all affected **PPSOs**. No traffic shall be offered to the carrier during the disqualification period.

#### b. Recommendation for Disqualification.

(1) Disqualification shall be initiated by the origin PPSO when a carrier:

(a) Incurs 3 suspensions during the same performance period/rate cycle.

(b) Fails to attain the minimum acceptable performance standards for 2 consecutive performance periods.

(c) Clearly indicates their inability or unwillingness to meet their contractual agreement as specified in the Personal Property/Mobile Home Tender of Service.

(2) Carriers shall be notified by certified mail of the **PPSO's** intent to recommend disqualification and given 30 days to respond to the deficiencies cited in the notification. The **PPSO's** notification to the carrier shall include a summary of the shipments involved or other violations documented during the period cited. See Figure 2-9.3 for procedures on onward movement of shipments already in the pipeline.

(3) If the carrier fails to respond within the 30 day period or if the carriers response is not acceptable and the PPSO determines that the recommendation for disqualification is justified, the recommendation with full documentation, as indicated below, will be forwarded to the appropriate MTMC area command or overseas component.

(a) Total number of shipments, HHG or **UB** as applicable, tendered to the carrier during the period involved.

(b) Shipment refusals.

(c) Copies of suspensions and other supporting documents, e.g. customer satisfaction reports, letters of complaints, tracer requests, letters of warning, etc.

(d) Copies of all correspondence from the carrier during the period involved.

(4) The MTMC area command or overseas component will review each recommendation for completeness, recommend disposition, and forward case file to **MTMC**. If documentation is incomplete, the area command or overseas component will return same to the PPSO for correction or additional data. Upon final review, case file is forwarded as above.

(5) **PPSOs** will not normally place carriers in nonuse when recommending disqualification unless circumstances indicate lack of security, fire hazard, or deliberate damage. Justification for recommending a carrier for disqualification is adequate grounds for suspension action. Generally, the carrier will **be** in suspended status prior to, **or** concurrently with the recommendation for disqualification.

c. Carrier Appeal of a Disqualification. It is the carrier's right to appeal a disqualification action. The appeal, however, must be submitted to Headquarters, **MTMC**, within 15 days of the date of the letter of disqualification. The appeal must factually address the violations for which the carrier was disqualified and present evidence of why disqualification action is not appropriate. If the carrier fails to **appeal** within 15 days or if the appeal is denied, the carrier shall be disqualified. If the carrier's appeal is accepted, the carrier shall be reinstated to the appropriate TDRs and shall be offered sufficient tonnage, if necessary, to return to the relative **position held** when disqualification was recommended.

d. Return to TDRs of Disqualified Carriers. When a carrier disqualification is ended, the carrier will be reinstated to the TDRs using the carrier's most recent average shipment score and at the highest cumulative tonnage of any carrier on the TDR. A carrier will always be evaluated at the end of each performance period regardless of their current status.

2033. Nonus e.

a. Nonuse of a Carrier Initiated by Headquarters, MTMC.

(1) Headquarters, **MTMC**, may direct the nonuse of a carrier for a definite or indefinite period of time. Nonuse of a carrier may be directed by Headquarters, **MTMC**, as a result of, but not limited to, the following:

(a) Financial instability.

(b) Failure to provide proof of cargo insurance.

(c) Failure to provide a properly executed certificate of agency agreement to overseas **PPSOs**.

(2) When nonuse action is taken, Headquarters, **MTMC**, shall notify the home office of the carrier concerned to explain the reasons for such action. The appropriate **PPSOs** shall be notified of the action, its duration, and to what type of traffic it applies. The **PPSO** shall annotate the carrier's position on appropriate TDRs with the code "N" for "nonuse." No further tonnage shall be offered to the carrier until the nonuse has been lifted by Headquarters, **MTMC**. See Figure 2-9.2 for procedures on onward movement of shipments already in the pipeline.

(3) When notified by Headquarters, **MTMC**, of the reinstatement of a nonuse carrier, the **PPSO** shall restore the carrier to the appropriate **TDRs**. Headquarters, **MTMC**, shall specify whether the carrier will be returned to the TDR at:

(a) No loss of tonnage;

(b) A specific loss of tonnage; or

(c) The highest cumulative tonnage of any carrier on that TDR.

b. Nonuse of a Carrier Initiated by the PPSO.

(1) The **PPSO** in accordance with the provisions of this regulation may place carriers in nonuse as a result of disqualification of agent's facilities, personnel, or equipment, or as a result of suspension due to unsatisfactory performance of agents, or when the **PPSO** is directed by Headquarters, **MTMC**. This will include any action taken against the agent in

any capacity, pursuant to the applicable paragraphs of Federal Acquisition Regulation (FAR) concerning suspensions or debarment. Furthermore, the PPSO will place an agent in nonuse when informed of a suspension or debarment under the FAR.

(2) No traffic shall be offered to a carrier or agent representing that carrier which is placed in **"nonuse by the PPSO"**. See Figure 2-9.1 for procedures on onward movement of shipments already in the pipeline. Upon satisfactory resolution of the deficiency that lead to placement of the carrier or agent in nonuse, the nonuse status shall be lifted and the carrier shall be returned to the appropriate TDR in accordance with the domestic traffic distribution procedures or the ITGBL traffic distribution procedures. The applicable procedures are described in section C., above.

c. Nonuse of a Carrier Due to a Strike at an Agent's Facility. When an agent's ability to provide service is adversely affected by a strike against the agent, all carriers represented by that agent shall be placed in a nonuse status. See Figure 2-9.1 for procedures on onward movement of shipments **already** in the pipeline. No traffic will be offered to those carriers in nonuse until resumption of satisfactory service by the agent. The remaining carriers shall be offered tonnage in accordance with their relative TDR positions. All tonnage offered during the strike period shall be annotated separately to preserve the relative TDR positions of all carriers that existed at the time nonuse was initiated. At the conclusion of the strike, nonuse carriers shall be reinstated to the appropriate TDRs and the TDRs shall be reopened with all carriers at the same relative position they held at the time nonuse action was initiated.

d. Reinstatement from Nonuse.

(1) When nonuse status imposed by Headquarters, **MTMC**, is lifted (to include notification of carrier reinstatement to the shipping office), the carrier is reinstated to the TDRs using the carrier's most recent average shipment score. Headquarters, **MTMC**, will provide specific instructions concerning the amount of penalty tonnage to be charged against the carrier.

(2) When nonuse imposed by the PPSO is lifted, the carrier is reinstated to the TDRs using the carrier's most recent average shipment score and at the highest cumulative tonnage of any carrier on the TDR.

RECEIPT FOR UNACCOMPANIED BAGGAGE		
DELIVERED TO:		
RECEIVED FROM (Last name, first name, middle initial)		
RANK	• R A " C " OF SERVICE	SSAN
RECEIPT OF THE FOLLOWING ARTICLES IS ACKNOWLEDGED		
DESCRIPTION	NO. OF PIECES	
BOX		
DUFFLE BAG/SEA BAG		
SUITCASE		
CARTON		
FOOT LOCKER		
TRUNK		
TOOL BOX		
OTHER (DESCRIBE)		
NAME AND ADDRESS OF RESPONSIBLE TO AT DESTINATION		
RECEIVED BY (Name and Rank)		DATE
ACTIVITY ADDRESS		

**DD FORM 1796**  
1 MAR 71

(figure 2-1)

PRE-AWARD SURVEY OF CONTRACTOR'S/CARRIER'S FACILITIES AND EQUIPMENT				DATE (Yr/Mo/Day)	
INSTRUCTIONS: THIS SELF EXPLANATORY FORM IS TO BE COMPLETED IN DUPLICATE FOR EACH WAREHOUSE OR SPECIFIC AREA THEREOF IN WHICH NO USEHOLD GOODS ARE TO BE STORED THE ORIGINAL TO BE RETAINED BY THE RESPONSIBLE ACTIVITY, DUPLICATE TO THE CONTRACTOR/CARRIER.					
NAME AND ADDRESS OF FIRM (Include ZIP code.)		SCAC	CONSTRUCTION OF BUILDING		
			WALLS		
			ROOF		
NAME OF OPERATING EXECUTIVE			FLOOR(S)	NUMBER OF FLOORS	
PHONE (Include AREA CODE.) BUSINESS: HOME:			BASEMENT		
ADDRESS OF STORAGE LOCATION (Include ZIP CODE.)		GIVE NARRATIVE DESCRIPTION OF BUILDING (Use reverse for diagram of storage area, if desired.)			
WAREHOUSE NUMBER	AREA (Floor, Fire Driveway, etc.)				
WAREHOUSE LICENSE NO.	OPERATING AUTHORITY				
OPEN FOR BUSINESS (Hours and days of week.)					
PICK-UP AND DELIVERY EQUIPMENT					
NUMBER OF TRUCKS		TYPE OF TRUCKS		TOTAL STORAGE SPACE (Square feet.)	
OWNERSHIP OF BUILDING					
		<input type="checkbox"/> OWNED <input type="checkbox"/> LEASED (If leased complete the following and attach a copy of lease.)			
		LEASE EXPIRES _____ PHONE _____			
		NAME AND ADDRESS OF OWNER (Include ZIP CODE.)			
FIRE PROTECTION					
FIRE CONTENTS RATE (Based upon 80 percent co-insurance per \$100 per year.)					
DOD FIRE CLASSIFICATION CODE		WEIGHT LIMITATIONS (LBS.)		(CHECK "YES" OR "NO" AS APPROPRIATE)	
				YES NO	
CATEGORY OF BUSINESS					
NUMBER OF MILES TO NEAREST FIRE DEPARTMENT:		MINORITY BUSINESS ENTERPRISE			
		SMALL BUSINESS CONCERN			
NEAREST FIRE HYDRANT		NUMBER OF FEET FROM BUILDING:		FIRE EXTINGUISHERS	
		POUNDS OF PRESSURE:		IS THERE A SUFFICIENT NUMBER?	
		<input type="checkbox"/> ADEQUATE <input type="checkbox"/> INADEQUATE			
DESCRIBE FIRE PROTECTION SYSTEM		ARE THEY THE PROPER TYPE?			
FREQUENCY OF TEST/INSPECTION:		ARE THEY REGULARLY INSPECTED OR MAINTAINED?			
MAINTENANCE CONTRACT WITH		FIRE FIGHTING PLAN			
		IS A FIRE FIGHTING PLAN POSTED?			
		ARE ALL EMPLOYEES FAMILIAR WITH THE PLAN?			
CLIMATE PROTECTION					
		IS BUILDING PROTECTED FROM WIND AND COLD?			
		IS BUILDING PROTECTED FROM EXCESSIVE HEAT?			
		IS BUILDING PROTECTED FROM EXTREME HUMIDITY?			
		IS VENTILATION ADEQUATE?			
		ARE UTILITIES AND OTHER SYSTEMS SERVICED AT LEAST ANNUALLY?			
SCALES					
TYPE AVAILABLE		DISTANCE FROM BUILDING (MILES)			
CERTIFIED		CAPACITY			
YES NO					
STORAGE METHODS (Give brief description)					
RUGS		SMOKING			
UPHOLSTERED FURNITURE		ARE "NO SMOKING" SIGNS POSTED?			
PIANOS		IS "NO SMOKING" POLICY ENFORCED?			
FIREARMS SECURITY		HOUSEKEEPING			
OTHER PROPERTY		IS BUILDING AND/OR OUTSIDE AREA NEATLY KEPT AND FREE FROM HAZARDOUS MATERIALS?			
HAZARDOUS OPERATIONS (Describe operations in or near building which may be hazardous to stored property.)		ARE COMBUSTIBLE WASTE MATERIALS STORED AT LEAST 50 FEET FROM FACILITY?			
		SECURITY			
		IS BUILDING EQUIPPED WITH BURGLAR ALARM?			
		IS A WATCHMAN ON DUTY?			
		DO POLICE PATROL THE AREA?			
		ARE DOORS AND WINDOWS ADEQUATELY PROTECTED?			
		IS SEPARATION FROM JOINT OPERATION OCCUPANT, IF ANY, ADEQUATE? (See "Hazardous Operation" below.)			
FLOODING					
TYPE OF PROGRAM FIRM HAS FOR RODENT AND/OR INSECT CONTROL		IS BUILDING SUBJECT TO FLOODING?			
I certify that I have inspected the above described facility and find that, to the best of my knowledge, the information herein is true and correct.		SIGNATURE (Inspecting Officer)		DATE (Yr/Mo/Day)	
I certify that the conditions and policies of this warehouse are, to the best of my knowledge, as indicated above.		SIGNATURE (Warehouseman)		DATE (Yr/Mo/Day)	
I certify that I have reviewed this survey and <input type="checkbox"/> APPROVE, <input type="checkbox"/> REJECT the facility for storage of household goods.		SIGNATURE (Contracting Officer/Trans. Officer)		DATE (Yr/Mo/Day)	

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1 AUG 70

EDITION 1 AUG 70 IS OBSOLETE

(Figure 2-2)

Date

<b>WAREHOUSE INSPECTION REPORT</b>		<input type="checkbox"/> BOTH BOA AND SIT <input type="checkbox"/> RSMO <input type="checkbox"/> ITO		<b>DATE OF INSPECTION</b> (Yr/Mo/Day)					
<b>NAME AND ADDRESS OF CONTRACTOR/CARRIER</b>	<b>ADDRESS OF WAREHOUSE</b>	<b>FIRE SYSTEM/CLASS</b>		<b>LOTS</b>	<b>WEIGHT</b>				
		SS/1	USS/2			D & R/3	FCR/4		
		<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>		
		<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>		
<b>CONTRACT REFERENCE NUMBER</b>		<b>STATUS:</b> <input type="checkbox"/> ACTIVE <input type="checkbox"/> INACTIVE <input type="checkbox"/> INELIGIBLE		<b>CURRENT CONTRACT OR TENDER OF SERVICE ON FILE</b> <input type="checkbox"/> YES <input type="checkbox"/> NO					
<b>PRE AND POST STORAGE SERVICES</b>			<b>3. (CONT)</b>						
<input type="checkbox"/> A Unauthorized equipment in use <input type="checkbox"/> B Unauthorized cartons and packaging used <input type="checkbox"/> C Improper packing/tying/markings of cartons <input type="checkbox"/> D Pickup service not accomplished on time <input type="checkbox"/> E Improper loading/unloading of van or pallet <input type="checkbox"/> F Disassembled parts not packaged/inventoried <input type="checkbox"/> G Inventory stickers on finished surfaces <input type="checkbox"/> H Improper appliance servicing/labeling <input type="checkbox"/> I Smoking observed at residence <input type="checkbox"/> J Employees on duty not efficient/neat <input type="checkbox"/> K Origin premises not left in good order <input type="checkbox"/> L Destination services improperly performed <input type="checkbox"/> M Deviations to service order <input type="checkbox"/> N Delivery service not accomplished on time			<input type="checkbox"/> L Improper piano/organ storage <input type="checkbox"/> M Improper storage of mattresses <input type="checkbox"/> N Segregated items not properly identified <input type="checkbox"/> O Improper packing of mirrors/glass table tops <input type="checkbox"/> P Inadequate protection against mold/mildew <input type="checkbox"/> Q Aides being used to process goods in/out <input type="checkbox"/> R Previous discrepancies not corrected*						
<b>ADMINISTRATION</b>			<b>4. FIRE PREVENTION AND HOUSEKEEPING</b>						
<input type="checkbox"/> A Incorrect inventory preparation <input type="checkbox"/> B No separate weight ticket and certificate/PB and E/WT <input type="checkbox"/> C Incorrect warehouse receipt preparation <input type="checkbox"/> D Ineffective locator system* <input type="checkbox"/> E Contract supporting paperwork needed			<input type="checkbox"/> A Electric/heat/water systems require repair <input type="checkbox"/> B Evidence of smoking in warehouse* <input type="checkbox"/> C Unauthorized items stored* <input type="checkbox"/> D Improper aisle and/or stacking clearance <input type="checkbox"/> E No fire system inspection* <input type="checkbox"/> F No fire extinguisher inspection <input type="checkbox"/> G No extinguishers on warehouse equipment <input type="checkbox"/> H Trash/debris in storage area <input type="checkbox"/> I Fire doors inoperable/in need of repair <input type="checkbox"/> J No fire plan posted <input type="checkbox"/> K Space heaters/extension cords being used <input type="checkbox"/> L Gas and oil not drained from motorized items <input type="checkbox"/> M Hazards noted within 50 feet of warehouse* <input type="checkbox"/> N Flammables/combustibles found in warehouse*						
<b>STORAGE METHODS &amp; OPERATION</b>			<b>5. WAREHOUSE PRACTICES</b>						
<input type="checkbox"/> A Consigned lots not stored within 5 days* <input type="checkbox"/> B Improper storage, stacks/pallets <input type="checkbox"/> C Finished surfaces not protected by pads/wrap <input type="checkbox"/> D Lots and separated pieces not elevated 2 inches <input type="checkbox"/> E Lots stored against exterior walls <input type="checkbox"/> F Lawnmowers not stored at base level of lot <input type="checkbox"/> G Improper firearms control <input type="checkbox"/> H Loose stack storage over 10 feet* <input type="checkbox"/> I PBO contents not identified on inventory <input type="checkbox"/> J Improper storage of upholstered pieces* <input type="checkbox"/> K Improper storage of rugs/beds*			<input type="checkbox"/> A Inadequate security* <input type="checkbox"/> B Inadequate loading/unloading area <input type="checkbox"/> C Structural deficiencies (doors/floors/roof/walls/windows) <input type="checkbox"/> D Inadequate protection from sun/dust/heat/cold/moisture <input type="checkbox"/> E Lack of insect/rodent control <input type="checkbox"/> F Vehicles parked in storage area <input type="checkbox"/> G Commingled storage with undecorable commodities <input type="checkbox"/> H Multiple occupancy* <input type="checkbox"/> I Weight stored in excess of authorized limit*						
<b>DEFICIENCIES OBSERVED/ACTIONS TAKEN BASED ON QUALITY CONTROL RATING RAW SCORE</b>									
<input type="checkbox"/> A No deficiencies observed. <input type="checkbox"/> B Corrective action without report is required as soon as possible <input type="checkbox"/> C Corrective action; confirmed in writing; is required by _____ (DATE). Send notice of corrective action to _____ <input type="checkbox"/> D You are _____ for further business as of _____ <input type="checkbox"/> E You are continued ineligible for further initial service orders.				<table border="1" style="margin: auto;"> <tr> <td style="padding: 2px;">A: 0</td> <td style="padding: 2px;">B: 1-5</td> <td style="padding: 2px;">C: 6-16</td> <td style="padding: 2px;">D: 17 &amp; OVER</td> </tr> </table>		A: 0	B: 1-5	C: 6-16	D: 17 & OVER
A: 0	B: 1-5	C: 6-16	D: 17 & OVER						
<b>DOCUMENT FILES CHECKED</b>			<b>LOT NUMBERS CHECKED</b>						
<b>REMARKS:</b>									
<b>SIGNATURE &amp; TITLE OF CONTRACTOR/CARRIER/REPRESENTATIVE</b>			<b>SIGNATURE OF DEPARTMENT OF DEFENSE INSPECTOR</b>						

DD Form 1 JUN 78 1812

EDITION 1 JUN 71 IS OBSOLETE.

1 - RSMO

\*\*\* INSTRUCTIONS: This form will be prepared in TRIPLICATE. The original will be retained by the inspection agency (ITO/RSMO); duplicate copy will be furnished to the contractor/carrier's agent; and triplicate copy will be forwarded to the responsible ITO/RSMO for information purposes.

SECTION 1-5: When a discrepancy exists, it will be rated by using the numbers of 1, 2, and 3, reflecting the ascending seriousness of the findings, which is prescribed in the "Guide to Severity of Deficiencies." The rating will be indicated in the blank space preceding the violation. In the "REMARKS" provide reference to the Tender of Service or the Basic Ordering Agreement may be entered for each violation found. If needed, include all additional remarks on the Reverse Side. Items marked by an asterisk are applicable by the judgment of the inspector to interrupt the contract with or without the quality control rating of total assessed points.

SECTION 6: An assigned rating of A - D for administrative action corresponds to the total number of points given during the inspection. If item C is checked, complete the statement to show the allowed time for corrective action and reply.

REMARKS: (CONT)

(figure 2.3 con't)

TRAFFIC DISTRIBUTION RECORD

LEGEND (1)

- A- Adjustment
- D- Disqualified Agent
- DQ-Disqualified by HQ MTMC
- I- Interline
- JC-Joint Carriage
- R- Refused
- S- Suspended

Origin Area: (2)  
 Destination: (3)  
 Date: (4)

	RTT AAE TRN EID FE OFR R /	WBF ERO IOR GUW HGA THR TD (cwt)	(5)	(6)	(7)	(8)
			DATE	GBL. No.	WEIGHT (cut)	ACCUMULATIVE TOTAL(cwt)
			1st column	I		Lest Column
(1) (9)	(10)	(11)	(5) (1) (6)		(5) (1) (6)	
			(1) (7) (8)		(1) (7) (8)	

(figure 2-4)



- (7) Status Code: Enter Shipment Status Codes.
- (8) GBL: Enter complete number.
- (9) Remarks: Enter an explanation which **will** clarify a status  
**code.**
- (10) Carrier: Enter name of carrier and scac code.
- (11) Rate: Enter carrier's rate.
- (12) Range: For **ITGBL** Program: (Optional) **Enter** the percent of traffic which will be offered to the **primary** carrier(s).
- (13) Tonnage Weight Scale: (Optional) Use sliding indicator for quick indication as to next carrier to receive shipment.

**(Figure 2-5 (continued))**

SHIPMENT EVALUATION AND INSPECTION RECORD				1. DATE (Yr/Mo/Day)	2. CARD IDENTITY (1-2)	REPORTS CONTROL SYMBOL MTMC 124(R2)					
3a. MEMBER'S NAME (Last, First, M. I.)		b. RANK		4a. CARRIER'S NAME		b. SCAC					
5a. NAME OF ORIGIN SHIPPING OFFICE		b. GBLOC		6a. NAME OF DESTINATION SHIPPING OFFICE		b. GBLOC					
c. ADDRESS (State, zip code)				6. ADDRESS (State, zip code)							
7. PICK UP? ADD MESS (Street, city, state)				8. DELIVERY ADDRESS (Street, it., state)							
9. <input type="radio"/> PICK UP DATE (Yr/Mo/Day)		10. <input type="checkbox"/> S. QVIRCD DELIVERY DATE (Yr/Mo/Day)		11. CODE OF SERVICE (7)		12. DESTINATION STATE		13. INTER-INTRA (8)			
14. PPGBL NUMBER (9-17)		15. S.I.T. NUMBER		16. DATE IN (Yr/Mo/Day)		17. DATE OUT (Yr/Mo/Day)		18. DELIVERY DATE (Yr/Mo/Day)			
<b>I. SHIPMENT SCORING</b> a. Failure to pick up on agreed date (Para 41.a) <input type="checkbox"/> b. Failure to meet required delivery <input type="radio"/> M. (para 41.a: 46, 1-2 Days <input type="checkbox"/> 3-5 Days <input type="checkbox"/> 6-9 Days <input type="checkbox"/> 10 Days/over <input type="checkbox"/> c 1 c. Loss or damage estimate (para 271) Less than \$500 <input type="checkbox"/> \$500 or over <input type="checkbox"/>											
OTHER VARIABLES					MISSED RDD						
					0 Days	1-2 Days	3-5 Days	6-9 Days	10+ Mor		
Met pick up and no loss/damage					100	02	01	75	67		
Met pick up but loss/damage under \$500					93	85	77	68	60		
Met pick up but loss/damage \$500 or more					87	88	80	60	33		
Missed pick up but no loss/damage					67	58	50	42	33		
Missed pick up and loss/damage under \$500					60	52	45	35	27		
Missed pick up and loss/damage \$500 or more					33	25	17	8	0		
SHIPMENT SCORE (as determined from above table)											
II. CUSTOMER SATISFACTION :					YES [ ]		NO [ ]		NO RESPONSE [ ]		
II. SHIPMENT EVALUATION											
ORIGIN				YES		NO		DESTINATION		YES 7s0	
Made premove survey (if applicable) (para 41.a)								Notified destination ITO in advance of inability to meet RDD (para 41.e)			
Used proper/sufficient packing material/equipment (para 42, 43, 44, 49)								Notified destination ITO of arrival/delivery (para 41.a.d)			
Prepared inventory properly (para 54)								Recorded loss/damage during unloading/unpacking (para 39)			
Prepared DD Form 519 properly (para 23)								Prepared DD Form 519 properly (para 23)			
Used qualified personnel (para 47)								Used qualified personnel (para 47)			
Properly serviced appliances (para 44.k, 1)								Properly serviced appliances (para 44.k)			
Rolled rugs properly; did not fold (para 36.d: 44.j)								Rugs were rolled properly; not folded (para 36.d: 44.j)			
Weighed shipment IAW manner prescribed by ICC (para 20.c)								Reweighed shipment when/as requested (para 20.g)			
Removed packing material and other debris (para 50)								Unpacked, reassembled and removed packing debris (para 51)			
Provided required documents to ITO/member within time specified (para 18: 28: 52: 53.a)								Provided required documents to ITO/member within time specified (para 18: 28: 52: 53.a)			
Containers were properly marked and protected from the weather (para 40(a)(1),(2); 40(b,c,d,e))								Containers were properly marked and protected from the weather (para 40(a)(1),(2); 40(b,c,d,e))			
PP&E was packed, weighed and entered on inventory and GBL (para 54.g)								Complied with storage in transit requirements (para 21: 36.a, b, c, e(1), (2))			
REMARKS (Include any additional violations)						REMARKS (Include any additional violations)					
SIGNATURE OF SHIPPING OFFICE REPRESENTATIVE						SIGNATURE OF SHIPPING OFFICE REPRESENTATIVE					
DATE (Yr/Mo/Day)						DATE (Yr/Mo/Day)					
SIGNATURE OF SHIPPING OFFICE REPRESENTATIVE						THIS SERVES AS A LETTER OF WARNING <input type="checkbox"/>					
DATE (Yr/Mo/Day)											

DD FORM 2223  
92 MAR

PREVIOUS EDITION IS OBSOLETE

(figure 2-6)  
2-67



SHIPMENT EVALUATION AND INSPECTION RECORDS					1. DATE	REPORT CONTROL SYMBOL MTMC-156 (R-2)
2. MEMBER'S NAME		3. GRADE	4. COMPONENT	5. CARRIER		SCAC
6. PPGBL ORDER NUMBER	7. ORIGIN PPSO	GBLOC	8. DESTINATION PPSO	GBLOC	9. CODE OF SERVICE	
10. PICK UP ADDRESS (Street, City, State, Zip Code)		11. DELIVERY ADDRESS (Street, City, State, Zip Code)		12. DESTINATION CONTROL AREA		
13. PICK UP DATE (YYMMDD)	14. FROM RTS?	15. MISSED PICK UP?	16. RDD		17. BIT?	
18. DATE IN BIT (YYMMDD)	19. DATE OUT OF BIT (YYMMDD)	20. DELIVERY DATE (YYMMDD)	EST. LOSS/DAMAGE		22. TYPE LOSS/DAMAGE	
21. DATA SOURCE	24. ORIGIN WEIGHT	25. DESTINATION WEIGHT	26. CUSTOMER SATISFACTION		27. Y/S VIOLATIONS	
28. SHIPMENT INSPECTION (Indicate violations noted in block 27)						
TENDER OF SERVICE VIOLATIONS		TS Code				
Failed to perform premove survey (If <input type="radio"/> pp1looblo)		A	Failed to provide required documents to PPSO			M
Improperly packed/loaded shipment		B	Failed to provide required documents to member			N
Improper/inadequate packaging material		C	Failed to unpack/reassemble			O
Prepared inventory improperly		D	Failed to comply with SIT requirements			P
Prepared DD 619-1/DD 1840 improperly		E	Containers not properly marked			Q
Used unqualified personnel		F	Failed to protect containers from weather			R
Improperly serviced/deserviced appliances		G	Failed to pack, weigh, and enter PSP&E on inventory/PPGBL			S
Folded/failed to properly roll rug(s)		H	Failed to report shipment in weekly report			T
Failed to record loss/damage		I	UB/MHG containers failed 10 moot specifications			U
Failed to weigh shipment in manner prescribed by ICC		J	Failed to notify PPSO of inability to meet RDD			V
Failed to remove packing materials/debris		K	Failed to trace within 24/48 hours (As applicable)			W
Failed to reweigh when requested		L	Failed to notify PPSO of arrival/delivery			X
			Failed to containerize @ residence			Y
29. REMARKS						
30. ORIGIN INSPECTOR		31. DESTINATION INSPECTOR		32. SHIPPING OFFICE		
a. SIGNATURE		a. SIGNATURE		a. SIGNATURE		
b. DATE SIGNED		b. DATE SIGNED		b. DATE SIGNED		
33. THIS SERVES AS NOTICE OF:						34. EFFECTIVE DATE
B. WARNING		b. SUSPENSION FOR <u>      </u> DAYS		o. REINSTATEMENT		

DD form 1780, MAY 1986

Previous editions are obsolete

(figure 2-8)

<b>CARRIER</b>	<input type="checkbox"/> <b>WARNING</b>	<input type="checkbox"/> <b>SUSPENSION</b>	<input type="checkbox"/> <b>REINSTATEMENT</b>	<input type="checkbox"/> <b>CANCELLATION OF WARNING</b>	<b>DATE</b>
<b>FROM:</b> (Shipping Activity & Symbol)					
<b>INSTRUCTIONS:</b> This form will be completed in accordance with Instructions on the reverse.					
<b>TO:</b> (Carrier's Name, Address)					
					<b>CARRIER CODE</b>
<b>PART (-PERSONAL PROPERTY OWNER OATA</b>					
<b>NAME</b> (Last, First, MI)			<b>GRADE</b>	<b>SSN</b>	
<b>PART II - SHIPMENT OATA</b>					
<b>SHIPMENT MOVED FROM</b> (City or Installation, State/Country)					
<b>SHIPMENT DESTINED FOR</b> (City or Installation, State/Country)					
<b>PART III — CARRIER ACTION</b>					
<p>Due to the violation(s) of the Tender of Service cited below, you are hereby warned that a repetition of this type of service will be the basis for suspension.</p> <p>Due to the violation(s) of the Tender of Service cited Now, your company is suspended at this installation for the period indicated.</p> <p>Your company will be reinstated to the list of carriers eligible to serve this installation on the date shown Now.</p>					
<b>TYPE OF ACTION</b>					<b>INSTALLATION CODE</b>
W — Warning 1 — 30-Day Suspension 2 — 45-Day Suspension 3 — 60-Day Suspension R — Reinstatement C — Cancellation of Warning					
<b>GBL</b>	<b>TYPE OF ACTION</b>	<b>EFFECTIVE DATE</b>	<b>T/S PARA</b>	<b>T/S PARA</b>	<b>T/S PARA</b>
<b>EXPLANATION OF T/S PARAGRAPHS LISTED ABOVE:</b> (See INSTRUCTIONS on the reverse side.)					
<b>NAME OF INSTALLATION TRANSPORTATION OFFICER</b> (Type)				<b>SIGNATURE</b>	

DD FORM 1814  
1 SEP 74

EDITION OF 1 JUN 71 WILL BE USED UNTIL EXHAUSTED.  
Copy 1 — Carrier

(figure 2-9)

## INSTRUCTIONS FOR DD FORM 1814

1. In title block, check type of action.
2. Stamp or type day, month and year.
3. Enter complete address of shipping activity, including symbol and ZIP code.
4. Enter complete carrier name and address, including carrier code.
5. Complete Puts I and II (Self-explanatory).
6. GBL. Enter Government Bill of Lading number, limit to eight digits (F-2,271,549 will be typed F 2271549).
7. Type of Action. Enter "W" to indicate warning; 1, 2, or 3 to indicate days suspended; "R" to indicate reinstatement; "C" to indicate cancellation of warning. (Cancellation may be accomplished by indicating the paragraphs involved.)
8. Enter installation Code and authenticate at bottom of the form.
9. Effective date. Enter six (6) digit calendar date action was taken (2 Jan 71 will be typed 020171).
10. Tender of Service Violation. Enter paragraph number(s) of the Tender of Service (app. A) which was violated. Maximum number of violation entries is four. First two digits will identify the paragraph number, the third digit will identify the first subparagraph number, fourth digit will identify the second paragraph number (Tender of Service by a zero).

(figure 2-9 cent 'd)

<b>PPSO ACTIONS</b>		
Agent Disqualified and Carrier in Nonuse	Carrier Suspension (After Issuance of Letter of Warning)	Carrier Immediate Suspension (Letter of <b>Warning</b> not Required)
<p>No further traffic will be tendered to carrier. No SIT will be authorized to the disqualified agent.</p> <p>PPSO has option of retendering shipments still at origin.</p> <p>Shipments in pipeline remain with carrier.</p>	<p>No further traffic will be tendered.</p> <p>PPSO has option of retendering shipments still at origin.</p> <p>Shipments in pipeline remain carrier.</p>	<p>No further traffic will be tendered.</p> <p>Rebook shipments still at origin unless member inconvenience will occur.</p> <p>Shipments in pipeline remain with carrier.</p>

(Figure" 2-9.1)

**HQMTMC ACTIONS  
NONUSE**

Failure to Meet Administrative Requirements	Pending <b>Dis-</b> qualification Board	No LOI on File (Nonuse by Rate Area)	<b>No Agency Agreement</b>
<p><b>Rebooks</b> shipments still at origin unless member inconvenience <b>will</b> occur</p>	<p>No further traffic will be tendered.</p>	<p>No further traffic will be tendered.</p>	<p>No further traffic will be tendered.</p>
<p>Shipments in pipeline remain with carrier (unless otherwise directed by <b>MTMC</b>)</p>	<p>Rebook <b>ship-</b>ments still at origin unless member <b>incon-</b>venience will occur</p>	<p>Shipments booked or in pipeline remain with carrier (unless otherwise directed by <b>MTMC</b>)</p>	<p>Shipments booked or in pipeline remain with carrier (unless otherwise directed by <b>MTMC</b>)</p>
	<p>Shipments in pipeline remain with carrier (unless otherwise directed by <b>MTMC</b>)</p>		

(Figure 2-9.2)

DISQUALIFICATION		REMOVAL FROM DOD PROGRAM/APPROVAL REVOCATION	
	<b><u>IQAP /RDDIP Program</u></b>	<b>A</b>	<b>B</b>
Unsatisfactory Performance (Other than <b><u>ICERS /RDDIP</u></b> )		Can Complete Movement of Shipments in <b><u>Pipeline</u></b>	Cannot Complete Movement of Shipments in <b><u>Pipeline</u></b>
No further traffic <b>will</b> be tendered	No further traffic <b>will</b> be tendered	No further traffic will be tendered	No further traffic <b>will</b> be tendered
Rebook shipments still at origin unless member inconvenience <b>will</b> occur	Shipments booked or in the pipeline remain with carrier	Rebook all shipments still at origin	Rebook all shipments still at origin
Shipments in pipeline remain with carrier (unless otherwise directed by <b>MTMC</b> )		Shipments in pipeline remain with carrier (unless otherwise directed by M1'MC)	Terminate and retender all shipments in pipeline (see <b>PPTMR</b> , Chap 6, para <b>D</b> , for procedures)

(Figure 2-9.3)