



Department of Defense DIRECTIVE

NUMBER 4500.34

May 6, 2004

USD(AT&L)

SUBJECT: DoD Personal Property Shipment and Storage Program

- References:
- (a) DoD Directive 4500.34, "DoD Personal Property Shipment and Storage Program," April 10, 1986 (hereby canceled)
 - (b) DoD 4500.34-R, "Personal Property Traffic Management Regulation," current edition
 - (c) [DoD 5025.1-M](#), "DoD Directives System Procedures," March 5, 2003
 - (d) Joint Federal Travel Regulations, volume 1, current edition
 - (e) Joint Travel Regulations, volume 2, current edition
 - (f) [DoD Directive 4500.9](#), "Transportation and Traffic Management," January 26, 1989

1. REISSUANCE AND PURPOSE

This Directive:

1.1. Reissues reference (a) to update and modify traffic management policies governing the worldwide movement, storage, and handling of personal property for military and civilian personnel.

1.2. Authorizes the publication of Defense Transportation Regulation (reference (b)) consistent with reference (c), to prescribe traffic management procedures, criteria for contractor/agent qualification, and standards of performance for use by DoD transportation offices in arranging the shipment, storage, and handling of personal property.

2. APPLICABILITY AND SCOPE

This Directive:

2.1. Applies to the Office of the Secretary of Defense, the Military Departments, the Chairman of the Joint Chiefs of Staff, the Combatant Commands, the Office of the Inspector General of the Department of Defense, the Defense Agencies, the DoD Field Activities, and all other organizations entities in the Department of Defense (hereafter referred to collectively as the "DoD Components").

2.2. Addresses the moving, storage, and handling services for personal property belonging to personnel of other Government Agencies, either U.S. or foreign, when arranged by a DoD Component, with the prior approval of the Under Secretary of Defense for Acquisition, Technology, and Logistics (USD(AT&L)), or his or her designee.

3. DEFINITIONS

Terms used in this Directive are defined in enclosure 1.

4. POLICY

It is DoD policy to provide quality service and responsive personal property movement and storage services to military and civilian members of the Department. Criteria for the review of the DoD Personal Property Shipment and Storage Program is at enclosure 2.

5. RESPONSIBILITIES

5.1. The Under Secretary of Defense For Acquisition, Technology, and Logistics (USD(AT&L)) shall evaluate and provide general policy guidance for the Program.

5.2. The Secretaries of the Military Departments or (their designees) shall:

5.2.1. Establish, operate, staff, support, and supervise personal property shipping offices for assigned areas of responsibility worldwide.

5.2.2. Take timely and appropriate action to correct Program deficiencies as reported by the Commander, United States Transportation Command (USTRANSCOM) or his or her designee.

5.2.3. Furnish to the Commander, USTRANSCOM, or his or her designee, as required, cost and claims data, and other information necessary to manage the Program.

5.2.4. Provide representatives to working groups established and convened by the Commander, USTRANSCOM, or his or her designee.

5.3. The Commander, United States Transportation Command (USTRANSCOM), (or his or her designee) through the Chairman of the Joint Chiefs of Staff, shall develop and periodically review the Program in collaboration with the DoD Components concerned, and shall provide technical direction, supervision, and evaluation of the traffic management aspects of the Program worldwide, subject to the overall guidance prescribed by the USD(AT&L). In discharging this responsibility, the Commander, USTRANSCOM, or his or her designee, shall:

5.3.1. Develop and maintain reference (b) consistent with reference (c).

5.3.2. Be the sole worldwide negotiator with carriers and storage firms, discussing rates and all other matters incidental to the transportation and storage of personal property. Authority to issue local contracts and purchase orders shall be delegated at the discretion of the Commander, USTRANSCOM, or his or her designee.

5.3.3. Maintain a current list of responsible carriers.

5.3.4. Furnish technical guidance and maintain statistics to the DoD Components, as required.

5.3.5. Establish and monitor contract provisions for uniform worldwide packing and containerization of personal property.

5.3.6. Consult with the Small Business Administration, and appropriate representatives of the moving and storage industry, on those portions of DoD-wide procedures, standards, criteria, and regulations directly affecting them under this Directive.

5.3.7. Establish requirements and limitations for agent representation of carriers.

5.3.8. Analyze and determine the reasonableness of rates for transportation and related services that are submitted on an unsolicited basis or under a solicitation.

5.3.9. Collect and maintain statistics and other data required for information analysis and effective management of the Program. Statistics should also support evaluation of the quality of service provided to members of the Department of Defense.

5.3.10. Determine the effectiveness of traffic management functions assigned to and performed at DoD installations.

5.3.11. Establish and maintain a continuing program for developing improved methods of transporting, packaging, packing, and warehousing.

5.3.12. Develop and prescribe specifications for shipping containers to ensure adequate protection of the personal property being shipped, and compatibility with transportation capabilities.

5.3.13. Establish and convene, in conjunction with the appropriate DoD Components, working groups required to ensure effective operation of the Program and quality service to the members.

5.3.14. Establish, in coordination with the DoD Components concerned, Continental United States (CONUS) and overseas field offices, or designate representatives in overseas areas, to provide effective support to shipping and receiving installations.

5.3.15. Recommend changes in managing and operating the Program to the USD(AT&L) in collaboration with the DoD Components, including:

5.3.15.1. The establishment of consolidated or joint personal property shipping offices or other activities to eliminate duplicate functions.

5.3.15.2. Development and use of automated information systems for processing and managing personal property requirements.

5.3.15.3. Assignment of areas of responsibility for providing and procuring personal property services for all DoD Components.

5.3.15.4. Providing representatives to working groups established and convened by the Commander, USTRANSCOM, or his or her designee.

7. EFFECTIVE DATE

This Directive is effective immediately.



Paul Wolfowitz
Deputy Secretary of Defense

Enclosures - 2

- E1. Definitions
- E2. Criteria for Review of the DoD Personal Property Shipment and Storage Program

E1. ENCLOSURE 1

DEFINITIONS

E1.1.1. Carrier. Any carrier or forwarder of personal property that holds an appropriate certificate or permit issued by a Federal or State regulatory agency or any overseas carrier or forwarder of personal property approved by the Department of Defense.

E1.1.2. Continental United States (CONUS). The 48 contiguous States, the District of Columbia, and Alaska.

E1.1.3. Military Transportation Resources. Airlift under the control of, or arranged by, the Air Mobility Command, and sealift under the control of, or arranged by, the Military Sealift Command.

E1.1.4. Personal Property. Household goods, unaccompanied baggage (personal effects), house trailers (mobile homes), houseboats, railcars, and privately owned vehicles (see Joint Travel Regulations (references (d) and (e))).

E1.1.5. Satisfactory Service. Performance that meets the shipping, handling, and storage standards of the Department of Defense.

E1.1.6. Traffic Management. Development, coordination, and supervision of DoD programs, procedures, reports, standards, and criteria governing the procurement of services required to ship, store, and handle personal property. The term does not include entitlements, budgeting, funding, staffing, accounting, disbursing, and claims settlement.

E2. ENCLOSURE 2

CRITERIA FOR THE REVIEW OF THE DoD PERSONAL PROPERTY SHIPMENT AND STORAGE PROGRAM

E2.1. GENERAL

The review of the Program by the Commander, USTRANSCOM, or his or her designee, shall include its adequacy, standards, efficiency, economy, and cost-effectiveness, and ensure that it is consistent with the following criteria:

E2.2. PROCUREMENT OF SERVICES

Services may be procured only from responsible carriers, storage firms, and contractors. To be determined responsible, carriers, their agents, storage firms, and contractors must have:

E2.2.1. Appropriate authority (certificates or permits awarded by regulatory agencies, as applicable) to provide the required services.

E2.2.2. Evidence of ability to provide satisfactory service.

E2.2.3. Evidence of satisfactory equipment and facilities, including compliance with established fire standards.

E2.2.4. Evidence of appropriate financial resources to perform.

E2.3. CARRIER PERFORMANCE

E2.3.1. Carrier performance shall be evaluated as needed. Carriers that fail to meet the requirements of section E2.2., above, or fail to meet the established standards of satisfactory service, or commit unethical acts, shall be excluded as program participants in accordance with the criteria and procedures established by the Commander, USTRANSCOM, or his or her designee. Such carriers shall be provided an opportunity to appeal the exclusion, and request reinstatement after correcting the deficiencies causing the exclusion. No carrier may be excluded for failing to meet the established standards of satisfactory services, unless that exclusion is in accordance with the procedures established by the Commander, USTRANSCOM, or his or her designee.

E2.3.2. Assignment of Shipments to Responsible Carriers. Shipments of personal property shall be assigned to those carriers meeting the standards of satisfactory service established under sections E2.2. and E2.3., above, at the lowest overall cost to the Department of Defense.

E2.4. USE OF STORAGE FACILITIES

E2.4.1. For temporary storage (storage in transit), carriers shall use responsible commercial storage facilities.

E2.4.2. For non-temporary storage, responsible commercial storage facilities shall be used whenever they are available at less cost than suitable DoD storage facilities.

E2.5. USE OF MILITARY TRANSPORTATION RESOURCES

Military transportation resources will be used for shipping personal property in accordance with DoD Directive 4500.9 (reference (f)).