American Forces Information Service
Department of Defense, 1994

Headquarters
Departments of the Army, DoD, Air Force, Marine Corps, and the Navy
Washington, DC

1 January 1994

*Army Pamphlet 55–2
DOD PA 13A
*AFP 75–45
*NAVMC 2668
*COMDTPUB P4050.5
NAVSUP PUB 380

Transportation and Travel

IT'S YOUR MOVE

By Order of the Secretary of the Army:

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History. Not applicable.

Summary. This pamphlet has been prepared to help you understand your entitlements and responsibilities concerning shipment of household goods, unaccompanied baggage, boats and firearms. It will also help you understand your entitlements and responsibilities in filing a claim for any loss or damage that may occur.

Applicability. This pamphlet is intended for members of the U.S. armed forces. The entitlements discussed do not apply to civilian employees moves; however, some procedures may apply to DoD civilians when directed to move via Personal Property Government Bill of Lading.

Proponent and exception authority. The proponent is the Office of the Secretary of Defense.

Suggested Improvements. Not applicable.

Distribution. Not applicable.

Contents (Listed by paragraph and page number)

Chapter 1
INTRODUCTION, *page 1*
Valuable Tips • 1–1, *page 1*
Entitlements • 1–2, *page 1*
Weight Estimates Not Official • 1–3, *page 3*
Excess Weight Can Cost Big Money • 1–4, *page 3*
Verify Accuracy of Excess Cost • 1–5, *page 3*
Request for Reweigh • 1–6, *page 3*

*This pamphlet supersedes DA Pam 55–2/AFP 75–45/NAVMC 2668/COMDTPUB P4050.5.
NAVSUP PUB 380 corresponds to Navy Stock No. 0530–LP–188–6600.

UNCLASSIFIED

Contents—Continued

Overseas Weight Limitations • 1–7, *page 3*
Consumable Items • 1–8, *page 4*
Professional Books, Papers and Equipment • 1–9, *page 4*

Chapter 2
BASIC FACTS, *page 4*
When to Make Arrangements • 2–1, *page 4*
Who to See • 2–2, *page 4*
What You May Ship As Household Goods • 2–3, *page 5*
What You May Not Ship As Household Goods • 2–4, *page 5*
Unaccompanied Baggage • 2–5, *page 5*
Boats • 2–6, *page 6*
Shipping Your Boat • 2–7, *page 6*
Methods of Shipping Your Boat • 2–8, *page 6*
Sailing Your Boat • 2–9, *page 7*
Movement of a Boat as a Principal Residence • 2–10, *page 7*
Firearms • 2–11, *page 7*
Storage • 2–12, *page 8*
Arranging the Move • 2–13, *page 8*
Documents • 2–14, *page 8*
Insurance Decision • 2–15, *page 9*
Commercial Policy • 2–16, *page 10*
Carrier Liabilities • 2–17, *page 10*

Chapter 3
RESPONSIBILITIES, *page 11*
Your Responsibilities • 3–1, *page 11*
At Origin • 3–2, *page 11*
At Destination: • 3–3, *page 12*
Carrier's Responsibilities at Origin • 3–4, *page 13*
Carrier's Responsibilities at Destination • 3–5, *page 13*

Chapter 4
AFTER THE MOVE, *page 14*
Evaluation of Move • 4–1, *page 14*
Words of Caution • 4–2, *page 14*
Filing Your Claim • 4–3, *page 14*
Inconvenience Claims • 4–4, *page 15*
Private Property Damages • 4–5, *page 15*

Table List

Table 1–1: TABLE OF JOINT FEDERAL TRAVEL REGULATIONS—WEIGHT ALLOWANCES—(POUNDS), *page 2*
Table 1–2: HOUSEHOLD GOODS WEIGHT ALLOWANCES FOR ARMY PERSONNEL UNACCOMPANIED OVERSEAS (in pounds), *page 2*
Table 2–1: UNACCOMPANIED BAGGAGE WEIGHT ALLOWANCES—U.S. ARMY PERSONNEL, *page 5*
Table 2–2: AIR FORCE UNACCOMPANIED BAGGAGE ALLOWANCES, *page 5*
Table 2–3: NAVY, MARINE CORPS AND COAST GUARD UNACCOMPANIED BAGGAGE ALLOWANCES, *page 6*
Table 2–4: ESTIMATED COSTS FOR FULL REPLACEMENT PROTECTION, *page 10*
Table 4–1: MAXIMUM ALLOWABLE LOSS OR DAMAGE PAYMENTS, *page 16*

Contents—Continued

Figure List

Figure 1–1: Planning is important to a successful move, *page 1*
Figure 1–2: Excess weight can cost big money, *page 3*
Figure 1–3: Dispose of unnecessary possessions, *page 4*
Figure 2–1: Remember to check all local and state laws regarding your firearm, *page 7*
Figure 2–2: Your counselor will help you prepare your forms, *page 9*
Figure 3–1: A good move depends upon how well-prepared you are, *page 11*
Figure 3–2: Call your transportation office at once if problems arise, *page 13*
Figure 4–1: Inspecting your property, *page 15*

Chapter 1
INTRODUCTION

A successful move is not a matter of chance. It is the result of planning and hard work. At the center of these efforts is you — the shipper. If you expect a good move, you must play an active role.

This pamphlet has been prepared to help you understand your entitlements and responsibilities concerning shipment of household goods, unaccompanied baggage, boats and firearms. It will also help you understand your entitlements and responsibilities in filing a claim for any loss or damage that may occur.

If you desire information concerning the shipment of a mobile home or privately owned vehicle, ask your transportation office for a copy of the pamphlet *Moving Your Mobile Home and Shipping Your POV.*

THIS PAMPHLET DOES NOT PROVIDE INSTRUCTIONS FOR PARTICIPATING IN THE DO-IT-YOURSELF, OR DITY, MOVING PROGRAM. SEE YOUR TRANSPORTATION OFFICE IF YOU ARE INTERESTED IN THIS PROGRAM.

Your new unit may assign you a sponsor from whom you should hear some weeks in advance of your reporting date. A sponsor can often provide information helpful to you in arranging a smooth move. Contact your new unit if you have not heard from your sponsor within a reasonable time frame. It's your move. Ask questions. Read what you sign. Get involved.

1–1. Valuable Tips

a. Have expensive and valuable items (artwork, collectibles, heirlooms, etc.) appraised. The government will not pay for the appraisals, but consider this part of your investment in the event of loss or damage. Use a video camera or take close-up pictures to record the condition of your furniture and to show what your expensive and valuable items look like. This will allow you to show the item, as it was, if it is lost or damaged during shipment.

Figure 1–1. Planning is important to a successful move

b. Don't ship small, extremely valuable items such as stocks, bonds, jewelry, coins/coin collections, and items of great sentimental value such as photo albums. Pack them in your suitcases and handcarry them, as well as your purchase receipts, pictures and appraisals.

c. Bear in mind that if you waive unpacking, the carrier is not required to return later to unpack or remove the empty cartons and crates. An unpacking waiver lets the carrier off the hook for completing the job, including removing empty cartons, packing material and other debris. If at any time you decide to assist the carrier — that is, help load/unload the truck — you may relieve the carrier of any liability.

1–2. Entitlements

a. Your weight allowance is established under provisions of the Joint Federal Travel Regulations and is the maximum weight you can move at government expense. This allowance includes the weight of household goods you ship, place in storage or send as unaccompanied baggage.

Table 1–1
TABLE OF JOINT FEDERAL TRAVEL REGULATIONS—WEIGHT ALLOWANCES—(POUNDS)

GRADE	PCS WITHOUT DEPENDENTS	PCS WITH DEPENDENTS	TDY/TAD WEIGHT ALLOWANCE
O–10	18,000	18,000	2,000
O–9	18,000	18,000	1,500
O–8	18,000	18,000	1,000
O–7	18,000	18,000	1,000
O–6	18,000	18,000	800
O–5/W–5	16,000	17,500	800
O–4/W–4	14,000	17,000	800
O–3/W–3	13,000	14,500	600
O–2/W–2	12,500	13,500	600
O–1/W–1	10,000	12,000	600
E–9	12,000	14,500	600
E–8	11,000	13,500	500
E–7	10,500	12,500	400
E–6	8,000	11,000	400
E–5	7,000	9,000	400
E–4*	7,000	8,000	400
E–4**	3,500	7,000	225
E–3	2,000	5,000	225
E–1/E–2	1,500	5,000	225
Aviation Cadets***			
Service Adademy Cadets and Midshipmen			350

Notes:
* More than two years
** two years or less
*** Aviation cadets are entitled to the weight allowance prescribed for members in grade E–4.

b. You — not your transportation officer or the carrier — are responsible for staying within the weight allowance. If the weight of items packed, shipped or stored exceeds your weight allowance, you must pay all charges connected with the excess weight.

c. For this reason, estimating the weight of your household goods is very important. Estimates should start early, even before you visit your transportation office to set up the move. The counselor at your transportation office will need an estimated weight for each shipment you intend to make.

d. An easy and fairly dependable method for making this estimate is to figure 1,000 pounds per room (not including storage rooms or bathrooms) and then add the estimated weight of large appliances and items in the garage, storage rooms, basement, etc.

Table 1–2
HOUSEHOLD GOODS WEIGHT ALLOWANCES FOR ARMY PERSONNEL UNACCOMPANIED OVERSEAS (in pounds)

	LONG TOUR 24 months or over			SHORT TOUR Less than 24 months		
GRADE	UB	HHG	TOTAL	UB	HHG	TOTAL
E1–E3	500	700	1,200	500	500	1,000
E4	500	800	1,300	500	500	1,000
E5	500	1,000	1,500	500	500	1,000
E6	500	1,250	1,750	500	500	1,000
E7	500	1,500	2,000	500	700	1,200
E8	500	1,700	2,200	500	800	1,300
E9	500	1,900	2,400	500	1,000	1,500
O1/W1	600	1,400	2,000	600	1,000	1,600
O2/W2	600	1,400	2,000	600	1,000	1,600
O3/W3	600	1,900	2,500	600	1,000	1,600
O4/W4	600	3,500	4,100	600	1,000	1,600
O5	600	4,000	4,600	600	1,000	1,600
O6	800	4,500	5,300	800	1,000	1,800

1–3. Weight Estimates Not Official

Weight estimates are not official; they are planning tools only. You can never use weight estimates to refute excess weight charges.

1–4. Excess Weight Can Cost Big Money

a. The total weight of property shipped and stored cannot exceed your authorized weight allowance. Exceeding your authorized weight allowance on a domestic or international move can cost you a lot of money. Charges for excess weight can range from several hundred to several thousand dollars.

b. Notification of overweight charges can take several months after your move has been completed. IF YOU ARE SEPARATING FROM SERVICE AND WILL NOT REMAIN IN AN ACTIVE PAY STATUS, EXCESS COSTS MUST BE PAID BEFORE YOUR SHIPMENT IS MOVED. If you have any questions, contact your transportation office.

Figure 1–2. Excess weight can cost big money

1–5. Verify Accuracy of Excess Cost

To avoid excess weight charges, stay within your authorized weight allowance by estimating early and disposing of unnecessary possessions. When you receive a notification for exceeding your weight allowance, check it carefully. Often you may not have received credit for professional books, papers and equipment or some other entitlement. If you have any question concerning your excess weight, contact your transportation office.

1–6. Request for Reweigh

You are entitled to have your shipment reweighed prior to delivery at destination. A request for a reweigh can be made through the transportation office either at origin or at destination prior to delivery.

1–7. Overseas Weight Limitations

a. In some overseas areas administrative weight restrictions may apply. If the area you are being assigned to provides government furniture, for example, the government will not pay to ship your full weight allowance. The counselor at your transportation office can provide information on weight-restricted areas.

b. If you are administratively restricted, the government will store the remainder of your household goods up to your full weight allowance or ship it to a designated location for the duration of your overseas tour. Unaccompanied baggage is included in your weight allowance, but is in addition to your administrative weight allowance. Authorized professional books, papers and equipment are not counted in either the full weight allowance or an administrative weight allowance.

Figure 1–3. Dispose of unnecessary possessions

1–8. Consumable Items

Members assigned to some overseas stations may be authorized a consumable goods allowance. As with professional books, papers and equipment, these items must be packed, marked and weighed separately. The inventory should identify them as "authorized consumables." Your counselor will advise you on this entitlement.

1–9. Professional Books, Papers and Equipment

a. You must give the counselor an estimated weight to enter on your application for shipment or storage. This constitutes an official declaration of intent to ship professional books, papers and equipment. You must also separate professional items from the rest of your property so they may be packed, marked and weighed separately. When properly listed on the inventory, they are not counted as part of your weight allowance. Before signing the inventory prepared by the movers be sure these items are listed as "PBP&E" and not as "books" or "miscellaneous." The proper designation of these items and the exclusion of the weight can be very important. Professional books, papers, and equipment do not include office, household or shop fixtures, furniture (such as bookcases, desks and file cabinets) or sports equipment.

b. When required to perform official duties, the following items are considered professional books, papers and equipment:

[ ] Reference books, papers, and material;
[ ] Instruments, tools and equipment needed by technicians, mechanics and other professionals;
[ ] Specialized clothing such as diving suits, flying suits, band uniforms and other apparel not considered to be normal or usual uniforms or clothing;
[ ] Communications equipment used in connection with the Military Affiliated Radio System; and
[ ] Individually owned or specially issued field clothing or equipment, official awards and other memorabilia given to a member by a uniformed service, professional society or organization, or a U.S. or foreign government.

Chapter 2
BASIC FACTS

2–1. When to Make Arrangements

If on active duty, you may ship personal property anytime after receipt of permanent change of station orders. The earlier you call or visit your transportation office, the greater your chances of moving on the date you desire. Delaying the call or visit only creates hardships for everyone.

2–2. Who to See

a. The Army, Navy, Air Force, Marine Corps and Coast Guard operate transportation offices. Regardless of which branch of service arranges your move, you will get the entitlement and service authorized by your branch.

b. Your origin transportation office is your first point of contact when questions or problems about the movement of your personal property arise prior to shipment.

2–3. What You May Ship As Household Goods

You may ship all personal property associated with the home and all personal effects belonging to you and your dependents on the effective date of your permanent or temporary change of station orders. Also included are spare parts for a privately owned vehicle (extra tires and wheels, tire chains, tools, battery chargers, accessories) and a pickup tailgate when removed to install a camper. Snowmobiles, motorcycles, mopeds and golf carts may be shipped as household goods.

2–4. What You May Not Ship As Household Goods

a. You may not ship as household goods:

[ ] Airplanes, automobiles, trucks, vans and similar motor vehicles; camper trailers; farm equipment. (You have a separate entitlement for your privately owned vehicle when moving to, from or between overseas duty stations. Contact your transportation office for a copy of *Shipping Your POV* and more details.)
[ ] Live animals not required in their performance of official duties, including birds, fish and reptiles;
[ ] Articles of household goods acquired after the effective date of permanent change of station orders;
[ ] Cordwood and building materials;
[ ] Property for resale, disposal or commercial use rather than for use by the member and dependents;
[ ] Privately owned live ammunition, powder, primers or igniting devices.

b. Local laws or carrier regulations may prohibit commercial shipment of certain articles not listed above. Articles liable to impregnate or otherwise damage equipment or other property — for example, hazardous materials including explosives, flammable and corrosive materials and poisons — are prohibited by laws and regulations.

2–5. Unaccompanied Baggage

Unaccompanied baggage consists of items you will need immediately on arrival at destination, pending receipt of your household goods. It is packed and shipped separately from your household goods. Items most often included are seasonal clothing, essential linens, cooking utensils and dishes, baby cribs and infant-care articles, a small radio, portable television and items required for health and comfort. You should also include professional books, papers and equipment needed immediately to perform your official duties. If included, the weight of professional items is not included in the weight charged toward your maximum authorization. Each branch of the armed services has rules regarding when and how much unaccompanied baggage may be shipped. After reviewing your orders, the counselor at the transportation office can determine your unaccompanied baggage entitlement.

Table 2–1
UNACCOMPANIED BAGGAGE WEIGHT ALLOWANCES—U.S. ARMY PERSONNEL

MILITARY MEMBERS ON PERMANENT CHANGE OF STATION	Allowance Pounds
General Officers (O–8, O–9, O–10)	1,000
General Officers (O–7) and Colonels (O–6)	800
Other officers	600
Enlisted members	500
Dependents of military members:	
Each adult and child 12 years and older	350
Each child under 12 years of age	175

Table 2–2
AIR FORCE UNACCOMPANIED BAGGAGE ALLOWANCES

If grade is	and member is	then allowance is
1) O–1 to O–5	PCS	600 lbs net weight *(see notes 1 & 2)*
2) O–6	PCS	800 lbs net weight *(see notes 1 & 2)*
3) O–7 to O–10	PCS	1,000 lbs net weight *(see notes 1 & 2)*
4) E–1 to E–9	PCS serving unaccompanied tour overseas	500 lbs net weight *(see notes 1 & 2)*

Table 2–2
AIR FORCE UNACCOMPANIED BAGGAGE ALLOWANCES—Continued

If grade is	and member is	then allowance is
5) E–1 to E–9	PCS serving accompanied tour overseas	400 lbs net weight *(see note 1)*
6) E–1 to E–9	PCS with CONUS	400 lbs net weight
7) E–1 to O–10	PCS and authorized movement of dependents	350 lbs net weight for each dependent 12 yrs or older. 175 lbs net weight for dependents less than 12 yrs old.

Notes:
[1] Single and unaccompanied members assigned to duty stations outside the continental United States have two options. They may ship the normal allowance or 10 percent of their full weight allowance by surface (700 lbs for E–1 through E–4, with two years or less). This surface option is also authorized for the members of a military couple not authorized household goods allowance. When the member elects surface option, the shipment may include household goods. Split shipment (part by air, part by surface) are not authorized.
[2] For unaccompanied members assigned to hardlift areas, shipment of the 10 percent option by air is authorized.

Table 2–3
NAVY, MARINE CORPS AND COAST GUARD UNACCOMPANIED BAGGAGE ALLOWANCES

Navy, Marine Corps, and Coast Guard members should contact their respective transportation offices for unaccompanied baggage allowances.

2–6. Boats

WARNING!!! SHIPMENT AND STORAGE OF BOATS IS ESSENTIALLY A GOVERNMENT-AND MEMBER-SHARED EXPENSE!

a. Boats may be shipped within the continental United States or overseas (subject to host country restrictions.

b. Boat entitlements do not apply to DoD civilian employees.

2–7. Shipping Your Boat

The definitions of boats includes, but is not limited to, canoes, skiffs, sailboats, light rowboats, kayaks and dinghies or sculls.

[ ] Boats 14 feet or less without a trailer may be shipped in your household goods.
[ ] Boats in excess of 14 feet or any boat with a trailer must be shipped separately, which, in most cases, will result in excess cost to you.
[ ] In both methods the government pays for moving the weight of the boat at the normal household goods rate only.
[ ] You are responsible for paying all accessorial service charges, including special packing, crating and handling costs and the difference between special boat rates and normal household goods. Be aware these cost are expensive.
[ ] You are also responsible for removing pilferable gear, clothing, televisions, skis and similar items. All antennas, masts, fishing/trolling poles and outriggers must be lowered or removed.

2–8. Methods of Shipping Your Boat

a. There are four ways to ship a boat domestically:

[ ] Any boat less than 14 feet long without a trailer, and dinghies and sculls of any size can be shipped as regular household goods.
[ ] Boats 14 feet or longer, or under 14 feet with a trailer may be moved as household goods; such moves are normally arranged by the transportation office.
[ ] Do–it–yourself, or DITY, program.
[ ] Self–procured method. You may make your own arrangements and file for reimbursement.
[ ] There are two ways to ship a boat internationally:
[ ] Any boat and/or trailer that fits into a standard overseas container and is accepted by the carrier may be shipped with household goods.
[ ] Other boats may also be moved as household goods and are arranged by the transportation office.

b. If at all possible, consider making your own arrangements and filing for reimbursement.

2–9. Sailing Your Boat

You may sail your boat from the continental United States to an overseas destination instead of having the government arrange to ship it. However, you must arrange the payment of all fees and customs charges necessary for entry. At destination you may file for reimbursement. You will be reimbursed the actual expenses incurred — that is, fuel, oil, etc.

2–10. Movement of a Boat as a Principal Residence

a. When your boat is your principal residence, you have two movement options:

[ ] Within the continental United States and to or from Alaska you may sail it yourself and file for reimbursement of 30 cents a mile (not to exceed what it would cost for government travel).
[ ] Let the government arrange to move your boat. In this case the government will pay up to what it would cost to ship your maximum household goods weight allowance the maximum distance authorized by your orders.

b. If you live on your boat and move it as a principal residence, you are not authorized a separate shipment of household goods. Movement of a boat as a principal residence is governed by the same rules and regulations as shipping a mobile home. The rule restriction shipment to any place outside the continental United States except Alaska is the same as that for a mobile home. Ask the counselor at the transportation office for the *Moving Your Mobile Home* pamphlet. If after reading the pamphlet you decide to let the government arrange movement of your boat, the counselor will provide specific information.

2–11. Firearms

a. When shipping firearms within or to the continental United States, you must comply with local and state laws. You must also comply with regulations of the Bureau of Alcohol, Tobacco and Firearms, U.S. Department of the Treasury. For shipments to overseas countries you must abide by the laws of the host country. When returning firearms from overseas to the United States, you must identity your firearms on your individual customs declarations and obtain ARF Form 6A. ATF Form 6 may be required to bring newly acquired firearms into the United States. Some basic rules include:

[ ] Make the firearm inoperable by removing the bolt, firing pin, trigger assembly and other arming parts.
[ ] Remove all ammunition from the firearm.
[ ] Ensure the firearm is completely described on the inventory to include the make, model, serial number, caliber or gauge.

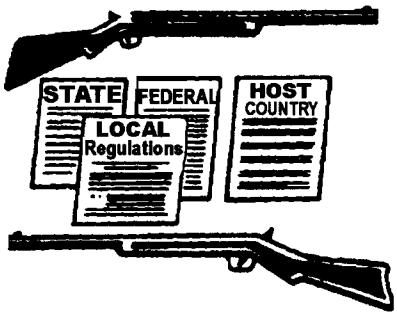

Figure 2–1. Remember to check all local and state laws regarding your firearm

b. To be safe you should not carry firearms on your person, except as authorized by local laws and regulations. When carrying a weapon, be sure to check the laws of all states or countries you will travel through on the way to your new duty station. Compliance with the law is your responsibility. The counselor at your transportation office will advise you only on limitations and requirements contained in military regulations and directives.

c. Remember: Local and state laws vary regarding possession and registration of firearms.

2–12. Storage

The government authorizes temporary (short–term) and nontemporary (long–term) storage depending on the type of orders issued (PCS, retirement, separation and TDY/TDA). Discuss your situation with the counselor to determine which type of storage applies.

Note. Temporary storage is not authorized in connection with a local move.

2–13. Arranging the Move

Your transportation office will make all arrangements necessary to schedule packing and pickup of your household goods. Be prepared when you go to your transportation office to have:

[ ] Six copies of your orders (and amendments/endorsements) for each type of shipment planned (household goods, nontemporary storage, unaccompanied baggage, etc.);

[ ] An idea of when you want to move. Be as flexible as possible. You will be asked to select a packing and pickup date. During some periods, especially the summer the date(s) you prefer may not be available. If at all possible, do not schedule pickup, lease termination, or house sale closing on the same date. Leave some time in your schedule for the unforeseen.

[ ] The date you plan to arrive at your new duty station. The counselor uses this date to determine the required delivery date of your shipment(s). For example, if you know you can't accept a shipment for three months, don't ask for delivery in one month.

[ ] An idea of the types of shipments you expect to make and the estimated weight of each;

[ ] A list of large or unusual items (piano, pool table, china cabinet, wall unit, satellite dish, hot tub, boat, motorcycle, recreational vehicle, etc.) If you are unable to visit the transportation office, you may appoint your spouse or an agent to act on your behalf. A letter of authorization signed by you or a power of attorney is required. Be sure the person you choose knows what you want and has all the information to make the right arrangements. Remember, this person is acting for you, and you are responsible for that person's decisions.

2–14. Documents

a. The counselor will prepare an "Application for Shipment and/or Storage of Personal Property" (DD Form 1299) during your interview. Read the form carefully before you sign. Incorrect information can cost you money and delay your shipment. When you sign the form, you agree to pay any excess costs incurred with the movement and/or storage of your property. Never sign a blank form. Don't forget that an estimate of the weight of your professional books, papers and equipment must be on the form. This constitutes an official declaration of intent to ship professional materials.

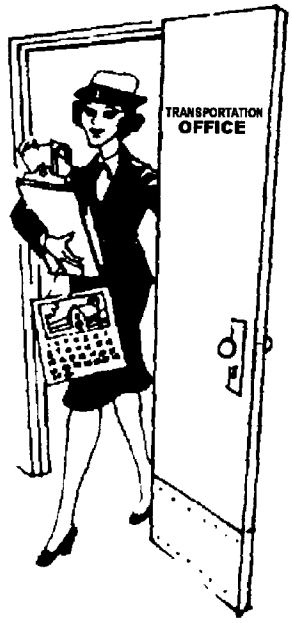

Figure 2–2. Your counselor will help you prepare your forms

b. You will receive a copy of all forms you sign. Keep them close at hand. These are important documents. Handcarry them. Do not lose them. Do not pack them in any of your shipments.

2–15. Insurance Decision

a. Unfortunately, you may suffer loss or damage to your personal property when it is moved by a carrier or other third party. To protect against the possibility of such loss or damage, you must decide whether to purchase additional protection either from the government or through a private insurance carrier. If your property is lost or damaged during a move, you may file a claim against the government. The maximum statutory amount the government can pay on a single claim is $40,000. Despite this amount, there are maximum amounts allowable for specific types and categories of property. For example, if you lost a stereo system in a move, the maximum amount the government may pay is $1,000 per item and $3,500 per claim. See table 4–1 for specific types and categories of property.

b. Now that you know there is a maximum amount ($40,000) for a claim and additional limitations on specific items and categories of property, you must decide whether you need additional protection. Private insurance is an option and is the only additional protection available for overseas shipments, to include Hawaii. You have to arrange for that coverage; the transportation counselor cannot do it for you.

c. For moves that begin and end in the continental United States or Alaska, the government provides basic coverage and offers two options. If you decide to select one of these options and file a claim with the government, your claim initially will be adjudicated applying depreciation and the maximum allowances. Then, if the amount paid to you does not fully pay you for your loss or damage but you had either of the two options, the government will try to recover money from the carrier that caused your loss or damage and pay you additional money for your lost or damaged property. Expect some delay as the government completes the recovery process. For example, you purchase Option 1 coverage prior to your move. During your move, the carrier damages your stereo beyond repair. You file a claim with the government. The local claims office adjudicates your claim and determines your stereo system to be work $5,000. The claims office would pay you $3,500 — the maximum allowable for this type of property. Then the government would make a demand on the carrier for $5,000. If the government is successful in recovering $5,000 or any amount above $3,500, the government will pay you the amount that exceeds $3,500. Understanding how this procedure works will help you make a more informed decision on the need for additional protection.

d. Basic coverage, also referred to as increased release valuation, is free and provides for carrier liability of $1.25 multiplied by the net weight of the shipment. If a 10,000 pound shipment is moved from Alabama to Maryland, the maximum carrier's liability is $12,500. For example, if your shipment weighed 10,000 pounds and the carrier lost an Oriental rug worth $18,000, the government initially would pay you $2,000 (the maximum allowable for a single rug) and seek an additional $10,500 from the carrier ($12,500 maximum liability). If the government is successful in

recovering that whole amount, you would receive $10,500, for a total of $12,500. For this reason, you might consider purchasing additional protection.

e. **Option 1:** Your transportation office can arrange this increased protection upon your request, but you must make this request at the time of counseling. After-the-fact requests will not be accepted. Option 1 coverage must appear on your DD Form 1299 and on your Personal Property Government Bill of Lading. It is not available on overseas shipments, shipments to or from Hawaii, during nontemporary storage (it can be requested coming out of nontemporary storage) or for local moves. It provides additional depreciated value coverage.

(1) If you buy this option and your property is lost or damaged, Army members may submit their claims to an Army claims office or to the carrier. Members of other services must submit their claim to the carrier first.

(2) The charge for Option 1 coverage is 64 cents per $100 of the additional valuation. For example, if you place a valuation of $30,000 on your 10,000 pound shipment, the carrier's liability is $30,000 (not $12,500 under increased release valuation, discussed above). Cost to you would be $112. The government pays the first 64 cents per $100 for coverage of $12,500; you would pay 64 cents on the remaining $17,500 ($17,000 divided by $100 = $175; $175 × 64 cents = $112). In our preceding example of the Oriental rug, the claimant would ultimately receive the full $18,000 under Option 1 coverage is the government was successful in its recovery efforts against the carrier.

f. **Option 2:** Full replacement protection also may be purchased from your transportation office. You must request this coverage at the time of your initial counseling. It provides full replacement value coverage (not depreciated) for lost or destroyed items. The minimum coverage available under Option 2 is $21,000 or $3.50 times the net weight of the shipment, whichever is greater. If you buy this option, you must submit a claim to the carrier first, and the carrier may choose to repair or replace items rather than pay money to you. The government will accept a claim only if the carrier denies the claim, if delay would cause hardship or if the carrier fails to settle the claim satisfactorily within 30 days. For example, for a 10,000 pound shipment, the full replacement protection must be at least $35,000 (10,000 lbs × $3.50 = $35,000). The charge is 85 cents per $100 of the stated valuation. Total insurance cost would be $297.50. The government would pay $80 of this cost, leaving $217.50 additional cost to you.

Note. Full replacement protection is not available for household goods/unaccompanied baggage to/from overseas including Hawaii or during periods of nontemporary storage and local moves. The following estimated costs for full replacement protection for household goods are provided for information only.

Table 2–4
ESTIMATED COSTS FOR FULL REPLACEMENT PROTECTION

SHPMT WT (pounds)	COST OF FRP	GOVT SHARE	MEMBER'S SHARE
5,000	$178.50	$40.00	$138.50
7,000	208.25	56.00	152.25
9,000	267.75	72.00	195.75
10,000	297.50	80.00	217.50
12,000	357.00	96.00	261.00
14,000	416.50	112.00	304.50

2–16. Commercial Policy

For moves within the United States and overseas or stored shipments, you can obtain additional coverage from a commercial insurance company. Some private insurance companies and household goods carriers sell insurance to cover certain items of personal property during moves. Some homeowner policies may cover some items in shipment; check your policy or with your insurance company.

2–17. Carrier Liabilities

a. For international shipments (including Hawaii), the carrier's liability is $1.80 per pound per article.

b. For items placed in nontemporary (long–term) storage, the warehouseman's liability is $50 for each item listed on the inventory.

Chapter 3
RESPONSIBILITIES

3–1. Your Responsibilities

A good move depends largely on how much you get involved and how well prepared you are when the movers arrive. The following is a guide to assist you and may be used as your record of tasks accomplished.

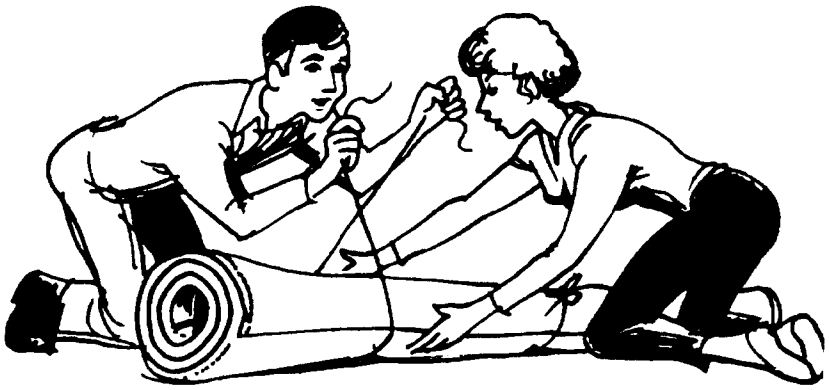

Figure 3–1. A good move depends upon how well-prepared you are

3–2. At Origin

[ ] Keep your transportation office informed of any change in your orders or other changes, such as the telephone number at which you can be reached until you leave your old duty station.

[ ] After arrangements have been made, they should not be changed. Changing moving dates, especially during summer months, can mean a lengthy delay in getting your move rescheduled. If you find the date must be changed, contact your transportation office immediately. Do not call the carrier!

[ ] You or your representative designated in writing must be home when the movers arrive to pack and remove your belongings.

[ ] Thirty days in advance is not too early to begin preparation for your move.

[ ] Remove your TV antenna/disconnect satellite dish.

[ ] Empty, defrost and thoroughly wash the inside of your refrigerator and/or freezer. To keep mildew at a minimum during transit and storage, these appliances need at least two days to dry out. Leave doors open after cleaning.

[ ] Drain water from hot tubs and water beds.

[ ] Remove window air conditioners.

[ ] Disconnect and prepare all components such as stereos, turntables, compact disc players, video disc players, computers, printers, televisions and VCRs for the move

[ ] Disconnect all appliances such as washer, dryer and cooking stove. If plumbing, electrical or carpentry work is needed in disconnecting these appliances, you must arrange for the work and pay the charges connected with it.

[ ] Dispose of foods that could spill or spoil in transit or storage.

[ ] Dispose of worn out and unneeded items before the move to avoid wasteful packing, moving or storage expenses and most important, excess weight to you.

[ ] Remove pictures, curtain rods and mirrors from walls. Inspect the kitchen for utensil and food racks or other holders secured to walls, cabinets or doors and remove them.

[ ] Dismantle outdoor play equipment and outdoor structures (utility sheds, playhouses, swing or gym sets, etc.).

[ ] Ensure personal property items are free of soil/pest infestation — that is, gypsy moths, brown tree snakes, etc. Remember: Complying with requirements of the U.S. Department of Agriculture and state laws is your responsibility.

[ ] Remove personal property from an attic, crawl space or similar storage area within the residence. The carrier's personnel are not required to go into areas that:

- Are not accessible by a permanent stairway (ladders are not considered a permanent stairway);
- Are not adequately lighted;
- Do not have a finished floor;

• Do not allow a person to stand erect.

[ ] Have your property separated by shipment and distinctly marked. Put items that are to go in the unaccompanied baggage shipment in one room, distinctly mark items for storage, items not to be packed and so on. This reduces the chance that items will get into the wrong shipment or that items to be discarded will be shipped. When possible, dispose of all trash and items to be discarded prior to the mover's arrival.

[ ] Separate your professional items and authorized consumables. Be sure they are identified on the inventory as professional books, papers and equipment or authorized consumables as the items are weighted separately.

[ ] Remove all old carrier markings and stickers from furniture and boxes.

[ ] Identify contents left in drawers. Be sure the inventory reflects the contents.

[ ] Do not leave cash, jewelry or other expensive items unattended. Airline tickets and passports are important documents. It is a good idea to keep these items locked in your car, or ask a friend or neighbor to keep they until your shipment has been picked up.

[ ] Ensure each carton and loose item (ladder, rake, etc.,) has an inventory tag and appears on the inventory.

[ ] Monitor the wrapping and packing of your items. Make sure everything is wrapped individually and adequately. Make sure heavy items aren't packed on top of light items. Don't allow your property to be taken to the warehouse to be packed without first consulting the transportation office.

[ ] Drain all gasoline, oil and water, and remove the battery from power–driven equipment (motorcycle, moped, lawn mowers, etc.) prior to pickup.

[ ] Carefully read the inventory prepared by the carrier's personnel before you sign. Look at it from time to time while the items are being packed. Make sure all boxes and loose items are listed. If a box contains crystal, make sure the inventory says "crystal" not "kitchen items." Make sure descriptions of major items are completed and accurate. If the packers list "color television," have them add the size, make, model and when readily accessible, the serial number. This also applies to stereo and video components. Check the string of symbols listed for each item closely (this is how the packers show pre-existing damage). These symbols are explained in the top, right-hand corner of the inventory. For example, "BR 2–4–5–3" means "broken, bottom front left corner." A good inventory shows what you shipped and what condition the item was in at the time of pickup. If your inventory is inaccurate, tell the carrier's representative and write down why you disagree at the bottom of the inventory in the space marked for exceptions.

[ ] Do not argue with the carrier's representative. If you have a problem, call your transportation office at once.

[ ] Do not sign anything until you read, understand and agree with it. You must be provided a legible copy of everything you sign. Never sign a blank, incomplete or illegible form or a form you cannot clearly understand.

3–3. At Destination:

[ ] Contact the destination transportation office as soon as possible after your arrival even though you may not know the delivery address for your personal property. The transportation office needs a telephone number and/or address where you can be reached on short notice.

[ ] As soon as you have a delivery address for your personal property call the transportation office again and provide this information.

[ ] If possible, be prepared to accept delivery of your property as soon as it arrives. This will prevent additional handling and reduce the chance of loss or damage. It will also reduce or eliminate storage expenses.

[ ] You or your representative designated in writing must be home on the day of delivery.

[ ] Know in advance where you want each piece of furniture placed in your new residence. The mover is required to place each piece only one time.

[ ] Check each carton or item off the inventory. Make sure everything that was picked up is delivered.

[ ] List any damaged or missing items with appropriate inventory numbers on the "Joint Statement of Loss or Damage at Delivery" (DD Form 1840) to avoid problems. Make sure you carefully look over your property and list any missing inventory line items or noticeable damage at the time.

[ ] Do not sign for services if they were not performed by the carrier.

[ ] Do not argue with the carrier. Contact the destination transportation office if problems arise.

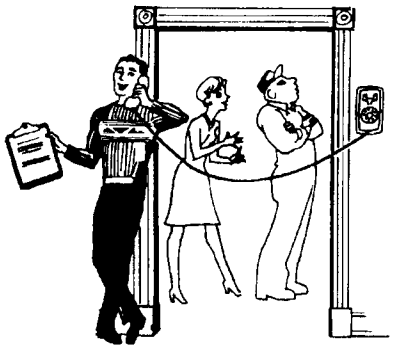

Figure 3–2. Call your transportation office at once if problems arise

3–4. Carrier's Responsibilities at Origin

a. The carrier is responsible for packing a preparing all your property for shipment. You can expect the carrier to begin service between 8 a.m. and 5 p.m. The start and completion of any service provided by the carrier can vary depending on the type of move — that is, NTS, international shipment, etc. Contact your local transportation office for specifics. However, if you have no objection to the carrier beginning service before or after these hours, let the origin transportation know.

b. At pickup, the carrier must:

[ ] Protect appliances against damage while in transit; this means the carrier will secure moving parts that, if allowed to move in transit, could damage the appliance.
[ ] Use new, clean packing materials for linen, clothing and bedding.
[ ] Use new or like–new packing materials for all other items. Excelsior or newspaper is not allowed. Items packed in boxes should be padded and insulated from carton walls.
[ ] Pack mirrors, pictures and glass table tops in specially designed cartons.
[ ] Wrap and protect all finished surfaces from marring or scratching. Usually this is accomplished through use of furniture pads.
[ ] Properly roll and protect rug and rug pads at residence. Only small throw rugs may be folded.
[ ] Pack all designated professional books, papers and equipment in separate boxes. These cartons must be marked "Professional Books, Papers and Equipment," weighted separately and listed ont the inventory form.
[ ] Put all nuts, bolts and screws from an item disassembled for movement by carrier personnel in a bag and attach the bag securely to the item.
[ ] Mark each carton to show general contents.
[ ] Prepare an accurate and legible inventory.
[ ] Obtain approval from the transportation office prior to loading on the tailgate of the moving van.
[ ] Remove all excess packing material from your residence.

3–5. Carrier's Responsibilities at Destination

a. You can expect the carrier to begin service between 8 a.m. and 5 p.m. The start and completion of any service provided by the carrier can vary depending on the type of move — that is, NTS, international shipment, etc. Contact your transportation office for specifics. However, if you have no objections to the carrier beginning service before or after these hours, let the destination transportation office know.

b. At time of delivery, the carrier must:

[ ] Unpack and unwrap all cartons, boxes and crates.
[ ] Place each item or carton in the room you indicate.
[ ] This one–time placement includes placing unpacked articles in cabinets, cupboards or on kitchen shelve when convenient, safe and your desired location. Have placement planned out before the carrier arrives. Movers are required to place each item only once.
[ ] Assemble all furniture and equipment disassembled by the movers at origin.
[ ] Remove packing and blocking from appliances. The carrier is not required to connect appliances to electric, gas or water outlets.
[ ] Remove all packing material resulting from the unpacking.

[ ] Jointly with you, make a written record of any loss or damage on the DD FORM Form 1840, "Joint Statement of Loss or Damage at Delivery," sign the document and obtain your signature. The carrier's representative must leave three copies of DD Form 180/1840R with you.

c. As stated earlier, movers are not required to go into an attic, crawl space or similar storage area for the purpose of delivering and placing personal property. This includes areas that:

- Are not accessible by a permanent stairway (ladders are not permanent stairways);
- Are not adequately lighted;
- Do not have a finished floor;
- Do not allow a person to stand erect.

d. Once the shipment has been delivered, the carrier is not required to deliver property to a self–storage facility. Beware: You may waive unpacking at any time during the delivery. However, the carrier is not required to return later to unpack or remove debris.

Chapter 4
AFTER THE MOVE

4–1. Evaluation of Move

At some time during delivery of your personal property, an inspector representing the destination transportation office may drop by to check on your delivery. If you have any questions or problems, inform the inspector or contact the transportation office.

4–2. Words of Caution

a. Regardless of how well a carrier may pack your personal property, there is a chance something may be lost or damaged. If this happens, you have a right to file a claim against the carrier and/or the U.S. government.

b. If you discover loss and/or damage after delivery, you are required to list it on the DD Form 1840, "Joint Statement of Loss or Damage at Delivery." This form also serves as a notice to the carrier of loss or damage and a receipt of delivery. If you do not list missing inventory line items or obvious damage on this form at delivery, you may forfeit your chance of getting paid for this loss/damage.

c. If you discover additional damage or loss after delivery, you must list it on the DD Form 1840R "Notice of Loss or Damage" (the reverse side of DD Form 1840). The completed DD Form 1840R must be delivered to your local claim office no later than 70 days from date of delivery. Failure to deliver the completed form within 70 days or to list all items will result in the loss of your entire claim! Annotation of loss or damage on the carrier's inventory or any other forms is not acceptable for processing a claim. The only documents for recording shipment damage or loss are DD Form 1840 and 1840R.

d. Remember: The carrier has the right to inspect and offer to repair damaged articles. Do not throw anything away unless instructed to do so. It is important you not sign any delivery document (the inventory, DD Form 619 or DD Form 1840) until the carrier's representative has completed all required services. However, do not refuse to sign these documents before the carrier's representative leaves if you have noted loss or damage on the DD Form 1840. If at any time during delivery and unpacking you think you are not receiving the quality of move the government is paying for, call the destination transportation office. If it seems necessary to call, do so before signing any documents and before the carrier's representative leaves.

4–3. Filing Your Claim

a. If you sustain loss or damage to your personal property, promptly contact the claims office for assistance. You must allow inspection of the property by both the government and the carrier at either's request. Do not dispose of any damaged items until the damage has been inspected by all authorized parties or you have been instructed to do so by the claims office. You may dispose of mildewed or smoke–damaged items as soon as the claims inspection is completed. For other damages, you may be required to keep the article until your claim is settled, at which time some items may have to be disposed of through salvage channels. Your claims office can advise you.

Figure 4–1. Inspecting your property

b. Your claim against the government must be received by a claims office within two years of the date of delivery. Filing your DD Form 1840/1840R is not the same as filing a claim. Army personnel with multiple deliveries on the same shipment must get their claims in within two years of first delivery.

c. To assure prompt settlement, file claims as soon as possible. Keep in mind that you cannot legally receive double payment for the same damage. Should this happen, you are responsible for returning any overpayment to the government.

4–4. Inconvenience Claims

a. There are times when a carrier fails to pick up or deliver your personal property as scheduled. This may cause some financial hardship for you and your family. You may file an inconvenience claim against the carrier fro failure to meed scheduled pickup or delivery dates. This may provide some relief for you. Technical claim will be for out–of–pocket expenses caused by the carrier's failure to act on the agreed date. You may not file an inconvenience claim against the carrier for shipments moving under the Direct Procurement Method. To determine whether your shipment moved via this method, check with your transportation office. The carrier is not obligated to honor an inconvenience claim.

b. The transportation office at your new duty station can assist you, but you are responsible for filing he inconvenience claim directly with the home office of the carrier. You should understand:

[ ] The inconvenience claim can be only for normal living expenses above what would have been spent had the household goods been picked up or delivered as scheduled.
[ ] The purchase of household items must be reasonable and relieve a definite hardship.
[ ] Hotels/motels you select should offer moderate rater.
[ ] Receipts must be submitted for all expenses you claim. If you cannot obtain a receipt, you must submit a sworn statement certifying the claim is accurate and correct.
[ ] Carriers are quick to deny inconvenience claims that appear to be excessive and/or unreasonable.

c. If your claims are justified but denied by the carrier, contact the destination transportation office for assistance. The transportation office representative will assist you with your appeal to the carrier's home office. If the appeal does not resolve the claim, your transportation office may forward the file to the major command for review, verification and assistance. The major command then forwards the inconvenience claim to Headquarters, Military Traffic Management Command, which will go to the carrier's home office again. If efforts to obtain your reimbursement from the carrier through this channel fail, you have the right to take the carrier to court. (Any expenses related to taking the carrier to court are your responsibility.)

4–5. Private Property Damages

If your property (rented or privately owned) is damaged during pickup or delivery, contact the carrier's office immediately. You should also contact the legal office for assistance. These types of claims are between you and the carrier or agent involved.

Table 4–1
MAXIMUM ALLOWABLE LOSS OR DAMAGE PAYMENTS

Air Conditioners	**$1,500 per item**
Antiques *(does not include furniture)*	**$1,000 per item**
	$5,000 per claim
Appliances, *(gas or electric)*	**$1,500 per item**
Automobiles and all motor vehicles including motorcycles during shipment *(does not include mobile homes)*	**$20,000 per vehicle**
Automobile paint jobs *(complete)*	**$1,500 per vehicle**
(cost of loss/damage plus paint job will not exceed the $20,000 maximum allowable allowance)	
Automobile radios, tape players and accessories	**$500 per claim**
Bicycles	**$750 per item**
Binoculars	**$350 per item**
	$1,500 per claim
Boats	**$15,000 per claim during shipment**
Boating equipment and supplies	**$500 per claim**
Books	**$3,000 per claim**
Camping equipment and supplies	**$2,500 per claim**
Candles	**$50 per item**
	$300 per claim
Ceramic animals *(floor type, such as large elephants, etc.)*	**$250 per item**
	$750 per claim
Chandeliers	**$750 per item**
Chess sets, etc.	**$500 per claim**
China *(fine)*	**$3,000 per claim**
Clocks *(other than grandfather or grandmother)*	**$750 per item**
Clocks, *(grandfather/grandmother)*	**$1,500 per item**
All Clocks	**$3,000 per claim**
Clothing	
Age 15 and over	**$3,500 per person per claim**
Age infant through 1	**$1,500 per person per claim**
*Collections and hobbies *(coins, stamps, electric trains, bottles, etc.)*	**$4,000 per claim**
Compact discs	**$1,500 per claim**
Computers and all accessory equipment	**$4,000 per claim**
Crystal	**$3,000 per claim**
Dental equipment and instruments	**$1,500 per claim**
Desk and writing equipment	**$100 per claim**
Drafting, mapping and sketching equipment	**$500 per claim**
Electrical and gas appliances	**$1,500 per item**
Firearms	**$2,000 per claim**
Food *(nonperishable)*	**$200 per claim**
Furniture *(in general)*	**$2,000 per item**
Sectionals sofas, dining tables and chair sets, or German Schranks	**$4,000 per claim**
Furs	**$1,500 per item**
	$3,000 per claim
Jewelry	**$750 per item**
	$2,500 per claim
Lamps	**$250 per item**
Linens *(fine)*	**$400 per item**
	$2,000 per claim
Medical equipment and instruments	**$1,500 per claim**
Memorabilia *(includes picture albums, souvenirs, emblems, plaques, trophies, movie films and photographic slides)*	**$1,000 per claim**
Microscopes, telescopes	**$500 per item**
	$1,500 per claim
Musical instruments	
Piano, organ or player pianos, harp	**$5,000 per claim**
Other musical instruments	**$1,500 per claim**
Objects of art	**$750 per item**
	$2,000 per claim
Outdoor Structures *(includes swing set and storage sheds)*	**$500 per claim**
Painting and pictures	**$750 per item**
	$2,000 per claim
Phonographic records	**$1,500 per claim**
Photographic equipment	**$2,000 per claim**
Pool tables	**$1,500 per item**
Professional equipment	**$1,500 per claim**
Room dividers, folding screens, etc.	**$500 per item**
	$1,000 per claim
Rugs	**$2,000 per item**
	$4,000 per claim

Table 4–1
MAXIMUM ALLOWABLE LOSS OR DAMAGE PAYMENTS—Continued

Silverware	
Sterling silver and fine pewter	**$5,000 per claim**
Silverplate or other metal ware	**$2,000 per claim**
Satellite dishes	**$2,500 per claim**
Spas/hot tubs	**$2,500 per claim**
Sporting equipment and supplies	**$2,500 per claim**
Stereo items and all accessories	**$1,000 per item**
	$3,500 per claim
Tapes, blank and commercially recorded	
Audio	**$1,500 per claim**
Video	**$1,500 per claim**
Taxidermy items	**$500 per claim**
Television sets	**$1,500 per item**
Projection TVs	**$2,500 per item**
Tools, manual	
In household goods or hold baggage	**$1,250 per claim**
Tools, power	
In household goods or hold baggage	**$1,250 per claim**
Tool chests or boxes, in household goods or hold baggage	**$500 per claim**
Emergency tools and tool boxes	
Shipped in a vehicle	**$200 per claim**
Toys	**$1,000 per claim**
Typewriters	**$750 per item**
Video recorders, video cameras and accessory equipment	**$1,000 per item**
	$2,500 per claim
Watches	**$500 per item**
Waterbeds *(includes frame)*	**$2,000 per item**
Wedding albums	**$500 per claim**
Wedding gowns	**$1,000 per claim**
Wigs *(includes hairpieces)*	**$500 per claim**

Notes:

* Army will not pay claims for coins or money.

This list is subject to change. For current allowances, contact your local claims office. You are urged to consult officer if you have any questions regarding property that dose not appear on the above list or that seems to have monetary value higher than maximums listed.