

Your agency has authorized you to receive household goods shipment services for your relocation to a new duty station. This brochure contains essential information that you should know.

For more information about the mover's responsibilities to you and to the government, you can review [GSA's Household Goods Tender of Service](#). This is a comprehensive document containing the terms and conditions that movers must follow to participate in the program.

What to Expect from Your Agency:

- Instead of making your own arrangements, your agency makes those arrangements for you. Your agency pays the moving company directly for the services it provides. To do so, your agency or the moving company issues a Bill of Lading (BOL). Make sure that you have received a copy of the BOL and that it is correct.
- Once your agency authorizes movement of your household goods (HHGs), the agency will pay the cost of packing, loading, transportation, unloading, unpacking, and storage-in-transit (SIT).
- Your agency will NOT pay the cost of moving airplanes, camper trailers, birds, pets, livestock, cordwood, building materials, property intended for resale or disposal, or property used as a business. For additional exclusions, see the GSA Household Goods Tender of Service (HTOS) Section 1.2.3.
- Your agency may pay to move your privately-owned vehicle, depending on your authorization.
- Your agency may pay the cost to move your professional books, papers, and/or equipment that are used in your government employment.
- The government will move your HHG at Full Value Service. This is the standard estimated total value of your HHG. If you would like to increase the base valuation, you must notify your move coordinator in writing. Your agency will bill you for the additional cost.
- Communication between you, your move coordinator, and the moving company is vital to the success of your move. If you have any questions, ask! If anything is wrong, contact your move coordinator immediately.

Your Rights:

- You have the right to have your HHGs moved in a professional and timely manner by a moving company approved by GSA to handle government employee personal property.
- You have the right to have qualified, professional personnel pack, load, transport, unload, and unpack your HHGs.
- You have the right to an on-site pre-move survey of your belongings by the mover. Only your BOL Issuing Officer (BLIO) may authorize the mover to conduct a virtual or telephone survey.

- You have the right to have all items disassembled by the mover at your old residence to be reassembled at your new residence.
- You have the right to stop the mover's work at any time you believe that to continue will subject you or your possessions to harm.
- You have the right to review and object to the way in which your property is coded on the mover's inventory at origin.
- You have the right to have the mover provide reasonable assistance in the preparation of a claim. This includes the mover providing estimates of repair at the mover's expense.
- You have the right to stop work and rest. Working hours are from 8:00 a.m. until 5:00 p.m. Monday through Friday. However, you may continue to work beyond 5:00 p.m., begin work before 8:00 a.m., or work on Saturday, Sunday, or U.S. holidays if mutually agreeable in writing between you and the moving company at no additional cost to your agency.
- When your goods are placed in SIT, you have the right to have them stored within 50 miles of the destination municipality. If there are no SIT facilities located within 50 miles, the Issuing Officer may approve SIT at an alternate location on the BOL.

Your Responsibilities:

- You must establish with the mover the dates on which your shipment will be packed and loaded.
- You must advise your move coordinator in writing prior to shipment pickup if you want to declare excess valuation above the base valuation on your shipment. Any increased valuation must be shown on the BOL and will be at your expense after the move has completed.
- You must be present or have your designated agent present as your goods are packed and loaded to protect you and your agency's interests.
- You or your designated agent must verify and sign the inventory prepared at your old residence to ensure that it properly reflects the contents and condition of your HHGs.
- You must advise the mover of everything you intend to move and make accessible all items you intend to move. This includes items in the attic, garage, basement, and storage shed.
- You must stop work on your shipment and notify your BLIO or move coordinator when the work is not being performed to your satisfaction.
- You must disassemble before your move and reassemble after your move the following items: ice makers, swing sets, outdoor playground equipment, television and radio antennas, satellite dishes, storage sheds, and other similar items.
- You must arrange for the disconnecting or reconnecting of gas and/or electric washers/dryers. You also have the responsibility of draining water hoses and draining/filling waterbeds.

- You may possess articles that require special servicing for safe transportation such as a grandfather clock, electronic equipment, wall units, pipe organs, hot tubs, pool tables, etc. If you arrange for these special services to be performed, you will be responsible for the associated costs. If the BLIO, at their discretion, authorizes the mover or the use of third party companies to perform special servicing of these items, then the Government will be responsible for the associated costs.
- You are responsible for the transportation costs to ship the portion of your HHGs in excess of 20,000 pounds (on domestic shipments). The weight entitlement in the Federal Travel Regulations is 18,000 pounds plus an additional 2,000 for packing materials.
- You must be present or have your agent present when your goods are delivered to confirm from the original inventory listing that all boxes, furniture, and other items are accounted for and are received in the same condition as when they were picked up. You must immediately notify the carrier and annotate on the carrier's delivery inventory listing all loss or damage that is readily visible as your goods are unloaded.
- You or your agent is responsible for instructing the mover in the placement of property at your new residence. This may include a one-time placement of articles being unpacked in cabinets, cupboards, and shelving when convenient, and articles removed from hanging wardrobes. This does not include arranging articles in a manner desired by the property owner.
- It is your responsibility to report and submit a claim in writing for any loss / damage discovered at the time of delivery or found after delivery. Any loss or damage not readily noticeable at the time of delivery, such as broken china or glassware that was in a carton and not unpacked when goods were delivered must be reported, in writing, to the mover within 75 days after delivery. This does not mean, however, that you cannot file a claim after 75 days. After 75 days, the burden of proof is on you to prove that the mover is responsible for the damage.
- You must complete the electronic GSA Household Goods Carrier Evaluation Report (GSA Form 3080) which will be sent to you electronically by the mover. The move coordinator at your agency will also complete an evaluation of the mover.

The Mover's Responsibilities

- The mover has the responsibility to conduct an on-site pre-move survey of your property to determine weight, packing material, and containers needed.
- The mover must inspect and perform all packing, crating, and padding necessary to ensure the safe transportation of your property. Except for the packing of grandfather clocks and pool table slate, the use of crates must be pre-authorized by the BLIO. At your request, articles such as electronic equipment may be packed in the original containers if the containers are considered by the mover to be in good condition for shipping purposes.
- The mover must furnish clean packing containers of sufficient quality for the protection of your goods, such as

- The mover must reassemble all property disassembled by the mover at origin, including beds, waterbeds, and sectional bookcases. The mover must service all appliances, e.g. remove washer kits, washer packs/locks, record player turntables, etc. that were serviced by the mover to ensure safe transportation of your shipment.
- At your request, the mover will unpack and/or uncrate all property that was packed and crated for movement and will place the property in your new location as instructed by you. When unpacking is performed by the mover at delivery, the mover must remove all packing or related material from the premises.
- The mover must protect finished surfaces from scratching or marring, pack books in cartons and separate each row of books with an intervening piece of solid or corrugated fiberboard, and pack kitchenware separately.
- The mover must carefully pack such items as glassware, chinaware, and other fragile articles using clean, modern materials. Excelsior or shredded paper is not acceptable. The mover must wrap ornaments, small toys, and other small items individually. The mover must wrap lampshades and pack them separately from other items.
- The mover must notify you as soon as possible and the BLIO within five (5) days after placement of your HHGs in SIT. Notification will include the name, address, and telephone number of the warehouse in which the shipment is stored.
- The mover must ensure that facilities or warehouses used by the carrier for SIT are commercial facilities used in the normal receipt and storage of HHGs.
- The mover must inventory at origin all items in your shipment, specify the actual condition of those items, and identify at delivery any loss or damage that is visible.
- The mover must provide to you all reasonable and necessary assistance in the preparation of claims, including repair estimates, at no cost to you.



Your Rights and Responsibilities When You Move



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General Services Administration
Centralized Household Goods
Traffic Management Program
(CHAMP)

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