**STATEMENT OF UNDERSTANDING (SOU)**

**Customer Responsibilities:**

* **I, or my designated agent (POA/LOA), must be available from 0800 to 1700 on the scheduled pick-up/delivery date to avoid an attempted service fee, which must be paid in advance of rescheduling. Initial \_\_\_\_\_\_\_\_ Date of Packout \_\_\_\_\_\_\_ The local agent is required to notify the customer one government business day before the actual pack/pickup is scheduled to start as to whether the agent will arrive in the AM (0800-1200) or PM (1200-1700).** The Transportation Service Provider (TSP), also known as the agent or moving company, must have prior approval from the customer to start earlier than 0800, or to extend beyond 2100. No service will be provided on weekends, U.S, or foreign national holidays without prior mutual written agreement between the customer, PPO, and the TSP.
* I understand that the moving company has a 7-day window to select a packout date, which extends 7 calendar days from the date I select as my desired packout date, AND the movers have 3 days to notify me of the actual confirmed packout date after the shipment has been booked. I will also tentatively make myself available for the movers during this 7 calendar window.
* I will receive notification of shipment arrival at destination from the agent 24-hours prior to them placing the items in Storage in Transit (SIT) with 2 documented attempts 6 hours apart, giving me the opportunity to accept timely receipt of my personal property.
* Prior to a pack-out, the local agent will install floor coverings in high traffic areas of interior living spaces (e.g. floor coverings for entry and interior hallways). In addition, doorways in high traffic areas will be protected (e.g. entry doorways, etc.) prior to a pack-out.
* The local agent has the responsibility to inspect all pre-packed items to ascertain the contents, condition of the contents, and ensure that only articles not otherwise prohibited by the Tariff/Tender are contained in the shipment. The agent will determine whether items require repacking and perform the repacking using quality commercial practices.
* I will ensure that my **valuables** (i.e., passport, important docs, jewelry, etc.) and **pets** are secured prior to the movers arriving to my residence, and small children will be properly monitored to avoid injuries.
* I will review and **identify in writing high-value/high-risk** inventory items and perform a complete **walk-thru with** a representative before signing any documents and before the driver leaves, in order to ensure all items have been inventoried and packed, and there has been no damage to the real property throughout my pack out.
* I may request items be packed in original packaging as long as the packaging is in good condition for shipping.
* TSP is required to provide proper wrapping materials other than burlap for articles having surfacing prone to scratches, marring, soiling, or chafing. Items of unusual nature requiring special crating and/or 3rd party service will obtain PPO prior approval. Rugs and rug pads must be properly rolled (not folded or bent) and wrapped. TSP may refuse waterbeds not properly drained or other items not prepared by the customer as required and noted during pre-inspection.
* The origin agent is highly encouraged to utilize an electronic inventory that provides equal or better information than a hand written inventory. If an electronic inventory is utilized the origin agent must provide the customer an electronic or printed copy of the inventory prior to the driver leaving the origin location with the personal property.
* The local agent will ensure there are a minimum of 2 tamper evident seals on Unaccompanied Baggage (UB) containers and 4 tamper evident seals on HHG containers and seal numbers written/listed on the inventory prior to the driver(s) leaving the residence. If the TSP identifies broken seals during transit they must annotate the circumstances l in DPS and apply a new seal(s) with the seal number(s) annotated in DPS. In the event it is not discovered that the seals are broken until at the time of delivery, the agent will notify customer and will also document under General Remarks in DPS.
* I understand that No hazardous, flammable, or carbonated materials may be shipped **NOTE: I will be provided Country Instructions for the country of destination when not returning to the United States.**
* UB shipments must not contain furniture, large items, excessive bulky items, or TV’s larger than 32”. Bicycles, Pack-n-Play cribs, and small appliances maybe shipped. **Note: Alcohol may not be shipped as UB.**
* I am authorized to ship alcoholic beverages at government expense within my HHG upon completion of required documents provided by PPPO and the state to which the alcohol will be shipped. Any and all permits, fees, taxes, and or duties are my responsibility and must be obtained prior to pack-out date. Alcohol beverages will not be packed without proper documents. **Caution: no climate control during transportation or temporary storage and shipment maybe exposed to extreme temperatures.**
* I have been advised of the importance of keeping documents received from Shipping Agent during delivery and pickup and that they may be required if and when filing any claims.
* Required delivery date (RDD) on the DD-1299 is only an estimate. The Moving Agent will provide a Government Bill of Lading (GBL) with actual RDD at time of pickup. TSP will notify the customer at the earliest practical time advising them of the new available delivery date(s) and inconvenience claim guidance and agree to reimbursement to the customer within 30 days from contact. TSP will also update DPS and make corresponding remarks.
* I understand that I may be asked by the mover to demonstrate the mechanical condition of appliances and electronic equipment, and failure to do so, could trigger a “mechanical condition unknown” classification and ultimately affect the claims adjudication process for items damaged during shipping.
* I have been briefed of my responsibilities when shipping Lithium Batteries: A.) Prior to my pre-move survey with my mover, gather and identify all lithium batteries and devices containing lithium batteries I would like to ship with my personal property. B.) On packing day, I will have all lithium batteries and devices, allowed in my personal property shipment, readily accessible, and identified for my packers. And C.) Lithium batteries of all types and sizes are **prohibited** from **NTS.**

**Shipments subject to Excess Costs (at member’s expense):**

* Alternate Pickup and destination locations.
* Shipments exceeding authorized weight allowance. (NET weight not Gross weight)

**Shipments processed in DPS (GBL) Claim’s guidance:**

* Make sure your move.mil/DPS account is updated with your current email, phone number, and residential address to submit loss/damage report and claim, as claims cannot be entered by PPO or counselor.
* When unloading or unpacking articles at destination, the delivery TSP will, in coordination with the customer, check the inventory prepared at origin and inspect each article for loss or damage. The delivering TSP will, along with the customer, record loss or damage on a ‘Notification of Loss or Damage AT Delivery’ form. The ‘Notification of Loss or Damage AT Delivery’ form will indicate differences in count and condition from that shown on the inventory prepared at origin and will be jointly signed by the delivering TSP and the customer. The TSP will provide a toll-free number and email address that the customer can use to contact the TSP on the ‘Notification of Loss or Damage AT Delivery’ form. Failure to provide the contact information will result in the 180-day notice period starting on the day after contact information is provided or delivery is updated in DPS, whichever is later. For split shipments or partial deliveries, a separate ‘Notification of Loss or Damage AT Delivery’ form will be completed whenever property is delivered to the customer.
* Loss or transit damage discovered after delivery shall be listed on the ‘Notification of Loss or Damage AFTER Delivery’ form unless the damage or loss is entered into DPS. In either case, the delivering TSP shall accept this form or entry as overcoming the presumption of correctness of the delivery receipt, if it is transmitted or postmarked within 180 calendar days of delivery. Notice shall not be required if a claim is filed with the delivering TSP within 180 calendar days of delivery. Neither the ‘Notification of Loss/Damage AT Delivery’ nor the ‘Notification of Loss or Damage AFTER Delivery’ forms are conclusive; both can be rebutted by other evidence. Timely submission of the ‘Notice of Loss or Damage AFTER Delivery’ form to the delivering TSP shall be considered timely notice to all TSPs in the chain of custody of the items listed on the form.
* I have 2 years from date of delivery to submit my claim in DPS. If submitted within 9 months I will receive full replacement valuation (FRV). If submitted after 9 months I will receive depreciated value.
* The TSP must acknowledge receipt of a claim to the customer within 15 calendar days of receipt of a complete claim. The TSP's acknowledgement to the customer must provide a phone number and email address to contact the TSP claims representative. The acknowledgment message must inform the customer that the TSP is required to pay, deny, or make an offer within 30 days of receipt on all claims valued at $1000 or less, or within 60 days of receipt on all other claims, and advise at that time and each succeeding 30-day period of the status of my claim.
* Quick Claims: When damage is immediately recognized, the moving company will offer up to $1000 within 5 calendar days of delivery. If payment is accepted you can’t file later to receive Full Replacement Value on those items.
* **Real Property Damage**. The TSP, **NOT** the Government, is responsible for all real property damage to a customer’s residence in connection with the movement of their personal property. The TSP will notify the customer that they have 7 calendar days to report real property damage, regardless of whether the damage was reported on the real property damage form.

**Shipments not processed in DPS (Turn-In/ DPM) Claim’s guidance:**

* Loss/damage discovered on the date of delivery: you must complete DD Form 1840 (Notification of Loss or Damage).
* Loss/damage discovered after the delivery date: you must complete DD Form 1840R (back side of DD Form 1840).
* The Notice of Loss or Damage AFTER Delivery is for loss or damage discovered during unpacking after delivery is complete. You must provide the information for any loss or damage AFTER delivery to the DPM Contractor within 180 days after delivery.
* Quick Claims: When damaged is immediately recognized moving company will offer up to $500 on delivery. If payment is accepted you can’t file later on those items to receive Full Replacement Value.
* I have 9 months from date of delivery to file my claim to receive FRV (Full Replacement Valuation).
* I have 2 years from date of delivery to file my claim. If submitted after 9 months I will receive depreciated value.

**Storage:**

* If applicable, I understand allowance to and recommended maximum use of Non-Temporary Storage (NTS) and that **food and liquid items are prohibited in (NTS) shipment**.
* I am authorized 90 days of temporary storage at destination, origin, or in-transit (SIT), and Extensions of temporary storage allowance must be requested on DD FORM 1857 and must meet qualifying guidelines

**Customer Satisfaction Survey (CSS):**

* The Customer Satisfaction Survey (CSS) is the Department of Defense's (DoD) cornerstone of moving company evaluations. It is a multiple question evaluation that allows DoD and U.S. Coast Guard customers, or their representative, to score their moving company's service throughout all stages of a PCS move. Completing the CSS is very important! Your responses provide the DoD with actionable feedback regarding your moving experience that will directly impact the moving company's future business with the DoD.
* You may receive up to five surveys throughout your PCS move, based on the following events in the life cycle of your move:
  + 1. Survey #1 Counseling - survey sent after counseling (in-person or self-counsel) is complete.
  + 2. Survey #2 Origin Services - survey sent after moving company changes status to "in-transit."
  + 3. Survey #3 Destination Services - survey sent approximately 30 days after delivery.
  + 4. Survey #4 Transportation Service Provider (TSP) Claim - survey sent approximately 75 days after claim is submitted.
  + 5. Survey #5 Military Claims Office (MCO) - survey sent approximately 75 days after all or part of a claim is transferred to the MCO.
* You will no longer have to log into DPS or call a phone operator to share your thoughts. You will receive a link via email and text message. The online survey can be completed using a personal computer or a portable device (smartphone, tablet, Mac or PC). Your timely feedback is important, the link you receive for each survey expires 90 days from receipt. You will receive reminders for each survey until completion and up to expiration.

**Vessel Manifest Confidentiality Request (HHG only):**

• If you would like to request that certain Personally Identifiable Information (PlI) on the TSP vessel Manifest not be shared or made available to the public. A Vessel Manifest Confidentiality Request form can be obtained and submitted at the following website: [vesselmanifestconfidentiality@cbp.dhs.gov](mailto:vesselmanifestconfidentiality@cbp.dhs.gov) . JPPSO assumes no responsibility for this document nor the contents there of.

.Once received, CBP processes the confidentiality request according to the information provided. For confidentiality to be effective, the name provided must exactly match the importer/consignee name as it is entered electronically in the Automated Commercial Environment (ACE) by the trade or their carrier/filing party. It is the responsibility of the requesting entity to verify that they are providing an accurate request.

The granting of confidentiality will be valid for two (2) years from the date the request is processed and covers all ports of entry. Renewal requests should be made at least 60-90 days prior to expiration of the current approval.

There is no fee associated with the request for confidentiality

Print Name of Member/Employee: Rate/Grade:

Signature of Member/Employee: Date:

**SHIPPING FOOD ITEMS:**

**(CBP/U.S. Customs & Border Protection,** [**https://help.cbp.gov/app/answers/detail/a\_id/83**](https://help.cbp.gov/app/answers/detail/a_id/83))

Transportation Service Providers may refuse to pack and the PPO Yokosuka DOES NOT Recommend Shipping Food Products in Your Household Goods Shipment Due To:

* Foods may spoil and end-up being thrown away at destination because shipping container(s) may be exposed to extreme temperatures during the move.
* If liquid containers break, the liquid may cause damage to HHG packed in the same container.

**UNRESTRICTED ITEMS** (the following are generally admissible if it is not opened. Sealing opened containers with tape or by other means is not permitted)

**Condiments:** ketchup, mustard, mayonnaise, prepared sauces and salt that do not contain meat products.

**Cooking Oils:** Olive oil and other vegetable oils,

**Canned goods** and goods in vacuum packed jar (other than those containing meat or poultry products) for your personal use. (Examples; canned mushrooms, fruits, and vegetables)

**Dried Fruit:** things like apricots, berries, currants, dates, figs, gooseberries, peaches, prunes, raisins, tomatillos, and zereshk.

**Juices:** Commercially canned.

**Tea:** Commercially packaged and ready to be boiled, steeped or microwaved in liquid. Coca, barberry and loose citrus leaves are prohibited.

**Coffee:** Roasted or unroasted if there is no pulp attached.

**Spices:** most dried spices are allowed except for orange, lemon, lime and other citrus leaves and seeds, lemongrass, and many vegetable and fruit seeds.

**Honey:** comb honey, royal jelly, bee bread, or propolis if it is not intended to be fed to bees.

**Mushrooms:** dried and/or canned.

**Flour:** Wheat, oat, and cornmeal

**Nuts:** All nuts are allowed if they have been boiled, cooked, ground, oven dried, pureed, roasted, or steamed. Other nuts may be allowed if they are free from their husks (the shell remains), such as almonds, betel nuts, Brazil nuts, cashews, coquila nuts, fiberts (hazelnuts), Java olives, kara nuts, gingko nuts, macadamias, pecans, pili nuts, pine nuts (pinon nuts), pistachios, and walnuts.

**Bakery items:** candy, chocolate, and dry mixes containing dairy and egg ingredients (such as baking mixes, cocoa mixes, drink mixes, instant cake mixes, instant pudding mixes, liquid drink mixes containing reconstituted dry milk or dry milk products (including those that contain sugar), potato flakes, and infant formula commercially labeled and presented in final finished packaging are generally admissible.

**General Rule:**

The regulations governing meat (beef, pork, chicken, etc.) and meat products are stringent. You may not import fresh, dried or canned meats or meat products from most foreign countries into the United States. Also, you may not import food products that have been prepared with meat.

**Restricted Items:**

Egg, fruit and vegetable crates, boxes, or similar types of containers will not be used or shipped

Animal (beef, pork, chicken, etc.) and Poultry Products. USDA restricts entry of animals, poultry, bird’s eggs, wild bird feathers, poultry products and byproducts, perishables and animal products and byproducts, to include meat extracts, secretions (Milk/Cheese/butter products), untanned hides, untanned skins, wool, hair, bones, and horns.

Noodles and Ramen that have meat or eggs in the spice packets Spices: most dried spices are allowed except for orange, lemon, and other citrus leaves and seeds, lemongrass, and many vegetable and fruit seeds

The following plants and plant products may not be imported: fresh fruits and vegetables, trees, shrubs, herbaceous plants, bulbs, cuttings, or other parts of plants, seeds for or capable of propagation; dried or undried grasses; various grains, to include hay and straw; leaves of plants, forest litter, and soil (likely to be on vehicles, lawnmowers, and similar items used outdoors).

**Not Recommend:**

Candy and Chocolate: Extreme exposure to heat Bread, Oil, etc.:

Rice: Shipments of rice from countries where Khapra beetle is known to occur will be prohibited. Failure to declare rice will result in fines.

PLEASE ENSURE THAT ANY FOOD ITEMS BEING SHIPPED ARE PROPERLY ANNOTATED ON YOUR INVENTORY AND REMARKS ANNOTATED WITH “CONTAINS NO ANIMAL OR POULTRY PRODUCTS”.

I HAVE READ AND UNDERSTAND THE POLICY FOR SHIPPING FOODS IN MY HOUSEHOLD GOODS SHIPMENT FROM OCONUS TO CONUS. I CERTIFY THAT MY HHG SHIPMENT DOES NOT CONTAIN ANY UNAUTHORIZED FOOD ITEMS AND I UNDERSTAND THAT FAILURE TO DECLARE FOOD PRODUCTS CAN RESULT IN UP TO $10,000 IN FINES AND PENALTIES. .

Members Name: Rate/Grade:

Members Signature: Date: