

## APPENDIX D: NON-STANDARD PROCESSES

This document provides guidance on shipments or services that require non-standard processes, including special procedures, atypical handling or involvement by the government.

### **D.1. Department of Defense and U.S. Coast Guard (USCG) Employees Being Assigned to the Department of State Embassies or Consulates Under Chief of Mission Authority.**

**D.1.1.** When ordered, the contractor shall counsel DoD and USCG customers when their shipments originate from the CONUS or from an overseas military installation, i.e. non-DOS locations, and will electronic mail (e-mail)/facsimile (fax) the Counseling output form (See Appendix H-Tab 3 DoS assigned counseling elements) and a copy of their orders to the U.S. Department of State, Transportation and Travel Management Division, at DODPP@state.gov or fax to 202-472-8446. If necessary, a DOS representative can be reached at 800-424-2947 or 202-472-8480/8481. The DOS will acknowledge receipt of the documentation to affect the shipment. The DoS Embassy or Consulate shipping office shall counsel DoD and USCG customers when their shipments originate from an Embassy or Consulate and will acquire shipping data points and the orders from the employee. The DOS will arrange for the movement and temporary storage of personal property, to include household goods, consumables, and unaccompanied baggage of DOD military and civilian employees and USCG personnel assigned to the DOS under Chief of Mission authority. The DOS Embassy or Consulate shipping office shall handle those shipments through final delivery.

**D.1.2.** Current DOS procedures are available at [https://www.ustranscom.mil/dtr/part-iv/dtr\\_part\\_iv\\_app\\_f.pdf](https://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_f.pdf).

**D.2. Hard-lift Location Procedures.** The non-standard locations included in this section require government support as indicated, including the continued use of the Defense Transportation System, in order for the contractor to provide the relocation services. These instructions are subject to change. The Personal Property Consignment Instruction Guide (PPCIG) contains specific country clearance information and other shipping details. The government reserves the right to designate additional hard-lift locations, and offer alternative shipping methods to the contractor, based on changing economic or geopolitical factors. The contractor shall only be responsible for origin and destination services and delivery to and from the appropriate port. The Government will be responsible for routing between the port of embarkation (POE) in one theater and port of debarkation (POD) in another theater.

**D.2.1. Outbound Procedures.** The contractor shall pickup shipments at the Military Terminal shown on the Transportation Control Movement Document (TCMD) or otherwise advised by the Government. The water and aerial ports designated for movement of shipments out of these Hard-lift Locations are identified below:

**D.2.2. Inbound Procedures.** The contractor shall deliver shipments to the Military Terminal shown on the TTCMD for the locations that are identified below.

### **D.2.3. Naval Station Guantanamo Bay (NSGB), Cuba.**

**D.2.3.1.** For unaccompanied baggage (UB) shipments: contractor must route using a DD-1384 TCMD to avoid refusal at terminal via Norfolk (NGU), Virginia for airlift to Cuba using Military Air, but consign to DPM contractor at NSGB (American Safety Movers) as final destination.

**D.2.3.2.** For HHG shipments: contractor must route directly to barge contractor SCHUYLER LINES, PORTUS WAREHOUSE, 8998 Blount Island, Jacksonville FL 32226 FL, but consign to DPM contractor at NSGB (American Safety Movers) as final destination. Contractor must contact the POC designated by NAVSUP HQ and provide advance notification that HHG shipment is intended for further transfer to NSGB. For shipping motorcycles to Cuba as HHGs, utilize normal crating procedures. A DD-1384 TCMD must accompany shipment to avoid refusal at terminal. Due to delays in shipping from Jacksonville, increased transit time/RDD of 3 weeks authorized, alert member of added delay and alert PPPO Jacksonville shipment is en route.

**D.2.3.3.** Outbound shipments: The aerial port for pickup and onward movement of household goods is Norfolk for destinations north of South Carolina across the country and Blount Island, FL south of South Carolina and across the country. The aerial port for pickup and onward movement of all UB shipments is Norfolk.

### **D.2.4. Diego Garcia (listed as British Indian Ocean Territory).**

**D.2.4.1.** For UB shipments: contractor must route using a DD-1384 TCMD to Diego Garcia (NKU) using Military Air. Shipment must be consigned to Personal Property Officer, US Navy Support Facility, Diego Garcia via TMO, 60 APS, 90 Ragsdale Rd, BLDG 977, Travis AFB, CA 94535-2941. The TCMD must be marked for member and unit of assignment.

**D.2.4.2.** Household good items, including furniture items are prohibited. Oversized furniture and nonessential items should be placed in non-temporary storage at origin through the duration of members' overseas Diego Garcia tour.

**D.2.4.3.** Personal property storage facilities are not available in Diego Garcia.

**D.2.4.4.** Andersen AB, Guam, is the designated in-transit port for all UB shipments from Diego Garcia for onward movement to the Philippines.

**D.2.4.5.** Outbound shipments: The aerial port for pickup and onward movement is Travis AFB, CA (SUU). If a shipment's final destination is in the Pacific theater, the contractor may be directed to pick up the property at an Air Mobility Command (AMC) location nearer to the actual destination.

### **D.2.5. Kwajalein Atoll, Marshall Islands.**

**D.2.5.1.** For HHG and UB shipments: Contractor must route using a DD-1384 TCMD and consign to Transportation Officer, US Army Kwajalein Atoll, Marshall Islands. Mark for member.

**D.2.5.2.** Unaccompanied Baggage/Household Goods should be routed via AMC through CONUS-West Coast: APOE: Travis AFB, CA (SUU), with final destination APOD as Kwajalein, MH (KWA). AMC shipments transit through -Joint Base Hickam-Pearl Harbor, HI (HIK), therefore, add seven (7) days to the transit time. UB/HHG shipments from the Far East and other overseas activities should reflect the origin APOE and reflect APOD as KWA as noted above.

**D.2.5.3.** Should there be routing restrictions from the Far East, shipment may be routed to debark at WPOD 3DT (Oakland, CA) and be consigned to Kwajalein Range Services, LLC, 1615 Alvarado Street, San Leandro, CA 94577 (510-618-5121). Mark for transshipment to (Insert member's name) US Army Kwajalein Atoll, Marshall Islands.

**D.2.5.4.** Outbound shipments: The aerial port for pickup and onward movement is Travis AFB, CA (SUU). If a shipment's final destination is in the Pacific theater, the contractor may be directed to pick up the property at an AMC location nearer to the actual destination.

### **D.2.6. Thule, Greenland.**

**D.2.6.1.** For UB/HHG shipments, the contractor must route using a DD-1384 TCMD via AMC Joint Base McGuire-Dix-Lakehurst, NJ (WRI) and consign to TMO, Thule AB, Greenland. Mark for member.

**D.2.6.2.** Outbound shipments: The aerial port(s) for pickup and onward movement are Joint Base McGuire-Dix-Lakehurst, NJ (WRI) or Dover AFB, DE (DOV).

**D.2.7. Delivery from Hard-Lift Locations.** The contractor shall pickup shipments from designated locations for shipments inbound from hard-lift locations within three (3) government business days upon notification of shipment availability, and shall be delivered to the customer by the RDD determined by established transit times from port to customer's delivery location, which will not exceed the maximum times allowed (Appendix C).

### **D.3. Boat and Mobile Home Shipments**

**D.3.1.** Boats: The contractor shall perform the separate shipment of boats when approved and applicable for: privately owned boats or personal watercraft (including but not limited to canoes, kayaks, dinghies, row boats, jet skis, and sculls) with or without an associated trailer; over 14 feet in length or over 6 feet 10 inches in width or over 6 feet 5 inches in height. Boats or personal watercraft equal to or less than the above dimensions shall be shipped with household goods and will not be considered a separate shipment.

**D.3.2.** Mobile Homes: Mobile Homes. The contractor shall ship mobile homes when approved, and that meet the following definition: A mobile dwelling, which includes manufacturer installed contents, constructed or converted for use as a principal residence and

designed to be moved overland, either self-propelled or by towing. This includes a single or double-wide with or without expandable rooms. If the mobile home exceeds the manufacturer's recommended gross weight for shipment, the contractor shall advise the customer that the weight must be reduced to the recommended gross weight limit.

**D.4. Service-Directed Special Moves.**

**D.4.1. BLUEBARK and Wounded Warrior.** BLUEBARK designates a personal property shipment of a deceased service member or employee. Wounded Warrior designates a personal property shipment of a service member who has been ordered to a hospital with expected prolonged treatment. The contractor shall follow the procedures outlined in Service-specific regulations in the handling of BLUEBARK and Wounded Warrior shipments. Additional information is available in JTR 052010, HHG Transportation Due to Medical Travel or the Death of a Service Member.

**D.4.1.1.** The government will provide the contractor with the following documentation required to arrange a BLUEBARK or Wounded Warrior shipment.

**D.4.1.1.1.** Letter of designation of Command Representative for effecting personal property.

**D.4.1.1.2.** Documentation showing the Next of Kin (NOK)/legal recipient designating a delivery address and contact info.

**D.4.1.1.3.** Copy of Report of Casualty (DD 1300) with a line of accounting or Memorandum from Casualty Affairs with line of accounting data.

**D.4.1.2.** When the NOK, heir or legal representative is known, the Command Representative, as the liaison for the NOK, heir, or legal representative, requests shipment or non-temporary storage of the household goods through the contractor.

**D.4.1.3.** When the NOK, heir, or legal representative is not known, or there is a dispute regarding ownership (litigation), the HHG must be placed in NTS. This should be coordinated with the Casualty Affairs Office (CAO).

**D.4.1.4.** The contractor shall provide shipping information to the CAO POC at delivery point.

**D.4.1.5.** The contractor shall direct all inquiries about personal effects or shipments on BLUEBARK cases to Casualty Affairs or COR.

**D.4.1.6.** Services POC Info:

**D.4.1.6.1.** Air Force: Personal Property Activity, [hqppa.ecaf-adj@us.af.mil](mailto:hqppa.ecaf-adj@us.af.mil).

**D.4.1.6.2.** Army: Army G4, [usarmy.pentagon.hqda-dcs-g-4.mbx.hhg-east@mail.mil](mailto:usarmy.pentagon.hqda-dcs-g-4.mbx.hhg-east@mail.mil)

**D.4.1.6.3.** Marine Corps: HQ Personal Property LPD, [usmcpersonalproperty@usmc.mil](mailto:usmcpersonalproperty@usmc.mil)

**D.4.1.6.4.** Navy: Casualty Affairs, 1-800-368-3202 or 901-874-2501, after duty hours 901-634-9279

**D.4.2. Safe Moves:** If a personal property shipment requires a Safe Move, as defined in the JTR (including Sensitive Shipments and Witness Protection Shipments), the contractor shall follow Service-specific regulations if applicable. The contractor shall ensure the protected individual's shipment record is masked for protection and the protected individual is the only one who can access or be provided shipment details.

**D.4.3. Expedited Shipments.** In exceptional cases, the Military Services may require expedited services on a shipment, to include use of commercial or military airlift. Requirements for expedited shipments will be identified in a task order issued by an authorized ordering officer.

**D.5. In-Person Counseling.**

**D.5.1.** In addition to any site specific in-person counseling services included in the contractor's technical proposal in response to solicitation HTC711-19-R-R004, the Government may order site specific in-person counseling services to support any Domestic or International Service Area identified in Attachment 2, Pricing Rate Table and/or Military/Government Installation worldwide by issuing task orders IAW FAR 52.216-18, Ordering, FAR 52.216-19, Order Limitations and FAR 52.216-22, Indefinite Quantity. Requests for task order proposals will include all task order specific requirements and will be sent to the contractor by the Contracting Officer. Pricing will be negotiated prior to task order award.