

DRAFT

IT'S YOUR MOVE



<http://www.maxey.info/it-s-your-move>

Publish Date: TBD

INTRODUCTION

The purpose of *It's Your Move* is to provide you with guidance on regulations and procedures involved with moving Department of State employees and their family members from one post to another, and assist with making your move as problem-free as possible.

As *It's Your Move* is no longer provided in a printed format, this update has been reconfigured to maximize online viewing. We have added many hyperlinks to content both within the document itself, and to Intranet/Internet websites. We have used hyperlinks to the Internet to the greatest extent possible. Additionally, each page contains a hyperlink on the bottom right hand side that links back to the table of contents.

There is no general rule about when to start planning your move except that "earlier" is always better than "later." The purpose of this guide is to provide a basic overview of how you and your possessions move to and from post so that you will be better prepared to play your part in this process. Your active participation is a key element in the success of your move. As of March 16th, 2020, employees are required to utilize the PCS Portal on MyServices to submit all U.S. to post packout requests. Non-local hires setting up their initial move to Washington should contact Transportation directly to set up pack-out, since user access to the system has not been set up.

You should also refer to the [Foreign Service Assignment Notebook: What Do I Do Now?](#) published by the Foreign Service Institute's Transition Center. This resource offers invaluable information and guidance on all aspects of preparing for an international move. For additional information on moving as well as guidance on other aspects of relocating to foreign posts, contact the Overseas Briefing Center at TEL: ☎ 703-302-7277/76, or E-MAIL: FSIOBCInfoCenter@state.gov.

We have tried to ensure that this information does not conflict with the regulations contained in 14 FAM [500/600](#) (Travel and Transportation) or 14 FAM [640](#) (Claims). Should any conflict arise, the regulations must take precedence.

If you have questions not specifically addressed in this guide, contact your General Services Officer at post or:

Transportation Management Division &
Travel Management and Policy
SA-9
2025 E Street, N.W.,
Suite SE3152 (3rd Floor)
Washington, DC 20006

TEL: ☎ 202-472-8480/8481
(Receptionist Desk)
☎ 800-424-2947
(if outside the DC area)

E-MAIL:
TransportationQuery@state.gov

We sincerely hope that you will find this guide helpful. If you have suggestions on how we can improve it, please inform the Transportation Management Division or Travel Management & Policy at the Department of State. We wish you a trouble-free move!

Table of Contents

Information for Newly Hired Employees	6
TRAVEL AUTHORIZATIONS	15
<i>Per Diem, Allowances and Advances</i>	<i>16</i>
TRANSPORTATION/SHIPPING	17
<i>Contractual Shipment Methods</i>	<i>17</i>
SHIPMENT TYPES	18
Unaccompanied Air Baggage (UAB) Shipment	18
Household Effects (HHE) Shipment	21
Firearms and Ammunition	25
Shipment of Alcoholic Beverages	27
Consumables Shipments.....	28
Privately-Owned Vehicle (POV)/Automobile Shipments	31
Periodic Replacement of POVs.....	38
Emergency Storage (POV).....	38
Controlled Storage.....	39
Layette Shipments.....	40
Pets.....	42
IMPORTANT THINGS TO KNOW AND DO.....	43
Additional Pick-Ups:.....	43
Administrative Leave:	43
Ammunition:	43
Ask Questions:.....	43
Cost Construct Shipments:.....	43
Costs - Get an Estimate:.....	44
Contingency Time: Build Some into Your Plans:	44
Documentation - Plan Early:	44
Help is Only an Email or Phone Call Away:	44
Insurance (Private):	44
Insurance (Offered by Packing Company):	44
Inventories are Very Important:.....	45
Hazardous Materials:.....	46
Missed Pack-outs/Pick-Ups and Cancellations:	47
Overweight Shipments:	47
Pack-Out Dates - Check Your Calendar:.....	47
Pack-Out Dates - Schedule Early - Especially During the Summer:.....	47
Personal Effects - Don't Pack Them Yourself:	48
Research, Research, Research:	48

Storage - Limitations on Access:	48
Separate Maintenance Allowance (SMA) and Travel and Transportation:	48
Special Crating	49
Supplemental Shipments:	50
Surveys - Your Feedback is Important to Us:	50
Temporary Storage:	50
Travel Authorization: Deadline to Provide Before Pack-Out:	51
Weights: The Difference between Net and Gross Weights:	51
MOVING YOUR EFFECTS	52
Scheduling Your Pack-Out	52
Preparing for Your Move – Outbound	54
Moving Day - Outbound	57
After Pack-out - Outbound	60
When You Arrive at Your New Post (Inbound)	60
Preparing for Delivery of Your Shipments (Inbound)	62
Delivery Day (Inbound)	64
POV Deliveries:	64
UAB Deliveries:	64
HHE Deliveries:	64
TRAVEL	66
Travel Authorizations	66
Understand Your Responsibilities	66
Fare Policy for Official Travel	67
Business Class Travel	67
Travel Days/Hours	68
Leave En Route (Interrupted Travel)	68
Comply With the Fly America Act (Using U.S. Flag Carriers) – It's the Law!	68
Use City Pair (Contract) Fares	69
Mandatory Use of Your Post's or the Department's Travel Management Center (TMC)	70
CWT for Domestic Employees:	71
Reimbursement for Personally Procured Travel	71
Travel Enhancements	73
Seat Selection Policy (SSP)	73
Rest Stop or Day Pass to Business Class Lounge:	74
Indirect/Cost Constructed Travel	75
Luggage Allowance	75
Travel Allowances	76
Travel by Mixed Modes	76
INBOUND TRAVEL: ACCOUNTING FOR TICKETS AND ADVANCES	78
CLAIMS	79
ITGBL Claims:	79
DPS Claims:	79
Why You Need Private Insurance for Your Effects:	80
Where to Go for Information on Personal Insurance:	81
QUICK CONTACT LIST	82
INDEX	83

Frequently Used Acronyms.....	86
APPENDIX	87
EXHIBIT 1: Example of a TA sent via Cable (TMFOUR)	87
EXHIBIT 2: Example of a Computer Generated TA	Error! Bookmark not defined.
EXHIBIT 3: Suggestions for UAB	88
EXHIBIT 4: Resource List of Certified Appraisers.....	89
EXHIBIT 5: Sample Customer Feedback Questionnaire	91

Information for Newly Hired Employees

TO: New Foreign Service Appointees
FROM: Transportation Operations (A/LM/OPS/TM/TO)

SA-9
2025 E Street, N.W.,
Suite SE3152 (3rd Floor)
Washington, DC 20006
Tel: ☎ 202-472-8480/8481
☎ 800-424-2947 (if outside
the DC area)

E-mail:
TransportationQuery@state.gov

SUBJECT: Your Initial Transportation and Travel

Welcome to the Foreign Service! You are about to embark on the first of many moves in your Foreign Service career. Our hope is that the information in this document will provide a better understanding of your entitlements/allowances and the applicable regulations and procedures involved with moving with the Department of State, assist with helping avoid some of the pitfalls involved with moving, and ultimately help ease your transition to your new career.

The office of Global Talent Management (GTM) is responsible for issuing your Travel Authorization (TA), also referred to as "travel orders," "orders," or "TM Four" cable. Your TA will include all of the travel and transportation entitlements/allowances for which you qualify. Please find additional information provided below.

Travel to Washington, DC

If you are hired from outside of the DC metropolitan area, depending on your hire location and personal circumstances, your TA may allow you and your authorized family members to travel by air or privately owned vehicle (POV) to Washington, DC. When you are authorized to travel by POV, you will be reimbursed for mileage. Depending on the distance you must travel, you may also be authorized per diem based on driving 360 miles a day. The mileage rate for 2019 was twenty cents per mile – check GSA for current Per Diem rates at <https://www.gsa.gov/travel/plan-book/per-diem-rates>. When authorized to travel by air, you must comply with all Department of State travel regulations, and you are required to acquire your airline tickets from a Department travel management center (TMC). The TMC may issue you tickets on U.S. Flag air carriers that have been awarded contracts between two cities ([City Pairs](#)). Use of these contract fares are mandatory when available and are only available to U.S. Government (USG) employees travelling on orders. City Pair fares require a government form of payment to purchase.

The [Fly America Act](#) is a statutory law and applies to all official travel conducted by employees and their family members (when authorized on the orders). The Act requires that employees flying from or to the U.S. depart or arrive on a U.S. air carrier, or in the case of a code share operated by a foreign air carrier, ticketed with a U.S. airline flight number. You should always use the TMC (see below) to ensure your travel is Fly America Act compliant. However, if you are hired from an overseas location and purchase your tickets outside of the TMC to fly to orientation training, ensure you are ticketed with a U.S. airline flight number on the last leg of your journey into the U.S. Exceptions to the Fly America Act are very limited. If you need guidance about arranging your travel or purchasing a ticket that is eligible for reimbursement, please email the travel policy helpdesk at TransportationQuery@state.gov.

Use of a Department of State contracted TMC to purchase common carrier tickets is mandatory. CWT (formerly known as Carlson Wagonlit Travel) is the Department of State's domestic-based TMC for booking travel. Once you have determined your travel plans, contact CWT on ☎ **1-866-654-5593** to reserve tickets by phone. Keep receipts, boarding pass(es), credit card statements, and any other supporting documentation that may be needed to file your travel voucher or to claim reimbursement.

If you're hired from a location inside of the contiguous United States and you fly to Washington, DC for initial training, shipment of your POV to Washington is usually not authorized at USG expense. However, in most cases the Department will permit you to ship a POV to your overseas post of assignment. The Department normally authorizes shipment of a POV from your point of hire or from Washington.

Travel Authorizations

To inquire about the status of your Travel Authorization (TA), please contact:

International and Domestic Support Division (GTM/EX/IDSD)

(The Office is open for inquiries from 9:30 AM to 3:30 PM EST on Mondays, Wednesdays, and Fridays)

SA-9

2025 E Street, N.W.

Washington, DC 20006

Tel: ☎ **202-453-8262**

Email: HR-EX-IDSD@state.gov

You will then be referred to the GTM Assignments Technician who will be responsible for your TA.

TAs will usually not be prepared more than 30 days in advance of your scheduled arrival date at your location of assignment. New employees are sometimes asked to report to Washington with minimal time to prepare. You do not need a TA to make your travel reservations or to schedule your pack-out. However, **your travel reservations may not be ticketed and the actual pack-out cannot take place until you have a TA, since**

the TA provides the funding required to pay for your move. If packers appear at your home to pack and you do not have your TA, call your Transportation Office before any work begins. **You are not authorized to pack at government expense if Global Talent Management has not notified Transportation that orders are prepared.**

Packing and Shipping Your Personal Effects

Most new employees are temporarily assigned to Washington for orientation and training, pending assignment to their first posting. If you are entering the Foreign Service from a Washington, DC area residence (within a 50-mile radius of the Washington Monument), you will not face packing until you prepare to depart for your first overseas assignment. For those hired from locations outside the Washington, DC metropolitan area, you will be authorized to ship a limited amount of [unaccompanied air baggage](#) (UAB), also referred to as airfreight, to Washington, and to pack and store up to 18,000 lbs. of your personal effects. The UAB weight allowance is based on the number of eligible family members (EFMs) listed on your TA. For more information, please refer to [UAB](#) shipments on page 17 for more details.

If you are hired from the U.S.:

Once notified of your acceptance into the Foreign Service, you can contact Transportation to arrange for packing and forwarding your personal effects and get help with any questions you may have about transportation and travel entitlements. You can reach Transportation Management or Travel Management & Policy at TransportationQuery@state.gov, or call the numbers referenced above. Your questions and/or pack-out request will be referred to a transportation counselor who will further assist you.

If you are hired from overseas:

You should contact the General Services Officer (GSO) at the nearest U.S. Embassy or Consulate to arrange shipment of your UAB and storage of your household effects (HHE). HHE can be stored at your designated storage point (either Hagerstown, MD or at the European Logistics Support Office (ELSO)) while in training, or you can pack and ship to storage later. Please note that the Department will not pay for you to return to your hired location to supervise packing.

Transportation/GSO will arrange your pack-out, including assigning the packing company. Once the packing company is assigned, you will be provided with packing company's contact information. Prior to your actual packing date, the packing company assigned to your move will want to visit your residence to conduct a pre-pack survey to determine materials needed for you pack-out, estimate the weight of your effects, and determine the number of days it will take to complete your pack-out.

You are responsible for making advance arrangements for the moving van and personnel to access your home. These preparations should include reserving the loading dock and freight elevator if you live in an apartment building, or in the case of a single-family home, ensuring there is adequate parking available on the day of your move. In some areas, you

may be required to contact your local police to reserve space for a moving van to park conveniently close to your home.

For liability reasons, packers must inspect, inventory, and pack items themselves. If you have new items still in original boxes, or items already packed from a previous move, please bring this to the attention of the packing company during your pre-pack survey, and the packing company will provide you with further instructions/guidance. Due to heightened security concerns, no carton may be described on the inventory as “PBO”—Packed by Owner or “Contents Unknown.” Shipments that contain “PBO” items on the inventory will be delayed at exit or entry points to the continental US (CONUS). Furthermore, the USG will only accept claims for loss or breakage in cases where the goods were packed by the moving company—never by the individual.

Unaccompanied Baggage/UAB: Your UAB shipment should include those items you consider essential such as clothing, linens, kitchen necessities, dishes and flatware, and books. Please refer to [Exhibit 3](#) in the Appendix for a list of suggested items. You may include electronic equipment but be sure to pack it well—preferably in the original cartons—because UAB can often encounter rough handling during transit. The Department will accept claims for electronic goods damaged in airfreight. However, since most claims are determined on the depreciated value, you should also have your own insurance (please refer to the [Why you Need Personal Insurance for your Effects](#) section for more information). It is also important to note that, with no exceptions, all items for UAB must be packed by the movers as they must certify that they packed all airfreight items and that the items are non-hazardous.

Planning What to Ship/Looking to the Future

You can expect to be in Washington anywhere from 10 weeks to 10 months, and sometimes longer, as your first assignment determines how much training (including possible language training) you will require before departure. Generally, you will not know your assignment until well into the initial orientation training course, so you will need to do some creative packing to allow for seasonal changes and a possible extended stay in Washington.

When you are packing out for the first time from your hire location, try to anticipate what you might take with you as HHE on your first assignment abroad, and what should stay stored in the U.S. while you are overseas. If you can, you should group items somewhat according to these two categories. Ensure that your inventory provides you with enough detail to help you easily identify any items you will want to send as HHE when you head to your first posting. Please be aware that while you will have the opportunity to select line items from your inventory (e.g. box #32), you may not remove specific contents from boxes (e.g. your favorite ladle in box #32).

When packing items to be stored, it is important to keep a detailed inventory in order to identify, by item number, those pieces you might wish to ship to post later.

Storage

If your hire point is inside of the Washington Metropolitan area, you will not be authorized to ship any effects to storage until your assignment orders are issued.

You will pack-out your personal effects for the first time when you have completed training and are heading to your first posting.

If your hire point is outside of the Washington Metropolitan area, you will be issued appointment orders, which will authorize shipment of your HHE to permanent storage, pending your onward assignment. You may pack and ship up to 18,000 lbs. of HHE to permanent storage. There is a 200 lb. minimum weight requirement for storage. These effects will be stored at the U.S. Logistics Center in Hagerstown, MD. However, if you are hired in Europe or Africa, your effects will go to the ELSO facility in Antwerp, Belgium.

You may only access your stored effects at government expense when you are officially departing Washington for your first posting. When the time comes to access your storage, you may opt to be physically present when your storage shipment is accessed or a Department of State inspector can be present on your behalf. Whichever option you choose, you will need to request access from Transportation and they will issue the necessary documentation. The purpose of this access is to remove/segregate numbered line items from your inventory. It is not permissible to open boxes to remove individual items. When you receive your TA for your first posting, you may receive an additional authorization to place personal effects into storage in DC. If you packed out your household effects when you were hired, any additional items that you wish to place into storage will be placed in storage at a different storage facility, under a different lot number, in the DC area.



Important Note About Accessing Storage

You will not be authorized to remove (except at your own expense) any items from storage during training. Personal effects can never be added to existing storage lots at any time. Therefore, if you choose to personally pay to remove items from your storage lot, they cannot later be returned to the same storage lot.

When it is time to go overseas, you will normally be authorized to ship up to 7,200 lbs. of [HHE](#), as most posts provide completely furnished accommodations. For posts that do not provide furnished housing, employees will be authorized to ship up to 18,000 lbs. of HHE. There are some notable exceptions, including newly established posts or those in conflict areas, which often further limit the HHE weight authorized to post.

When preparing to ship HHE to your first posting, note that HHE from storage in Hagerstown and from temporary lodging in DC, will ship separately under separate shipment numbers. If you are going to a post that provides furnished housing, the combined weight of your HHE shipments should not exceed 7,200 lbs.

Shipments from Separate Locations to Storage

If you are hired from the CONUS, but outside of the Washington, DC metro area, you will be authorized to ship household goods from the location where you are hired to storage at Hagerstown, MD. Should you have additional belongings at another location, you should contact your GTM Assignments Technician to check if you may be permitted a shipment from the secondary location, also called an "alternate origin." The entitlement of an "alternate origin" has to appear in your orders. For example, the new employee might have goods packed out from an apartment in the town from which s/he was hired. That same employee might also have belongings in his/her parents' house at another location. Such an arrangement facilitates logistics for people hired from overseas but who still have possessions stored in the U.S.

Choosing to Defer/Delay Your Pack-Out

Should your EFM choose not to join you in Washington while you are in training, you may defer packing your effects until you are ready to depart for post. At that time, you may pack HHE to post and/or to storage. You are not authorized to return home at Government expense to witness your pack-out.

- a. **Unaccompanied Air Baggage (UAB):** New employees sometimes travel to Washington without their EFMs and without using their UAB authorization. The UAB authorization on "appointment orders," is only available for 30 days from the time the employee arrives in Washington. After 30 days, the employee will not be able to send UAB at Government expense from his/her point of hire to Washington. However, the TA issued for the first posting will provide the employee a new entitlement to send UAB from Washington to post.

Similarly, EFMs who have deferred travel to Washington only have 30 days to initiate a UAB shipment from the point where the employee was hired and from the date the employee arrives in Washington. Like the employee, the EFMs will also have a second UAB entitlement from Washington to the new post. If the EFMs depart for post directly from the employee's point of hire, then the UAB will be sent directly from the point of hire to the new post. Typically, the UAB authorization "follows the traveler." Shipments typically involve [cost-constructing when the employee chooses to ship personal effects to or from a location that is not authorized on their TA and may require the employee to pay excess costs.](#)

This is the only time in your career when you will have the choice of shipping from a location listed on the previous set of (appointment) orders.

- b. **Household Effects (HHE) and Storage:** When the EFMs are ready to depart from the employee's point of hire, the HHE may be sent directly from the point of hire to the new post. HHE may also be sent from the point of hire to storage.

Similarly, an employee already in Washington will have a new HHE entitlement to send HHE from Washington to their first post. The employee may send a shipment of HHE from Washington to the new post, or s/he may direct items to storage in Washington. Not all of these requests are automatic and the employee must consult with their GTM Assignments Technician in GTM/EX/IDSD to make certain that entitlement requests are reflected on the travel orders.

Packing for Your First Assignment and Your HHE Allowance

For your first overseas assignment, you will be authorized to ship all (unfurnished housing) or part (furnished housing) of what is stored, plus any effects acquired during the training period. You can research the resources listed in [what to include in your HHE](#) section. Local housing abroad varies widely from country to country and the embassy/consulate is not permitted to store employees' excess personal effects. For this reason, you should familiarize yourself with the type of housing that is available, and if you are not sure what your housing situation will be, you can always opt to send a supplemental HHE shipment later (please review information and limitations on [supplemental shipments](#)). For posts that provide furnished housing, you should not plan to bring an excessive amount of furniture, as the embassy/consulate/mission will provide you with fully furnished living quarters, and any excess that does not fit in the new residence will not be authorized for shipment to permanent storage. As mentioned above, you may pull some items from storage to ship to post or take it all if you have less weight than allowed. The combined weight of both the HHE you pack in Washington, and the HHE you pull from storage, cannot exceed your authorized weight allowance of 7,200 lbs. for a furnished post or 18,000 lbs. for an unfurnished post.

Be aware that the statutory limit for combined personal effects in storage and HHE shipped to post, regardless of rank or family size, is 18,000 lbs. For instance, if you ship 7,200 lbs., you may store 10,800 lbs. If your storage weight is above 10,800 lbs., then it will affect your HHE shipment allowance to post. For example, if you have 13,000 lbs. in storage, then your 7,200 lbs. shipping allowance to post is limited to 5,000 lbs. Also be aware that whenever are assigned back to the U.S., you are granted a minimal amount time (please see [temporary storage](#)) before you must take possession of all your effects, including those in storage and those shipped to the U.S. from post.

No HHE Entitlement While in Per Diem Status

The hardship of living without the bulk of your possessions for several months of training is offset by the fact that you will be on per diem for the duration of the training period. The presumption is that you or the Department (see PCS Lodging Program below) will rent, furnished temporary quarters and, therefore, not require the HHE that are in storage. There are plenty of accommodations available in the area to meet temporary needs. The Department offers the [PCS Lodging Program](#) (Intranet Only) that provides temporary housing for employees traveling on travel orders authorized and funded by GTM/EX. In this

program, lodging charges are billed directly to the Department so that participating employees do not have to pay out-of-pocket for lodging. The program also has a Facebook page called the "[HR/EX PCS Lodging Program](#)."

Employees (not family members) will receive the meals and incidentals (M&IE) portion of the per diem allowance on a sliding scale, as follows:

- The **first 60 days** are at **100% per diem**.
- The **second 60 days** are at **50% of the original per diem**.
- From **60 days and beyond**, the rate is set at **25% of the original per diem**.

As mentioned earlier, any access to stored goods during training will be at your expense.

Importance of Inventories and Insurance

From this point, we encourage you to keep a complete inventory of your effects noting the purchase value and keeping any receipts for important or expensive purchases. Photographs or video of irreplaceable or expensive items can help keep track of effects and are invaluable in the case of loss or damage.

You are also **strongly encouraged** to purchase private insurance to cover your effects. Once an employee moves out of a property that s/he owns, the homeowner's policy that usually insures personal effects, as well as the property, will no longer be valid. You will need to do your homework to determine which insurance product works best in your situation. **Be sure that any policy is in effect before the packers come.**

While it is true that Government employees who are required to relocate due to their work are covered partially by the Military Personnel and Civilian Employees Claims Act of 1964, claims are reimbursed mostly on the depreciated value (not replacement cost) and maximum payment values are pre-established in a "[Table of Maximums Amounts Allowed](#)." Thus, it would be possible to receive only a fraction of the value you may attribute to an item. Very few items appreciate, some exceptions may be, antiques, solid wood furniture, real jewelry, sterling silver, carpets valued in excess of \$500 and paintings valued in excess of \$1,000, as established by a reputable appraiser. The Overseas Briefing Center (OBC) provides the contact information of several [insurance companies](#) (e.g. Clements, Hirshorn, USAA or GEICO) which understand Foreign Service requirements.

High Value Items Declaration

Any item with a commercial value of \$1,000 or more that is unusually valuable for the type of item it is (carpets, paintings, a collectable plate, but not a sofa) should be declared to the Claims Office **before your pack-out begins**. The Claims Office contact details are as follows:

Claims Office

SA-9
2025 E Street, N.W.,
Suite SE3152 (3rd Floor)
Washington, DC 20006

TEL: ☎ 202-472-8480/8481
☎ 800-424-2947(outside the
DC area)
E-MAIL: ClaimsQuery@state.gov

Keep a copy of this document, known as a High Value Items Declaration. Unless such items are declared, you may not be able to file a claim against the Government for damage or loss. Smaller items of value, which can be easily pilfered, such as jewelry, may also be listed.

Controlled Storage

Controlled storage may be permitted for single items with a value of \$2,100 or more. Please refer to the [Controlled Storage](#) section of this document and [14 FAM 623.1](#) for specific requirements. If authorized, your HR Assignments Technician will include the authorization in your Travel Orders. You should then notify your Transportation Counselor, who will issue appropriate documents. Controlled storage may not be requested unless it is listed as an entitlement on your travel orders.

Tandem Couples

Tandem Foreign Service couples is the name given when both spouses are employed by a Foreign Affairs agency. Each are authorized separate shipment entitlements under their own orders. Children can be added as EFMs to either parent's orders.

Questions or Concerns?

Please email TransportationQuery@state.gov or call 202-472-8480/8481 if you have any questions about your specific move or entitlements.

TRAVEL AUTHORIZATIONS

Your post assignment Travel Authorization (TA), also known as the TMFOUR or TM-4, contains all the applicable travel allowances and transportation entitlements and provides the required funding for your onward assignment. The TA may be generated in two forms: a telegram/cable or a computer-generated format. The cable version of a TA is called a TMFOUR (TM4), and is sent to your post through a specific communication channel of the State Department called the TM (Travel Message) Channel. Once your orders are finalized or 'cut,' the Global Talent Management Office (GTM) at your current post will forward you a copy of the cable or your GTM Assignments Technician will forward you a copy of computer-generated orders.

Examples of both forms of travel authorization are provided in the appendix of this guide; [Exhibit 1](#) is a typical example of a travel authorization that has been generated in cable form and sent as a TMFOUR. [Exhibit 2](#) is a typical example of a computer-generated TA.

The TA includes several elements, as listed below. Once your TA is issued, you should review it carefully to ensure all of your EFMs, entitlements and allowances are correct.

1. Assignment Information

The beginning outlines personal information, as well as the employee's authorized origin, destination, ETD (Estimated Time of Departure) and ETA (Estimated Time of Arrival).

2. Itinerary

The itinerary directs very clearly the order in which the travel is to be performed. These points will be utilized as the basis for any cost construct transportation or travel you desire. The authorized stops will appear as the first few elements in the order to be performed, such as:

- a. **Training** - This will reflect the dates and location of authorized training, as well as whether per diem is authorized. Note that eligible family members (EFMs) are only given per diem for specific training, such as the Security Overseas Seminar (SOS).
- b. **Consultations** - The TA will include any consultation points authorized and the number of workdays allowed, as well as confirm whether the employee and EFM are authorized per diem.
- c. **Home Leave** - This section indicates if the employee is granted home leave. The location authorized will be taken from the employee's most recently approved OF-126 (Foreign Service Residence and Dependency Report).

3. Travel and Effects

This section includes the modes of travel and per diem allowed while in travel status

between origin and destination, including itinerary stops. It also lists authorized shipment types and weight allowances.

4. Allowances

Applicable transfer allowances will appear following the travel and effects element. See [Department of State Standardized Regulations](#) (DSSR) [240](#) and [250](#) for explanations of allowances.

5. Overall Remarks

Remarks that apply to the entire travel authorization, including the applicable time limitation, appear in this section.

6. Authorization and Fiscal Data

The authorization section provides the fiscal data (funding), estimated amount, authorizing regulations, and authorizing official. The TA number field is ten digits and contains both the allotment (first four numbers) and obligation (last six numbers). Note that the organization code appears with the "To Post" section in the assignment information at the beginning of the orders. Please note that the monetary values listed on a TA are for budgeting purposes only, and are not the amounts used when cost constructing shipments or travel.

Per Diem, Allowances and Advances:

The Office of Allowances [Intranet](#) and [Internet](#) websites are great resources as you prepare for your move (see hyperlinks below). Another resource is the "Foreign Service Assignment Notebook" What Do I Do Now?" To access it, visit <https://www.state.gov/allowances-for-transitions/>. This resource consolidates information on allowances before departure from the U.S., while in a foreign area, and upon return to the U.S.

- [Advance of pay](#) (Intranet only)
- [Consumables](#)
- [Foreign transfer allowance](#)
- [Home service transfer allowance](#)
- [Per diem](#)
- [Temporary Quarters Subsistence Allowance](#) (TQSA)
- [FAQs](#)

If you have any allowances questions, please email AllowancesO@state.gov. Keep a copy of your TA with you at all times!



TRANSPORTATION/SHIPPING MOVING YOUR PERSONAL EFFECTS

Contractual Shipment Methods:

Each of your shipments may be shipped using one of two contractual methods. Selection of which method to be used is based on contracts available from origin to destination and the weight of the shipment. We will reference the following two methods frequently in this document as procedures may differ depending on the method:

1

International Through Government Bill of Lading (ITGBL)

The International Through Government Bill of Lading (ITGBL) is available for transportation to certain countries and for shipments that meet the minimum weight requirement established under these contracts. ITGBL contracts require the Transportation Service Provider (TSP) to ship from door-to-door. The TSP is a single umbrella carrier responsible for all aspects of the move. With this method of shipping, the TSP will arrange shipment using various modes of transportation to your final destination and is responsible for your shipment from beginning to end. ITGBL carriers will also coordinate arrival of your shipments with post. Under ITGBL, if you need to file a claim for damage or loss, the claim will be filed directly with the TSP.

2

Direct Procurement Shipment (DPS)

The second method used is a Direct Procurement Shipment (DPS). DPS is available for all posts worldwide and is only subject to regulatory minimums. Under this method, various contracts and U.S. Government entities (e.g. TM, GSO Shipping Offices, Despatch Agents, etc.) coordinate shipment of your personal effects from one location to another. These entities also coordinate arrival of your effects with post. Since multiple, independent methods are used for each segment of the move, any claims for damage or loss under this method are processed under the Claims Act. Please see [Claims](#) for more information.



SHIPMENT TYPES

Unaccompanied Air Baggage (UAB)

[14 FAM 613.3](#)

In addition to the luggage taken on your flight (accompanied baggage), you are also entitled to UAB, also known as 'air freight.' UAB is a separate entitlement to your HHE shipment, and shipped more expeditiously via air. When transferring from one assignment to another, normally your UAB follows the itinerary in your TA. If your TA permits, you may ship UAB to your training location or home leave point and then on to your authorized destination. UAB is also authorized for travel on a Separate Maintenance Allowance, as shown in [14FAM 613.7](#).

What to Include in Your UAB:

For your UAB shipment, consider clothing, toiletries, and essential light housekeeping items, such as pots, pans, unbreakable dishes, sheets, and blankets that you will need immediately upon arrival. However, keep in mind that due to host country customs regulations and procedures, it may actually be several weeks before you see your UAB. When planning your UAB shipment to a post abroad you may want to research what will be included in the hospitality/welcome kit provided by post to newly arrived employees so that you avoid duplication. Due to UAB size limitations, your UAB cannot include large household items such as furniture, major appliances, or room-sized rugs. Please see [Exhibit 3](#) for some suggestions on items you may want to include in your UAB shipment.

Computers, televisions, and other electronic equipment within the UAB size limitation may be included in UAB. However, there is a greater risk of damage due to the possibility of rough handling while loading and unloading the aircraft. If you choose to ship these items, it is recommended that they be shipped in their original boxes.

What Not to Include in Your UAB:

Your shipment may not include:

- Hazardous materials (e.g., ammunition, flammable liquid, pool chemicals, car battery, lithium battery, etc.)
- Liquids, including alcohol
- Guns
- Ammunition
- Aerosol cans

UAB Discouraged Items:

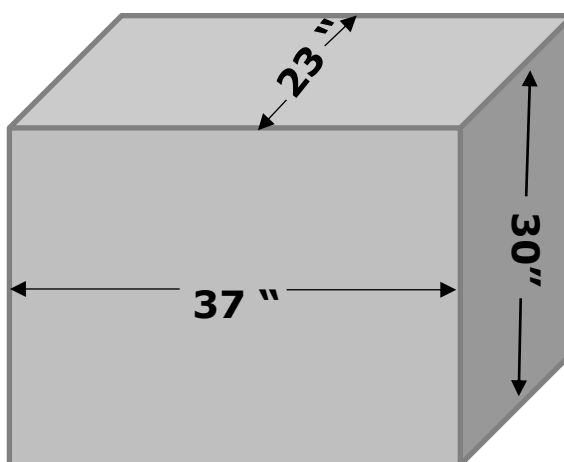
The following items are not recommended to be shipped as UAB and are best hand-carried to post:

- Urgently needed prescription medications

- Important papers (i.e. tax records, passports, shot records, birth and marriage certificates, etc.).
- Small, easily pilferable items of high value such as cameras, smart phones, and jewelry should also not be included in your UAB, as reimbursement for loss of these items is not permitted under the Claims act (see the [claims](#) section for more information).

UAB Size Restrictions:

Per [14 FAM 613.3-2](#), items included in an UAB shipment must fit into 15 cubic foot "tri-wall" packing cartons with outside dimensions **not exceeding 37 x 30 x 23 inches**.



Please note that all UAB must fit inside the 15 cubic foot container. The only exception is for a standard-size crib and crib mattress, which are the only items approved for oversize boxes. If you wish to ship a bicycle in your UAB shipment, you can only do so if it can be disassembled to the point that it fits within the carton.

NOTE: The tri-wall cartons are quite thick, so when planning what to bring, you should deduct approximately 1 1/2 inches from the maximum external dimensions.

UAB Weight Allowance:

Per [14 FAM 613.3-1](#), the authorized UAB allowances for employees and family members are as follows:

Traveler	Maximum Entitlement
First person traveling	250 Lbs. gross
Second person traveling	200 Lbs. gross
Third person traveling	150 Lbs. gross

Each additional person traveling	100 Lbs. gross
---	----------------

NOTE: Allow 10-15 lbs. per box for the shipping carton, wrapping/packing materials and "banding" of your UAB. The UAB allowance is gross weight, which includes the weight of all your effects plus the packing materials. If you exceed your limit, you must either pay for the excess or remove items at the packer's warehouse. Your UAB will NOT be moved until the excess weight has been resolved.

Official Weight vs. Approximate Weight (Portable Scale Weight):

Normally, the packing company will bring a portable scale to obtain an approximate weight of the UAB. To minimize the risk of overweight, it's recommended that you to reserve some of your weight allowance (about 10-15lbs per triwall) as measured by the portable scale. However, the final official weight will not be determined until the shipment is taken to the packer's warehouse and weighed on an officially calibrated scale. Keep in mind that any fluctuations between the weight indicated on the portable scale and the official weight can never serve as the basis for providing exceptions for UAB overweight.

Time limitations for UAB Shipments:

The UAB shipment must be initiated within 30 days of the last traveler's arrival at the final destination.

Transit Times

The transit time to a post is affected by many factors such as the location of the post, natural disasters, strikes, the time of year, and shipping/customs procedures of the host country government.

In the Washington area, after pack-out, UAB is held at the packer's warehouse until post approves forwarding of the shipment. As soon as post grants the green light to ship, Transportation will issue the documents required to forward the shipment to post. The packing contractors are allowed two working days from issuance of these documents to deliver the UAB to the freight forwarder. The freight forwarders that move the UAB from Washington to post are allowed fifteen days to move the UAB from U.S. airport to the airport that serves the post overseas. Post is advised as soon as the shipment departs the U.S.

Household Effects (HHE) Shipment

[14 FAM 611.6](#)

Shipments bound for export and storage are both considered HHE. HHE consists of furniture and household personal effects, including automotive spare parts, (tires, tubes, and accessories) for the use of you and your family.

What to Include in Your HHE Shipment (Export):

You should generally plan your shipment of household effects based on the following: conditions cited in the [Post Report](#) (Intranet only); information received from employees assigned to post, including your social/office sponsor; your TA; the TMTHREE "Welcome to Post" cable; OBC's [Post Info to Go](#) (Intranet Only); and input from the Community Liaison Office (CLO) at post. Your lifestyle and type of quarters will also be relevant factors. On the latter, verify through the Post Report, your sponsor, GSO, your GTM Assignments Technician, or any number of other sources whether you will be occupying furnished or unfurnished housing.

Note: Snowmobiles, jet skis, and ATVs, all with trailers or not, motorcycles, mopeds and golf carts may be included with HHE. However, many posts have restrictions on these items, so it is critical to first confirm host country importation rules before proceeding.

What Not to Include in Your HHE Shipment (Export and Storage):

The following items are prohibited from HHE shipments:

- Boats (including kayaks)
- Boat trailers
- Aircraft
- Animals, birds
- Plants
- Ammunition
- Construction materials
- Propane gas tanks- even empty
- [Hazardous materials](#), e.g. pool chemicals, paints, solvents etc.
- Any items in commercial quantities

If you are planning to ship "taxidermied" or stuffed animals, the employee must verify that the transit points, storage location(s) and destination location permit such items to be imported, provide all the necessary documentation for customs clearance, and pay all applicable duties and customs fees.



Typical lift van used for export shipments

Statutory Maximum Combined HHE Weight Allowance:

Each employee is entitled to a combined shipping and storage allowance of 18,000 lbs. net weight, regardless of family size or employee rank. This is a statutory limit, so there may be no exceptions granted. Net weight is the weight of the effects plus paper wrapping/packing materials and cardboard boxes, but not external liftvans and bracing materials.

Maximum HHE Allowance for Export:

The authorized HHE shipping weight to post depends on whether you are assigned to a furnished or unfurnished residence, as follows:

1. **Limited Shipment/Furnished Post:** The majority of posts are furnished. As a result, HHE shipments to these posts are limited to 7,200 lbs. net. If you are assigned to a post that provides furnished government quarters, it will already be equipped with sufficient furniture and major appliances that meet U.S. standards of living. If you are coming from a full-shipment post, or from the U.S., you may ship to storage the remainder of your effects exceeding 7,200 lbs., up to the 18,000-pound overall limit, at government expense. If you are going from a limited shipment post to another limited shipment post, your total shipping allowance is 7,200 lbs. This may be shipped post to post, post to storage, storage to post, or any combination of thereof, so long as the total weight of these shipment(s) and the total weight of shipments sent to post does not exceed 7,200 lbs.

At many posts, the furnished quarters provided cannot accommodate 7,200 lbs. of effects. If this is the case, you may wish to make your first shipment below that amount and consider augmenting your effects after arrival at post, based on your needs and space limitations. Check with the post to be sure host country regulations allow a [supplemental shipment](#). If you do ship more to post than will fit in your home, you will have to find and utilize local storage services at your own personal expense. The Government will not pay to store household effects at post when it has already paid to ship them for your use. In addition, if you go on to another limited shipment post after having shipped the entire 7,200 lbs., you may have to offset the weight of goods you acquired at post by disposing of some items originally shipped to post. Please refer to [14 FAM Exhibit 612.3-1](#) for the approximate weight of common HHE items.

2. **Full Shipment/Unfurnished Post:** If you are being assigned to an unfurnished post, your combined shipping and storage allowance is **18,000 lbs.**; however, you may ship as much of your allowance as you require. If, for instance, you require 10,000 lbs. of effects at post, you may ship that amount and store up to 8,000 lbs. If you require the full 18,000 lbs. at post, you may ship that amount and store nothing. The important thing to remember is that the combined total of what you ship and what you store

may not exceed 18,000 lbs.

3. **Special Shipment Post** – A small number of posts; e.g. priority staffing posts (PSP), or posts with a standard tour of duty of one year or less, may have special shipment entitlements and authorized number of shipments.

As noted above, and in the case of furnished quarters, you are encouraged to ship conservatively and augment your effects only after you are settled into your new home and able to assess your needs and available space. This will prevent the need to pay storage expenses at personal expense and/or accommodate excess HHE in the home.

Final Official Weight (Export and Storage):

Please note that for **HHE shipments packed out in the U.S., the boxes will not be individually weighed at pack-out.** The packing company is required to weigh the entire shipment on officially calibrated scales after the shipment is transferred to the packer's warehouse. At some overseas posts where commercial scales are not available, the final weight of the shipment may be determined by weighing each box at your residence."

Minimum Weight (Export and Storage):

Each HHE shipment, including to storage, must be a minimum of 200 lbs. to ship at government expense.

Time limitation:

HHE shipments must be initiated within one year of arrival at post/assignment.

Supplemental Shipments (Export and Storage):

After the employee has requested his/her initial HHE shipment, he/she may request up to an additional two shipments within one year of arrival at post, if allowed by the host country government. The shipment must meet the minimum weight requirement of 200 lbs., and draws from the remainder of the employee's 7,200 lbs. allowance.

HHE Shipments to Storage:

Per [14 FAM Exhibit 621](#), HHE that is being shipped to storage, depending on the origin of the shipment and your travel orders, will be stored in one of the following locations:

- Contract commercial storage facilities – DC metro area
- U.S. Logistics Center – Hagerstown, MD
- European Logistics Support Office – Antwerp, Belgium

HHE being shipped to storage has the same restrictions as HHE being shipped to your new assignment.

Accessing Your Storage:

Your orders permit you to access your storage lots one time per PCS at government expense. If you wish to access your storage to removing items from your storage lot(s), you will need to contact your Transportation Counselor (TC) to begin the process. At this point, your TC is going to ask you if you would like to access the storage facility in person, or if you wish for a Department of State Inspector to oversee access of your storage lot. If you select the Inspector option, you will need to provide a copy of the packer-made inventory list with the letter "P" annotated to the left of the item you wish to be pulled for shipment to post. If you wish to access your stored effects in person, your TC will prepare the authorizations to do so and will provide you with contact information to schedule your visit. U.S. Government storage is not stored like commercial storage buildings that provide storage facilities to the public, therefore you will be asked to schedule your visit in advance. Visits to storage must occur on weekdays, typically during regular business hours. Depending on the prospective size of the access, you may be required to visit the facility earlier in the morning, as the access will take several hours.



Typical USG Storage Facility



The Government will not pay storage on lots of less than 200 lbs. net. You should keep track of how much storage you have remaining after making supplemental shipments. Similarly, you may not ship less than 200 lbs. from storage. If you wish to retrieve boxes personally during an access, there is not a minimum removal weight, but you must take whole boxes.

Special Note about Temporary Storage upon Assignment to the U.S. and/or Separation/Retirement:

Upon reassignment to the U.S., or in the case of retirement or separation, the employee has **90 days of temporary storage** before he/she must have his/her effects delivered. The employee is responsible for requesting shipment of his/her storage lots before their temporary storage allowance expires. Failure to initiate shipment of stored effects beyond the 90-day period will result in the employee being financially liable for additional storage costs. Only GTM/EX can approve temporary storage beyond the initial 90-day period. Please see [Temporary Storage](#) for more details.

Requirement to Report High-Value Items:

[14 FAM 645.2](#)

A high-value item is an article which individually (not as part of a set) is worth more than \$1,000. A high-value item derives its value from its uniqueness and its quality. Thus, a sofa that is worth \$1,000 is not a high-value item and does not have to be listed. However, an

unusual porcelain plate (value: \$1,000) is a high-value item. You may include such high-value items in your HHE shipment. However, you are encouraged to hand-carry easily pilfered high-value items, such as jewelry or coins. Regardless of the manner of shipment/storage, **you must declare all high value items in writing before you pack-out.** You should provide a detailed list of your high value items with their estimated values via email to ClaimsQuery@state.gov, or by regular mail to:

Transportation Management Division: Claims Office

U.S. Department of State
A/LM/OPS/TM/CL
Attn: Claims Office
SA-9, Suite SE3152 (3rd Floor)
Washington, DC 20522

It is highly recommended that you include photograph(s) or video of your valuables and provide a voice-over description. Retain a copy of the list and supporting materials for yourself.

Unless you provide this declaration, the loss or damage of high value items may be disallowed in the settlement of a claim against the USG.

Firearms and Ammunition

[14 FAM 611.7-2](#)

Shipping Firearms to a Post Abroad:

1. You should always consult with Post Management or the Regional Security Officer before shipping firearms to post, as many countries restrict or have stringent requirements for the importation of firearms. When departing from the U.S., register any firearms you plan to take abroad with the U.S. Customs and Border Patrol (CBP) using Customs [Form 4457](#). If you plan to export firearms, you must contact U.S. Customs at:

U.S. Customs Service
1301 Constitution Ave, NW, Room 4128
Washington, DC 20229
Tel: ☎ 703-661-2800
2. The weapon must be taken to an airport CBP Cargo Office for verification of your identification and registration of the weapon's serial number. At Dulles International, the CBP Office is located in the main terminal.
3. You may also call Customs at ☎ 703-661-2800 for information on registering your weapons.

Re-importing Firearms to the U.S.:

You may re-import any firearms that you can prove were originally shipped from the United States. Methods of proof are:

1. **Bill of sale**, receipt or other commercial document showing transfer of ownership in the United States;
2. **Clear identification, including serial number** if available, on household effects inventory or packing list prepared in the United States for outbound shipment; or
3. Firearm was previously registered on Customs Form 4457 before your departure from the United States.

U.S.-purchased firearms being re-imported should be:

- Included in your HHE shipment
- Labeled clearly on the shipment's inventory with serial number
- Packed separately for easy access by Customs inspectors

Importing Firearms Purchased Abroad into the U.S.:

In order to import firearms purchased abroad, you must complete the [Bureau of Alcohol, Tobacco and Firearms \(ATF\) Form 6, Part 1, #5330.3A](#) --"Application and Permit for Importation of Firearms, Ammunitions and Implements of War." This form can be obtained online or by calling (only in emergency) ☎ 703-455-7801. Importation of the weapon must be approved by ATF prior to shipping. The form should be submitted approximately 60 days before the intended importation. A single permit can cover multiple firearms. More information on importing weapons may be obtained at ☎ 703-661-2800.

Foreign-purchased firearms being imported MUST NOT be included with HHE or UAB shipments, although the expenses of shipment may be claimed against employee's TA. You must arrange with a custom broker or importer to handle the shipment, which should go separately from your other shipments. Despatch Agents will not handle any shipments of foreign-purchased firearms.

To receive further information on importing foreign-purchased firearms into the United States, please call ☎ 202-927-2828 or visit www.atf.gov.

Storage of Firearms:

Firearms are not permitted to be stored with your HHE and must be placed into controlled storage. See [Controlled Storage](#) for more details. If you wish to place your firearm(s) into controlled storage, you must request controlled storage authorization from your HR

Assignments Technician and provide the brand, model, and serial number for the firearm(s). If you intend to store your firearm(s), it is recommended that you record all serial numbers before releasing the firearm(s) to the packer.

Special Note about Ammunition:

The Department of State will not ship or store ammunition as part of your effects.

Ammunition, a hazardous cargo, requires special handling and labeling. Neither the contract packer nor the Transportation Division is equipped to deal with these special requirements, the stiff penalties imposed for mistakes, or the consequences of any accident involving an ammunition shipment. Your ammunition must be shipped separately and consigned to an import handler. Fees may be vouchered. Before any ammunition is exported to any country, check with your new post on local laws and restrictions that are often stringent.



Shipment of Alcoholic Beverages

Shipment of Alcohol from the U.S. to Posts Abroad:

Before planning to ship alcohol to your new post, you should check with post, to see if there are any prohibitions or restrictions/limitations on the importation of alcoholic beverages (e.g. Middle East). Alcoholic beverages may be included in HHE you send to any post abroad, subject to the restrictions of the host country.

Shipping Alcohol Back to the U.S.:

[14 FAM 618.3-1 \(C\)](#)

Any shipments containing alcohol must be packed separately and shipped under a separate ocean bill of lading. The cost of packing and shipping can be paid at post at USG expense against the TA fiscal data and within the authorized shipping allowance.

The employee is responsible for the selection of a customs broker to clear the shipment through Customs in the U.S. (post can provide the names and contacts of brokers). The employee is also responsible for the payment of any applicable duties and for shipment delivery and unpacking arrangements. The USG will reimburse all transportation, delivery, and unpacking charges (but not broker's fees, storage, or applicable duties) included in a travel voucher, with valid receipts. REMEMBER to comply with U.S. laws and ensure the earliest possible delivery of your shipments when you are returning to the United States, **DO NOT SHIP ALCOHOL IN YOUR HOUSEHOLD EFFECTS!**



Consumables Shipments

[14 FAM 613.6](#)

At some hardship posts, needed foodstuffs and other consumables items are not readily available. Thus, employees at these posts are entitled to an extra weight allowance for consumable items. The office of allowances maintains a [list of posts](#) (Intranet) where consumables shipments are authorized. This information is also included under the allowances and benefits tab of [Post Profiles](#) (Intranet) and the FS Bid Tool. If your post qualifies, your TA must specifically authorize the consumables allowance. If your post indeed qualifies and your orders do not authorize consumables, contact your GTM Assignments Technician at ☎ **202-453-8262** or email HR-EX-IDSD@state.gov to have your orders amended.

You can schedule a consumables packout at your residence in conjunction with your HHE packout. However, ensure that the two shipments are packed and weighed separately. Also, let Transportation and your GSO know in advance if you intend to ship consumables, as this is a separate shipment and requires different authorizing documents.

You have some flexibility when it comes to shipping consumables. You are not required to purchase them from your old/losing post. You may always purchase consumables in Washington, DC, or your home leave location, as long as they are official itinerary points on your TA. If you wish to ship consumables from other locations, the shipment will commence on a cost-construct basis against the cost of shipping from Washington.

It is important to note that consumables items can always be shipped in HHE shipments, but HHE (non-consumables) items can never be shipped in consumables shipments.

ELSO Consumables Program:

For posts serviced by the European Logistical Support Office in Antwerp, they have partnered with the U.S. Military Commissary Association in Europe to provide a forward-based [consumables program](#) (Intranet Only).

What to include in Your Consumables Shipment:

Consumables are limited to non-perishable foodstuffs for human and pet consumption or to items used for personal or household maintenance. Consumables are items that are used up as opposed to worn out. Some examples of consumables items are:

- | | |
|-----------------------------|---------------------------------|
| ✓ Toilet paper | ✓ Cereal |
| ✓ Paper towels | ✓ Pet food |
| ✓ Feminine hygiene products | ✓ Cat litter |
| ✓ Dried foods | ✓ Canned goods |
| ✓ Oatmeal | ✓ Laundry detergent (preferably |

- powdered form)
- ✓ Dryer sheets
- ✓ Plastic utensils
- ✓ Paper plates
- ✓ Coffee
- ✓ Razors
- ✓ Gift wrap paper
- ✓ Deodorants
- ✓ Dental hygiene products
- ✓ Cotton balls or swabs
- ✓ Suntan lotion
- ✓ Diapers
- ✓ Wipes
- ✓ Baby food/formula

What not to Include in Your Consumables Shipment:

- Household effects (but HHE shipments may include consumables)
- Any item for the maintenance of a vehicle including tires, batteries, wiper blades and car fluids
- Swimming Pool Chemicals
- Hazardous materials.

Consumables Shipments Weight Allowance:

Please refer to [14 FAM 613.6](#).

The weight allowance depends on the duration of an employee's tour of duty, as follows:

- **Two-year tour:** 2,500 lbs. net
- **Three-year tour:** 3,750 lbs. net

Allowances for other tours can be found at [14 FAM 613.6](#)

Number of Consumables Shipments and Time Limitations:

- **Two-year tour:** Up to a total of three (3) consumables shipments may be requested within one year of arrival at post.
- **Three-year tour:** Up to four (4) consumables shipments may be requested within two years of arrival at post.

Final Official Weight:

Please note that for consumables shipments packed in the U.S., the boxes will not be individually weighed at pack-out. Per contractual requirements, the packing company will weigh the entire shipment on officially calibrated scales at the packer's warehouse.

Minimum Weight:

The minimum weight for each consumables shipment is **200 lbs. net**.

Pack-Out of a Consumables Shipment from a Single Vendor:

You must decide how you wish to have your consumables shipped. If you order all of your consumables from a single vendor, you may wish to have the consumables shipment picked up by your assigned packing company from the vendor location. You will need to coordinate the pack-out and coordinate with the store manager to arrange access to the loading dock at the vendor location and, if you cannot be present at the location, you will need to arrange for the vendor to sign the associated paperwork and release the shipment on your behalf.

Extension of Tour of Duty at Post:

Employees may be entitled to a supplemental consumables weight allowance with an extension or concurrent tour of duty. Please see [14 FAM 613.6 \(g\)](#). Note: If an employee did not utilize the original consumables weight entitlement within the time limitation of the original assignment, any unused weight is forfeited. Employees cannot request unused consumables allowance as an additional weight in conjunction with an extension weight allowance.

Privately-Owned Vehicle (POV)/Automobile Shipments

[14 FAM 611.5](#)

Of all the shipments that are requested by employees, POV shipments require the most research and planning. Each country has its own unique requirements for the importation of POVs. Therefore, it is very important to contact the GSO at your new post to confirm that the vehicle you plan to ship conforms to host country regulations.

Allowance:

For most posts, you are entitled to ship **one** POV to your new post directly from your old post at U.S. Government expense, subject to the criteria below. Normally, tandem couples are each authorized to ship one POV. Your TA will indicate whether you are authorized this benefit. If you choose to ship a vehicle from a location not listed on your orders, it will be shipped on a [cost construct basis](#).

Time Limitation:

You may ship your POV up to one year after your arrival at post, if your host country permits. Please check with the GSO section to see if further restrictions apply at post.

Size Limitation:

[14 FAM 615.8](#) [14 FAM 615](#)

Transportation of a POV at USG expense is limited to vehicles having a gross size for shipping purposes of **not more than 800 cubic feet** and not in excess of 20 measurement tons. To estimate cubic feet, you can use the following formula: LxWxH (inches of the vehicle) ÷ 1728 = Cu.Ft.

Shipment of a U.S. Specification POV to the U.S.:

U.S. Regulations (The Motor Vehicle Safety Act of 1966 and the Clean Air Act of 1968) prohibit the importation of a motor vehicle, or engine, that does not conform to specific U.S. safety and air pollution control standards. If you shipped your U.S. specification POV to post, returning it to the U.S. will generally create no problem as long as the safety and emissions control systems have not been altered.

Shipment of a Foreign Specification (Non-U.S. Spec) POV from Overseas Post to Overseas Post:

[14 FAM 615.9](#)

If shipment of POV is authorized on your orders, a foreign specification (non-U.S.) POV may be shipped post-to-post so long as the POV meets the requirements of the host country at your new post.

Shipper Beware: Complications and Expense of Shipping a Foreign Specification/Non-U.S. Conforming Vehicle to the U.S.

[14 FAM 615.9](#)

Shipping a foreign specification POV is an extremely costly option due to the modifications required to convert the vehicle to U.S. specifications. The employee is responsible for seeing that the vehicle meets EPA and DOT standards. For more information, visit the [Customs and Border Patrol](#) website on importing vehicles and the [Department of Transportation](#) website on rules for vehicle importation. Under the Clean Air Act, importation of a non-conforming vehicle is subject to a civil penalty of \$10,000. Non-conforming vehicles entering the U.S. must be either brought into compliance, exported, or destroyed at the employee's expense. For these reasons, importing a foreign specification vehicle that does not conform to U.S. specifications is strongly discouraged.

Preparing Your POV for Shipment:

[14 FAM 615.2 \(b\)](#)

Vehicles must be operational and safety equipment (e.g., windshield wipers and outside mirrors) must remain on the car in order for drive-away services in the United States to move the vehicle to or from the port legally.

- Ensure that all manufacturer's safety recalls have been addressed. You can check this by visiting the [NHTSA's Safety Issues and Recalls Website](#).
- Ensure that the vehicle is in good working order so that it can be driven to the port safely.
- Prepare and set aside a set of keys to the ignition, gasoline cap, and trunk keys that will accompany the vehicle when picked up by the drive away/transportation service.
- Remove all mud and soil from chassis and body of vehicle.
- Ensure that the fuel tank of the vehicle is no more than one-fourth (1/4) full.
- Remove detachable items such as hubcaps, external radio antennas, child/infant safety seats, and tool kits. Only a spare tire/wheel and jack can be stowed in the car.



- Household effects, unaccompanied air baggage, or consumables are not permitted to be shipped in the vehicle.

Required Documentation to Ship Your POV:

If shipping your car from the U.S., your TC will ask you to send the following documentation to schedule your POV pick-up:

1) Completed Form [JF-49](#)

- a. Please ensure you fill in Block 13A (Engine Number). You may want to contact your mechanic or use a search engine such as Google for information on where to locate this number. Please let your TC know if you are unable to locate the number. It is important to note that many host countries also require the engine number for registration purposes.
- b. Enter the your name, vehicle pickup address, and contact information in Block 3. If you designate someone to oversee the POV pick-up on your behalf, it's important you provide your TC with their name and contact details. To do so, fill in just your name in Block three, and fill in the POC's name, vehicle pickup address, and their contact information in Block four. Provide the requested pickup date in Block 15.
- c. You are required to sign Block 18 and also the "EMPLOYEE CERTIFICATION" portion on page three of this form.

- 2)** If there is a lien on the vehicle; i.e. the vehicle is financed, or if the Title shows the name of a financial institution, you will need to provide **a copy of letter from the lien holder allowing export of the vehicle**. If you do not have a copy of the title, your lien holder, as the legal owner of the vehicle, must contact the DMV/MVA and request the generation or copy of the actual **paper title**. Any form of E-title such as VinTek is not acceptable for export purposes.

- 3)** Scanned copy of the **front and back of vehicle title/certificate of origin** as indicated below:

- a. If you already own the car and it is titled in your name, provide a copy of the title to your TC.
- b. If you recently purchased a used car (e.g., Carmax, dealership, etc.), you do not have to wait for a new title under your name for export; your TC can accept a copy of the current paper title signed over in your name on the back.
- c. If your car is being purchased new, the manufacturer's certificate of origin (MCO) provided by the dealership will work for export in lieu of

the title. However, the MCO must be signed over in your name on the reverse of the document.

- 4) Copy of your **Travel Orders**.
- 5) Copy of **bio photo page of Diplomatic Passport** as well as **copy of bio page of spouse's Passport** if they are also listed on the title.
- 6) Copy of the **Bill of Sale** (Applies only to recently purchased used or new cars. If you *Paid in Full*, the bill of sale must show as such, or provide documentation to show it was paid in full.
- 7) Copy of **marriage certificate** (only if the name of the spouse appears on the title).
- 8) Your TC will provide you with a **limited power of attorney**, which you should complete and return. You may leave first two lines blank (*Comp Rep & Forwarder Name*). This document does not have to be notarized.

Note: Some posts may require that you provide additional documentation to the documents listed above. You should contact shipping/GSO at post to obtain all documentation required by post prior to requesting shipment of your vehicle. Once all of the required documents are received, your TC will assign a company to pick up your vehicle and transport it to the port of origin. If you need to change your scheduled date of shipment, be sure to contact your TC well in advance to arrange a new pickup date, and avoid the expense of an unscheduled cancellation.

POV Insurance:

It is important that you obtain commercial insurance to cover both marine and land transportation that insures your vehicle in-transit. It is not advisable to deal with separate companies for these two types of insurance. Disputes sometimes arise between carriers over the exact site of damage or loss and consequently, over liability. Any claim you file may not be paid until the disputes are settled.

POV Shipment FAQs:

QUESTION: *My car was wrecked and I cannot get spare parts; may I ship it back to the States instead of shipping it to my next post? If I don't ship it out of the country, I have to pay duty on it. (I will not ship it to my next post.)*

ANSWER: Yes. According to [14 FAM 615.1](#), you may ship your POV back to the U.S. on a cost-constructive basis in lieu of shipment of a POV to your next post

QUESTION: *I'm shipping my new car to my new post. I have many spare parts. Can I ship them in the trunk of the car?*

ANSWER: The parts may only be shipped as part of your household effects. Do not attempt to ship them in the trunk of the car.

QUESTION: *My POV is only a year old. I'm being transferred overseas and want to take it. It's a van-conversion (Starcraft). Are there any restrictions?*

ANSWER: The Government will pay to ship a vehicle of gross size not exceeding 20 measurement tons (800 cubic feet); the employee must pay costs in excess of this size. Also, check the Post Report for import restrictions.

QUESTION: *If I didn't ship a car to post may I ship one back to the U.S.?*

ANSWER: Yes, if you are being assigned to the U.S. and your orders assigning you to the U.S. include an authorization to ship a POV.

QUESTION: *I'm going overseas on transfer. My family is remaining here in the U.S. on Separate Maintenance Allowance. Can I still ship a car?*

ANSWER: Yes.

QUESTION: *When I transfer from Washington to Prague, may I ship a car from Germany instead? It's cheaper.*

ANSWER: Yes, if you can find a dealer who will allow you to pay for the car and take title before the car is shipped. Only if ownership by the employee before shipment is clearly established, may the car be shipped. If, however, you ordered the car through a dealer in Prague, and never took title or obtained other proof of ownership before shipment, all costs associated with shipment must be borne by you. Another alternative would be to pick up a car at a factory that is on a direct route to your post, and then drive it yourself to post (this would be travel by mixed-modes). Obviously, this only works when there is a reasonable distance between factory and your new post.

QUESTION: *After two years at this post, I'm being transferred to a post in the Middle East. My two year-old car is a Volkswagen TDI Diesel. My new post is one of the VW Diesel boycott countries. What should I do?*

ANSWER: You should contact your HR Assignments Technician to request authority for emergency storage, and shipment of another POV will be authorized. Remember that the emergency storage authority will end with your departure from the boycotting country.

QUESTION: *My place of appointment was outside Washington, D.C. I was sent to Washington for nine months' training and purchased a car while I was there. My orders authorize shipment of effects from my place of appointment and from*

Washington, but they state "from place of origin" for shipping the car. Does that mean if I buy a car in Washington while here for nine months, I can't ship it from Washington? Even if my orders authorize effects from Washington and the regulations say shipment of effects shall constitute shipment of a car?

ANSWER: The car can be shipped from Washington on a cost-constructive basis, compared to shipment to post from your place of hire. A privately-owned vehicle is not included in the definition of effects, although spare parts are.

QUESTION: My car meets American emission standards. It's two years old and has served me well at this post. Now I'm being transferred, and my new post of assignment has more restrictive standards that my car can't meet. What should I do?

ANSWER: If the host country government does not authorize importation of your POV, emergency storage will be authorized by the Department, as will shipment to post of an authorized replacement POV. Employees must request emergency storage from GTM/EX.

QUESTION: I plan to sell my car at post. On the way from my post to the U.S., I want to stop and buy a car. May I ship it from the purchase place? It'll be cheaper.

ANSWER: Yes, you may. You would have to ship the car on a cost-constructive basis. Hopefully, you can enlist the assistance of the GSO at the embassy/consulate, which is nearest to the purchase location. You would also have to present a copy of your travel orders that indicate that you are entitled to ship a car from your post back to the United States. If you were on post-to-post transfer, you could also ship the car that you had just purchased to the gaining post.

QUESTION: I just love my little car that doesn't meet American standards. I'm being assigned to Washington, D.C., where I only plan to serve two years before returning overseas. Can I store my car abroad for two years and then have it shipped to my new post?

ANSWER: You can store abroad at your own expense. You must check the laws and regulations of the country where the car is stored to ensure that the car can remain there and be shipped later when you have no status in that country. Subsequent shipment to your next assignment will be on a cost-constructive basis, compared to shipment from Washington to your new post.

QUESTION: Are there limitations on the size of POV the USG will ship at its expense?

ANSWER: Yes. According to [14 FAM 615.8](#), POVs may not exceed 20 measurement tons (800 cubic feet). Shipping any POV—such as a Ford Econoline Club Wagon—that exceeds these specifications will result in a cost to the employee.

Question: *When I got to post, I found I couldn't import my car. May I ship it to the U.S. for emergency storage? May I buy another to replace it and have it shipped from place of purchase to post?*

ANSWER: Prior to transfer, employees are responsible for checking Post Reports to determine what POVs are permitted. If the car has already arrived at post and permission is now being sought to store in the U.S., the car can be returned and stored only at the employee's expense. If the POV has not yet been shipped from the previous post, you could sell your car. Only if restrictions of the country of onward assignment prevent your car's importation will the Government pay for shipment to emergency storage. You may then purchase another POV that meets the regulations of the country of onward assignment, and the U.S. Government will ship it cost constructively to your new post. When this assignment is over, the U.S. Government will stop paying emergency storage and will move only one of the cars to the next post. The employee is responsible for disposing of the other car.

QUESTION: *I was posted to Manila, and I ordered a car from Japan before leaving post. However, it didn't arrive until after I left. Can it be shipped to my next post (provided it is not the U.S.)?*

ANSWER: Yes, but only if you have title to the car before its shipment.

QUESTION: *I'm due for a replacement vehicle. I'm transferring from Tokyo to Panama and would like to ship my current vehicle as far as San Francisco, use it on home leave, and then have the replacement vehicle shipped from Miami to Panama. May I do this?*

ANSWER: No. Only one vehicle may be shipped on a given set of orders (exceptions include cases of authorized emergency storage). Accepting the vehicle in San Francisco would constitute the completion of the shipment.

QUESTION: *I understand that bringing a foreign car into conformity with US specifications can be very expensive. Where can I obtain more information on this?*

ANSWER: There is no central database. However, there is a wealth of information available via the internet on this topic, such as <https://icsw.nhtsa.gov/cars/rules/import/>.

Periodic Replacement of POVs

[14 FAM 615.4](#)

This entitlement must be approved and **funded by your current post**. You may request that your authorizing officer approve the shipment of a POV at government expense from the United States, as a replacement for your last vehicle shipped at government expense, subject to available funding at the receiving post, and to the following conditions:

- You have not shipped a POV from the U.S. in the last 4 years;
- You have been in continuous service outside the U.S. for 4 years (home leave or TDY in the U.S. does not constitute a break in service);
- You are assigned to a post 200 miles or more from the continental U.S., or the use of sea transportation is required to get the POV to post (Mexico City, Merida, Hermosillo, Guadalajara and Monterey are excepted and qualify for the shipment of a replacement vehicle at U.S. Government expense);
- You have not shipped a car from the U.S. on a cost-constructed basis in the last 4 years;
- You have not shipped a POV between foreign posts at government expense in the last year (or the last 9 months, if you have an 18-month tour of duty); and
- On the date on which a request for periodic replacement authority is made, you are scheduled to remain at post for at least 1 year (9 months for employees with 18-month tour of duty).
- The host country will allow duty-free import of a second vehicle (note: some posts consider a motorcycle as a second vehicle).

Emergency Storage (POV)

[14 FAM 628](#)

Emergency storage can be requested to store POVs that cannot comply with the importation/registration requirements of the host country, or if the employee is assigned to a post where driving a POV is prohibited. If these conditions apply, you should contact your HR Assignments Technician, as this allowance must be specifically authorized in your travel orders. Only two locations are authorized for POV emergency storage: ELSO and Washington, D.C. Emergency storage is only permitted for a specific post. When the employee's tour of duty ends, the employee must either physically remove the POV, or arrange for onward shipment to the next post of assignment within 90 days of the end of the tour of duty or departure from post, whichever comes first. Employees are permitted to ship only one POV per PCS, so if you have acquired another POV at post, you will only be

authorized to ship one POV to your next post of assignment – either from post or from storage, but never from both.

Controlled Storage

[14 FAM 623.1](#)

Controlled storage may be authorized for items of high value in a facility where temperature, humidity and/or security are controlled. Controlled storage is designed for rugs, tapestries, paintings, silverware, heirlooms, furs, clothes, documents or other NON-FURNITURE items that need special storage.

Qualifying Items for Controlled Storage:

To qualify for controlled storage, a single item, or a set or collection, must be valued at a minimum of \$2,100. A set is a group of items that belong together, or are commonly used or displayed together, and derive their value from being a collection or set.

Firearms must be placed in controlled storage (not regular storage) regardless of cost. Details about the firearm(s), including serial numbers, must be provided to your GTM Assignments Technician prior to issuance of the travel authorization.

In the case of high value items, controlled storage is exempt from **the 200-pound minimum weight requirement for storage**. As such, employees may store as little as one piece of clothing or one painting.

Authorization:

Controlled storage must be specifically authorized in your TA. To begin, submit your request to your GTM Assignments Technician, along with a memorandum containing a list of items to be stored. The memorandum must be accompanied by a CERTIFIED appraisal that can be prepared only by an appraiser who is certified by the American Society of Appraisers or a comparable group. Please see [14 FAM 623.1](#) for specific requirements. Please note: Only functioning firearms do not require an appraisal or other proof of value. A purchase receipt is acceptable only for items acquired during the employee's current tour of duty. Information on appraisals and a reference list of appraisers appears as [exhibit 4](#).

Arranging for Controlled Storage:

Transportation (A/LM/OPS/TM) has contracts with local companies that provide long term controlled storage. When setting up your other shipments please be sure to notify your TC that you wish to place items into controlled storage. Each item for controlled storage must be individually approved and listed on your TA.

Notes on Appraisals and Appraisers:

There are at least two major professional associations that certify appraisers:

- The American Society of Appraisers (ASA), and
- The International Society of Appraisers (ISA).

[Exhibit 4](#) contains a resource list of appraisers. This list is for informational purposes only and in no way constitutes an endorsement, expressed or implied, by the Department of State.

It is wise to discuss with the prospective appraiser what you want to have appraised, to ensure that appraiser has the requisite expertise for the item, or type of items, needing appraisal. If not, seek other appraisers.

You should determine fees before you start. Generally, you should look for someone who has a stated hourly rate, as opposed to someone whose fee is a percentage of the appraised value of the item(s).

Upon completion of the appraisal, ensure that the appraiser's documentation indicates affiliation with the ASA or the ISA, as these are two of major professional associations that certify appraisers, as previously mentioned.

If you need an appraiser for a specific type of goods, you can call either organization listed above for recommendations. You can also contact them for recommendations in a specific geographic location, particularly the greater Washington, DC area, since the availability of accredited appraisers is limited therein. Additionally, it is prudent to request appraisal services four to six weeks in advance of your move.

Layette Shipments

[14 FAM 613.4](#)

If posted abroad, a separate air allowance may be provided for a layette shipment for the birth or adoption of a child of an employee assigned to a post where suitable layettes are unavailable. The post of assignment must determine that appropriate items are not available, confirming this by a cable to GTM/EX/IDSD. The employee's TA must be amended to allow for the shipment of a layette.

What to include in your layette shipment:

Items shipped as part of a layette shipment must be for the direct benefit of the child and may include items such as:

- ✓ Baby/children's clothing
- ✓ Blankets
- ✓ Small furnishings
- ✓ Other equipment for the care and



feeding of an infant or young child

What not to include in your layette shipment:

- Foodstuffs (except for milk, formula, and commercial baby food)
- HHE items
- Any items that exceeds the maximum external dimensions of a 15 cubic foot carton of 37 x 30 x 23 inches (exception is granted for a standard U.S. size crib)

Layette Shipment Size Restrictions:

The size restriction listed for UAB also applies to layette, where the maximum box size is:

37x 30 x 23 inches (15 cubic feet).

Exception: As mentioned above, the only item that may exceed the dimensional allowance is a standard U.S. size crib and mattress.

Layette Weight Allowance:

The layette shipment allowance is up to **250 lbs. gross per child**.

Time limitations for Layette Shipments:

A layette may be shipped up to **120 days before the expected birth** of the child, but **no later than 60 days after the birth or adoption** of a child up to five years of age. An infant will not be authorized both a layette and an UAB shipment.

Other Requirements for layette Shipments:

Layette shipments must originate in the U.S. or its territories.

Pets

Shipment of pets is not an employee entitlement, therefore, employees are responsible for making shipping arrangements for their pets.

Restrictions on animals vary greatly between countries (quarantine, blood testing prior to import, etc.). Airlines also have different rules on the shipment of pets, often including restrictions or prohibitions on shipping your pet during the hottest months of the year. This means it is imperative that you begin your research early, to ensure timely completion of requirements. You should refer to the OBC [Traveling with Pets](#) (intranet only) website and the Welcome to Post cable (TMTHREE), and check out the OBC's [Post Info to Go](#) (intranet only) which has a tab for pet information. You should contact the GSO or CLO throughout the process, particularly in the days just prior to shipping, to confirm that no additional restrictions or requirements have been added by the host country.

Please note that 01 STATE 54870 (March 28, 2001) expanded the use of the Miscellaneous Portion of the Foreign and Home Transfer Allowances (Standardized Regulations [240](#) and [250](#)). The actual shipping cost to ship a pet, not including the cost of quarantine or the fees of a veterinarian or of a professional pet shipper, may be included for possible Reimbursement under DSSR 240—Foreign Transfer Allowance-Miscellaneous Portion—are further detailed in the "[Allowances related to Pets](#)" article on OBC's website. On a post-to-post transfer, the transportation costs of shipping a pet from one post to the other may be reimbursed, at least partially, under the Miscellaneous Portion. You should make sure you retain your receipts for covered expenses should you need to itemize.

Under the Travel portion of this guide, we highlight that employees must use [GSA City Pairs](#) when available from origin to destination. [14 FAM 543 \(a\) \(1\)](#) grants an exception to this policy if the contract carrier is unable to move the pet as checked baggage on the same flight as the traveler for PCS travel. To utilize this justification you need to complete a [DS-4022](#) - Justification Certificate for Using a Non-contract or Indirect Air Carrier (available through MyData) and select the pet option from the list of justifications. For the pet exception, the traveler can self-approve the form, and submit it with their travel voucher. Please note that if the airfare on the airline that will accept the pet is higher than the authorized contract cost, the traveler will be responsible for paying the difference. It is very important to be aware that there is no allowable pet exception to the [Fly America Act](#), so travelers should ensure that the airline that they use for their travel complies with the provisions in [14 FAM 581.4](#).



IMPORTANT THINGS TO KNOW AND DO

Additional Pick-Ups:

It may be possible to request **one** additional pick-up at a different location in the same area as the primary pack-out location on a one-time basis. If you may need an additional pick-up, please let your TC know and they will provide further guidance.

Administrative Leave:

With the permission of your supervisor, you may be authorized **16 hours of administrative leave for packing** and **8 hours of administrative leave for unpacking** your personal effects. In exceptional circumstances, where the need for additional time can be documented, a supervisor may grant up to 16 or 8 additional work hours respectively for unpacking ([3 FAH-1H-3465](#))

Ammunition:

The U.S. Government cannot ship or store ammunition. Please see information on [firearms and ammunition](#).

Ask Questions:

It's YOUR move! If you have questions about your entitlements, restrictions, or procedures ask your TC, email TransportationQuery@state.gov, or ask the GSO or Shipping Office staff. They will be happy to help!

Cost Construct Shipments:

Your TA explicitly states the point(s) where shipments can originate and terminate at government expense. Any other starting or ending points for your shipments will involve cost-construction. This means that the Government will pay the cost of moving your shipment between the points named in your TA, but if there are any extra costs because you select a different origin or destination, you must pay the additional cost.

Per [14 FAM 615.1 \(d\)](#), an employee has the option to ship his/her vehicle to an alternate destination on a cost constructive basis in lieu of shipment to his or her onward assignment abroad.

For a cost-construct shipment, the cost of moving the weight of your household effects or POV between authorized points is compared to the cost of moving your effects or POV between the desired alternate points. If the cost of the latter exceeds the cost of the former, you must pay the difference. If the cost calculation shows that the change in shipping points does not result in any extra cost, or even that the cost is less, the employee will not incur an additional charge and the USG will benefit from the financial savings.

For example, suppose you are transferring from Paris to Bangkok, but wish to ship 1,000 lbs. of HHE from San Francisco to Bangkok. If the cost of such is \$3,000 and an equivalent shipment from San Francisco to Bangkok is \$4,000, you will pay the difference (\$1,000 in

excess charges). If the costs are reversed on the aforementioned routes, there will be no out-of-pocket expense.

Cost-construction also applies when splitting your HHE shipment between your new post and another destination. For example, suppose again you are going from Paris to Bangkok, but this time you are also shipping a portion of your effects from Paris to Boston, for use by a child in college. As long as you are within allowance and the 12-month limitation for the TA, the same concept applies: Paris to Boston (desired) versus Paris to Bangkok (authorized).

Costs - Get an Estimate:

If you are doing a cost construct shipment, ask your TC or GSO Shipping office for a rough estimate on any out-of-pocket expenses. Please keep in mind that the actual cost will be based on the official weight of the shipment and are subject to changes in contract rates.

Contingency Time: Build Some into Your Plans:

Try not to schedule your pack-out too close to your departure date. Allow time for any unanticipated problems that might force you to re-schedule your departure.

Documentation - Plan Early:

For shipment of POVs, and to request controlled storage, you will need to have supporting documentation. Begin early the process of getting these documents.

Help is Only an Email or Phone Call Away:

If you have questions about your shipments, experience any difficulties with your assigned packing company or carrier, or need guidance on a travel or transportation related question, please contact TMD or TMP at TransportationQuery@state.gov or ☎ 202-472-8480/8481. The packing firms used by the Department for domestic pack-outs are under a contract, which defines specific requirements and obligations required by the Department of State. It is very important to call immediately if you experience any problems. Options to help are very limited if you wait until late in the day (after 4:00PM) to notify the transportation office. The sooner the call is made; the sooner remedial action can be taken.



Insurance (Private):

It is strongly recommended that you arrange for private insurance covering loss, damage and replacement value for your household effects (shipped and stored). You cannot insure anything after it has left your possession. The Overseas Briefing Center at FSI has a [resource list](#) (intranet only) of insurance companies.

Insurance (Offered by Packing Company):

If your packer approaches you about purchasing extra insurance for your shipments, be aware that **the Department will not pay for this extra insurance**. It is encouraged that you also explore the cost and benefits of a commercial insurance company.

Inventories are Very Important:

The inventory is the document the packer gives you when your household effects are packed out, either for shipment to or from post or to storage. This document is a "statement" of what the packer has picked up from you and usually describes the condition of your goods at the time of packing. The inventory will be signed by both you and the packing crew chief. It should include any fragile or high value items you are packing to ensure that the packer takes responsibility for them and is liable in case of their damage or loss. Since high value items (those valued at over \$1,000) are included on the high value list for the Claims Office, the value need not be specified on the inventory. (Please also see [Why You Need Insurance for Your Effects](#)).

A separate inventory list must be prepared for each type of shipment the company will pack: UAB, HHE, storage, consumables, etc.

Your Inventory is:

- The RECORD to use when your household effects arrive at their destination. By checking items off as they enter your home, any missing items and/or items designated for storage and erroneously shipped are quickly identified;
- EVIDENCE that an item should have been placed in storage but was shipped, or vice versa. If effects that were marked for shipment are found in the storage lot, the packing company will be required to prepare them for shipment at no expense to the Government and can be assessed liquidated damages for unnecessary delay in preparing and releasing the shipment;
- The BASIS for filing a claim if there is a loss. The inventory serves again as evidence that the item existed and that the claim is legitimate. Without a copy of the inventory, your insurance company and the Department's Claims Office will require substantial additional proof to establish that a loss has occurred. (Please refer to Claims)
- The DOCUMENT required when you request supplemental shipments from your storage. You must identify items to be removed from storage by their numbers assigned in the inventory, as well as by descriptions; and
- THE ONLY RECORD YOU HAVE THAT YOUR HOUSEHOLD EFFECTS WERE PACKED! A group of complete strangers has entered your home, removed your belongings and assured you that you will see your things again in the future. Without an inventory, you have no record that someone else has assumed responsibility for your effects while in transit and/or storage for their safe return. It is wise to compile a more detailed inventory for personal reference. This is helpful when removing items from storage or for determining the extent of loss if preparing a claim becomes necessary.

Hazardous Materials:

Many common household items such as liquid bleach, chlorine tablets, and most aerosols become hazardous materials when being transported. Federal and international regulations require that hazardous cargo receive special handling and labeling which falls outside the normal procedures used for shipping household effects. The packing company is ultimately responsible for declaring that HHE shipments are free of hazardous materials. Violators are subject to penalties as high as \$25,000 and/or up to five years in prison.

Each transportation provider is responsible for assessing their individual risk when it comes to hazardous materials, and ensuring compliance with all applicable regulations. If you are trying to ship items that are classified as hazardous and the packing company is refusing to pack it, the Transportation Management Division cannot direct the company to violate the law. If you are considering shipping items that may be considered hazardous on their own, or may be hazardous in sufficient quantities, you will want to address your assigned packing company during your pre-pack survey. Some items that are considered hazardous materials when transported have non-hazardous forms, for example, liquid bleach is considered hazardous, but powdered bleach is not. If the packing company is refusing to pack items that you feel may not be hazardous, please contact your TC or GSO/Shipping Office for clarification.

Types of hazardous materials and examples are listed below:

- EXPLOSIVES (e.g., fireworks, ammunition, gunpowder)
- GASES (e.g., spray cans, medical oxygen, propane gas cylinders)
- FLAMMABLE LIQUIDS or SOLIDS (e.g., aerosols (e.g. insect repellant) gasoline, paints, or matches)
- OXIDIZERS (e.g., fertilizers, swimming pool chemicals)
- ORGANIC PEROXIDES (e.g., fiberglass repair kits)
- POISONS (e.g., pesticides, weed killers, rat poisons)
- INFECTIOUS SUBSTANCES (e.g., bacterial cultures, viral organisms)
- RADIOACTIVE MATERIALS (e.g., radioactive medicines, nuclear metals)
- CORROSIVES (e.g., acids, alkalis, car batteries, liquid bleach)

To research if a product is hazardous, many products have Material Safety Data Sheets (MSDS) that includes data on the hazardous materials rating and instructions about

transportation requirements. You may also call the toll-free industry-sponsored [Chemical Referral Center](#) in Washington, DC at ☎ 800-262-8200.

Missed Pack-outs/Pick-Ups and Cancellations:



If you need to reschedule or cancel any shipment, you must notify your TC **a minimum of three business days in advance of the scheduled pack-out date**. Transportation will update the packing company assigned to do your move. The employee is responsible for any charges incurred due to a missed pick-up/pack-out.

Overweight Shipments:

[14 FAM 612.3 2](#)

Per [14 FAM 613.3-1](#), it is the employee's responsibility to ensure that their shipments are within their shipment entitlements. Packing companies have five to seven business days to provide the official weight of a shipment. If a shipment exceeds an employee's allowance, it is placed on hold at the packer's warehouse until the packer is given the green light to proceed. Your TC will inform you that your shipment is overweight and you will be given the opportunity to either visit the packer's warehouse and remove items to reduce the weight of the shipment, or pay the cost to ship the excess amount to post. If, for example, your UAB is overweight and you packed out your HHE at the same time, and you still have weight available under your HHE allowance, you can check if you can remove items from your UAB and have it added to your HHE shipment. If you are packing out from a post abroad and your HHE shipment is overweight (and you don't want to dispose of any personal effects), you can either pay the cost to ship the excess weight to storage (if you have the storage weight available), or to your next posting. Your TC/Shipping Assistant can help you with your options.

Important note: The estimated weight provided by the packing company from the pre-move survey is a rough, non-binding estimate. Therefore, it will never provide the basis for exceptions should the official shipment weight exceed the employee's entitlement.

Pack-Out Dates - Check Your Calendar:

Review your calendar to choose the best dates for your pack-out(s), excluding weekends and holidays. If scheduling a shipment at short notice, be prepared with alternate dates. Please keep in mind that due to new contractual requirements, employees transferring from DC may often be required to schedule their shipment of HHE for storage and HHE for export to post on different dates (and with different companies). Please be ready with alternate dates in case this situation applies to you. To assist with the initial planning for pack-out days needed, it is estimated that a packing company can pack approximately 4,000 lbs. per day. The packing company will confirm the number of days it will take to pack and load your shipment(s) when they complete your pre-pack survey.

Pack-Out Dates - Schedule Early - Especially During the Summer:

It is important that you book your shipments, no matter how small, at least six weeks in

advance during the summer transfer season (May thru October) as most companies have blackout periods during this time. You don't have to wait for your TA to schedule the pack-out of your personal effects (TAs are needed to schedule pick-up of POVs but POV pick-ups can usually be scheduled with two weeks 'notice during the summer months).

Personal Effects - Don't Pack Them Yourself:

Due to heightened security concerns, our contracts, tenders and agreements with providers prohibit them from accepting any boxes or packages labeled (PBO) "packed by owner" or "contents unknown." A shipping inventory with items so described is an immediate red flag for inspection by U.S. Customs, Department of Agriculture, or foreign governments' customs officials who have the authority to delay a shipment pending inspection and determination of a shipment's contents. In addition, the transportation service providers will not accept any liability for loss of or damage to an "unknown item" and claims will not be paid for such items.



Research, Research, Research:

Read your TMTHREE – Welcome to Post cable carefully to flag any items that may be problematic to ship, e.g. firearms, POVs, alcohol, pets, etc. and obtain further clarification from post if necessary. You can also check out the Overseas Briefing Center's "[Post Info to Go](#)" (Intranet only), reach out to your social sponsor, or request to be added to Post's Facebook Page, if available.

Storage - Limitations on Access:

During Access, a storage company is not authorized to open individual cartons to find a particular item. If you need a specific book or kitchen utensil, for liability reasons, you must ship the entire carton that contains the item.

Separate Maintenance Allowance (SMA) and Travel and Transportation:

The Shipment of HHE and UAB under a Separate Maintenance Allowance (SMA) grant is covered under [14 FAM 613.7](#).

Types of SMA Grants:

- Involuntary SMA (ISMA) may be granted by the Government to help you maintain your family at a separate location away from post, when conditions at a foreign post are deemed to be unhealthy or dangerous.
- Voluntary SMA (VSMA) may be authorized upon your request when there are special personal needs or hardships that make you wish to maintain your family elsewhere. See your HR Assignments Technician in Washington or your Human Resources Officer at post, for assistance in determining if your family is eligible for an SMA grant of either type.

SMA: U.S. Origin Point

When your international assignment originates in the U.S. (example - New York City to Riyadh), your family members going on SMA may remain at the last official duty point, or travel to Washington, D.C. if you are authorized consultations in Washington on the way to post. Travel to home leave point would be on a cost-construct basis, compared to New York to Washington in this example. If your family chooses to travel to Washington, household effects may be shipped to Washington and/or put into permanent storage at the designated point. UAB is authorized against any SMA travel authorization per [14 FAM 613.3-1\(f\)](#). Shipment of a POV to Washington is not authorized. Temporary storage of effects sent to Washington is allowed for up to 90 days. Subsequent travel authorizations will provide for relocation from either the origin point or Washington as applicable.

SMA: Transfer between Foreign Locations

When an international assignment originates abroad, family members going on SMA may be authorized to travel and transport household effects and UAB (see above) to Washington, DC or other authorized location. If home leave is authorized with the transfer, family members may travel to an SMA point via the home leave location, or remain on SMA at home leave point. Effects in storage (wherever located) may be moved to the SMA point or kept in storage at your discretion, subject to authorized weight restrictions.

If your family is located abroad and elects an SMA point abroad, they may ship effects and travel at government expense on a cost-construct basis, as compared with the cost of shipping the effects to Washington, DC or your authorized SMA location. Any additional costs must be borne by you. It should be noted that subsequent travel authorizations would be based on travel from the authorized SMA location or Washington. If you are reassigned to Washington, for example, your family would get little, if anything, in the way of travel allowances.

SMA: Shipping Privately-Owned Vehicles to Involuntary SMA Location

[14 FAM 615.1](#) now includes authority to ship a POV from the losing post to the authorized ISMA location in the U.S. (or on a cost-construct basis to an authorized ISMA location outside the U.S.) or into storage when an employee receives ISMA payments for his EFM.

NOTE: UAB is always authorized for travel against the Separate Maintenance Allowance. HHE shipments from post to dependents on (I)SMA are made based on employee's next set of orders and are limited by employee's authorized weight allowances. If employee's assignment is to a limited shipment post, 7,200 lbs. will be split between shipment to SMA location and shipment to employee's new post.

Special Crating

Per [14 FAM 611.7](#) special crating may only be approved by TM for items listed in [14 Exhibit 611.6](#) and GTM/EX must approve any special crating that costs over \$500. You may choose to personally pay the packing company for special crating for your personal effects but keep in mind the crating must fit in a lift van, and the weight of the crating plus the contents will count against your net weight entitlement.

Supplemental Shipments:

Your transfer orders are valid for one year from the date you arrive at post. As long as your host country permits, and you have weight allowance left, you may request up to two supplemental HHE shipments, or two or three consumables shipments depending on your tour of duty. No supplemental UAB shipment is authorized. Before requesting a supplemental shipment, please refer to the guidance on that particular [shipment type](#). You can request a shipment by following the guidance listed in [Step 1](#) of the shipping process.

Surveys - Your Feedback is Important to Us:

We want to hear from you! The Office of Logistics Operations (A/LM/OPS) encourages you to complete a household effects customer survey. The survey is a key lynchpin in identifying areas for improvement and elevating Department transportation service levels. Recognizing that you may have moved multiple personal effects shipments to your new duty station, the survey will be emailed to you approximately 30 calendar days after the arrival of your last shipment. The survey is generated from Integrated Logistics Management System (ILMS), will be sent to the email address in your ILMS profile and will include the subject line title of "HHE Move Survey with 3D ID and Closing" (an example can be found in [Exhibit 5](#)). This single survey is designed for you to provide feedback on your transportation move experience and encapsulates all types of shipments, i.e. household effects, unaccompanied air baggage, privately owned vehicle, consumables and layette.

The survey is categorized into four sections.

- I: The Origin Shipping Office
- II: The Transportation Service Provider (i.e. the movers)
- III: The Destination Shipping Office
- IV: General

You will have the ability to rate each category, e.g. The Origin Shipping Office or The Transportation Service Provider. Section IV also gives you an opportunity to share any free text comments about your relocation. Your submitted survey results are monitored and are designed to help A/LM/OPS identify areas for improvement.

A Sample of the feedback survey can be found in [Exhibit 5](#) of the appendix.

Temporary Storage:

Return assignments (or separation and retirement) to the U.S. only allows 90 Days Temporary Storage. If an employee is returning for an assignment in the U.S. or is retiring or separating from the Foreign Service - all of their storage lots must be removed from the storage facility within 90 days. When an employee returns from an overseas location for duty in the United States, the 90-day clock functions as follows:

- For HHE already in permanent storage: the 90-day clock starts on the day/date when the employee signs in for duty. For employees who have effects stored in ELSO the actual transit and customs clearance time does not count towards the 90 days. For employee's who are retiring, the 90 days is counted from the last day in pay status.
- For employees who have HHE en-route from post: The 90 days of temporary storage begins when the shipment has cleared customs and is available for delivery.

You must contact the Transportation Office about your plans for your effects in storage and for HHE coming from your last post. Transportation needs to know whether to store your effects temporarily or authorize delivery immediately. Unless additional storage time is granted by HR, beyond the authorized 90 days, you will be responsible for all storage costs. If your goods are being commercially stored, you can convert your storage lot so that you pay the storage company directly. The Government will still pay for the delivery and unpacking of your effects during your travel order validity period, which is usually up to a year from your arrival in Washington, DC. However you must settle any extra charges or pending charges with the storage company before delivery is permitted. Hagerstown storage cannot be converted because it is a USG facility. Effects stored at Hagerstown must be delivered to a final destination by the 90-day mark.

Travel Authorization: Deadline to Provide Before Pack-Out:

As mentioned earlier, the transportation office does not need your TA to schedule your pack-out(s), but you must provide a copy of your TA or HR provide validation that the TA has been approved at least five business days in advance of the actual shipment being packed-out.

Weights: The Difference between Net and Gross Weights:

The various shipment types have weight allowances that are based on gross or net weights.

Gross weight usually applies to shipments that are being transported via air. All cartons, packing and bracing materials are included in the gross weight calculation.

Net weight usually applies to shipments being transported by surface and includes the weight of the cartons, and packing materials used but does not include the weight of the lift vans/crates that are used to transport the effects.

MOVING YOUR EFFECTS FROM PACK-OUT TO FINAL DELIVERY

Scheduling Your Pack-Out

Scheduling Shipments Originating in the U.S.:

Contact the Transportation Division:

Email: TransportationQuery@state.gov

Tel: ☎ 202-472-8480/8481 or 800-424-2947

Alternatively, you can opt to visit a Transportation Counselor (TC) in person at one of the following locations:

- The TTM Office at SA-9, 2025 E St., N.W., Washington DC
- Foreign Service Institute (FSI)-Room F-1806*
- FSI Rosslyn annex, 1200 Wilson Blvd, Room 204*

**please call to confirm office hours at these locations as they are subject to change.*

Pack-outs can also be initiated by using the new PCS Travel Portal available through My Services. Please review [19 State 49364](#) for more information.

A TC will be assigned to you based on the region to which you are posted. Please provide your TC with a copy of your TA if it has already been issued. You should be prepared with the following information:

1. The preferred date(s) of your pack-out; (Please try not to change the date during the summer season.)
2. The number/type of shipments you plan to make (e.g. Household Effects (HHE), Unaccompanied Air Baggage (UAB), Consumables, POV, etc.)
3. Provide the following details:
 - Full address from where the shipment will pack-out
 - U.S. Telephone number where you can be easily reached for the duration of your move
 - Your personal email address
 - If you are moving with the Department of State for the first time, you will need to provide the last five digits of your social security number so that a

profile can be created for your shipments.

- If a friend or family member will be handling your move, please provide their name and contact information.
- 4. If you plan to ship an automobile (POV), you will be provided the list of all the documents required for POV shipments.
- 5. Notify your TC if you have a POV that you wish to place into Emergency Storage. Please note that this particular shipment type is granted only for very limited circumstances and must be specifically authorized in your TA.
- 6. You request the location and weight of your current storage lots, and let your TC know if you have items in storage that you wish to ship overseas.
- 7. Notify your TC if you have items you will be placing into controlled storage (including firearms). Please note that this particular shipment type must be specifically authorized in your TA.
- 8. Notify your TC if you have any firearms that will be included in your shipments.

Your TC will record the information outlined above into a centralized database and a packing company assigned to your move will be automatically selected through our computerized allocation system. Your TC will confirm that your shipment(s) have been scheduled and you will be provided with contact details for the packing company/companies who will handle your shipment(s) for you to coordinate your [pre-move survey](#).

Please note that if your shipment is being shipped via ITGBL, the contractor will request a copy of your passport for customs clearance purposes.

Scheduling Shipments Originating Overseas:

Visit your post's GSO Shipping Section to start the process and schedule your move. Overseas, your GSO will usually arrange the packing company to be used for your move.

Commitments and Obligations:

Your TC will issue all necessary documentation to the packing company before your scheduled pack-out date provided that the TA and other authorizations have been received by Transportation.

Date Changes:

Any pack-out date changes MUST be made through your Transportation Counselor.

Availability of TA and Shipment Cancellations:

If the Travel Authorization (TA) is not issued five business days prior to your pack-out date, the move will be cancelled/postponed until the TA is issued.

Preparing for Your Move – Outbound

Pre-Pack/Move Survey:

Schedule a pre-pack survey directly with the packer in the U.S., or through your GSO at post abroad. The surveyor will come to your residence and estimate the weight of your UAB, household effects, and storage shipments. This estimate also helps the packer determine what materials will be needed to pack your effects quickly and efficiently, as well as determine the number of days needed to pack and load everything. Please be sure that the surveyor is aware of everything you are going to ship or store, including items in the attic. During the survey, please bring attention to the surveyor of any articles that are extremely fragile and may require special packing to ensure their safe transit or storage. Please note that packing companies are not required to remove items from any area that does not have permanent stairs or where they cannot stand erect—e.g. attics or crawl spaces.

Parking Permits: If your building, street or neighborhood requires a parking permit, you **MUST** inform the packing company in advance. This will only reduce any stress on “Moving Day.”

A note of caution about weight estimates provided at you pre-move survey: The estimated weight provided by the packing company is a rough, non-binding estimate, and therefore should never be used as a main factor in determining your shipment weight. The pre-move estimate will never provide the basis for exceptions should the official shipment weight exceed the employee’s entitlement.

The list of items for which special crating may be requested is very limited. If you have items that you believe may qualify for special crating, call these items to the surveyor’s attention (for more information please see [special crating](#) on page 48). This will enable the surveyor to add the extra weight to his estimate, which is not binding. Please note: Any special crating must be approved by the Transportation Office or by the GSO. If there are any questions concerning whether or not an item should be crated, contact your TC, or email TransportationQuery@state.gov, or call ☎ 202-472-8480/8481. The additional weight of the special crating is included in your net weight allowance.

The employee is ultimately responsible for ensuring that the weight of their personal effects remains within their shipping allowance. If the estimate is close to your weight allowance limit, you may want to consider disposing of some items before pack-out day if you do not want to incur the out-of-pocket expense of an overweight shipment. Packers may refuse to pack household items that are classified as [hazardous materials](#). Should this situation occur, you should contact your Transportation Counselor for further guidance.

Keep Your TC Informed:

Notify your TC or GSO Shipping Office staff immediately if your pack-out date(s) changes or

if you are aware of any delays with issuance of your TA

Make the Necessary Arrangements for the Packers to Access Your Home on Moving Day(s):

Enquire about rules and procedures where you live. For example, if you live in an apartment, you may need to reserve the service elevator and loading dock of your building. If you live in a single family home, you may need to work with your neighbors to ensure that the packing company has adequate parking. Some jurisdictions require that you contact the police 3 days in advance to reserve space for the moving van to park conveniently. Make sure you take whatever steps are needed on your end for a smooth moving day.

Evaluate your Personal Effects:

Goods which are to be discarded, given away, or sold should be dealt with BEFORE the packers arrive.

Get Organized:

- Have rugs, coats, and other items cleaned, particularly if you plan to store them.
- Make sure that any item for controlled storage is separated from items for conventional storage.
- Remove pictures from the walls.
- Have everything ready to go when packers arrive; do not expect packers to remove electrical fixtures, draperies or wall- to-wall carpeting, or disconnect gas lines.
- Locate all of your important documents, valuables, passports, pet-shipping documents, and segregate them along with other items that will be going with you in your luggage.
- The contents of your home might be organized into several categories, for example:
 1. Unaccompanied air baggage (UAB);
 2. Household goods to be sent to post (HHE);
 3. Goods to be stored;
 4. Personal baggage; and perhaps
 5. Goods to go to boarding school or college.

- Before your move, you might begin to organize by using a system of colored dots or labels, one color for each category. For example, blue might be for UAB, green for HHE, red for storage, yellow for personal baggage and purple for college or boarding school shipments.



Color-coding has three advantages:

1. The employee can quickly indicate the disposition of each item;
 2. Movers can easily see “what” is to be sent “where;” and
 3. It facilitates grouping items to be handled in the same way.
- Articles of unusual value or fragility, which require special crating to ensure their safe transit or storage, should have been mentioned at the time of the pre-pack survey. Again, the additional weight of any special crating is chargeable against your total net weight allowance. Permission to crate must be obtained from the the Transportation Division prior to the pack-out date. The packing company should measure for crates during the pre-pack survey.
 - Do not rely on verbal assurances. If the packing company promises you any type of special service (e.g., security crating, separation of special shipments, etc.), GET IT IN WRITING. Oral agreements will not help to settle any subsequent problems that may arise during shipment of your household effects. The packing company cannot promise any special services beyond those included in their contract.
 - If you cannot be present at your move, you will need to ensure that a responsible adult is present for the duration of the pack-out.
 - If a friend or family member is going to be supervising your move, make sure they are fully informed about your preferences and the moving processes. Make sure they have the phone number of your TC or the main transportation number 202-472-8480/8481, or if you are packing overseas the GSO shipping section’s contact information.
 - If you are heading overseas, confirm your arrival dates with post management, CLO and your social sponsor. Advise post if you are shipping pets, and if expediting services are provided by post for the clearance of pets, confirm all details with the expeditor.

Submit High Value Items List to Claims:

Submit your list of [high value items](#) to ClaimsQuery@state.gov

Moving Day - Outbound

Before the Packers Arrive:

- Check that the space needed for the moving van is available.
- Ensure your passports and other important documents have been segregated from your personal effects being packed.
- Cats in particular love to explore inside boxes so if you have cats, you may want to consider putting them in a secure space with food and water while your packing is taking place. Make sure you can locate your cats when all of the boxes and lift vans have been packed.
- Secure your Valuables! Do not leave money or other valuables unsecured on packing day.
- While you are not obliged to do so, anything you can do to show the packers some consideration—coffee, doughnuts etc.—usually pays off in better work.
- Set aside pen and paper, in case you need to take notes or prepare your own inventories. You may find it helpful to keep your own numbered inventory as you go along, including more details about the contents of each carton. This will make it easier to retrieve specific stored boxes or individual items later, as well as to separate things you want unpacked immediately from things that can wait.
- Make sure you have the phone number for the Transportation office or the GSO shipping office available just in case you encounter any problems with the packing company, such as; incompetence, rudeness, lateness, no-shows, etc. \Please report any issues immediately to your TC or the Transportation Query at TransportationQuery@state.gov, ☎ 202-472-8480/8481 or to your GSO while the move is underway.



Contractor Safety:

The owner of the effects (or his/her authorized agent) must ensure that the premises from which the pack-out is to be done are in a suitable condition to allow the packing crew members to accomplish their duties without risk. This includes: adequate workspace and a reasonably clean working environment. If conditions such as dirt, vermin, debris, or other hazards, then the pack-out may be canceled. In the rare instances when this happens, it is done in conjunction with the crew, the packing contractor's management personnel, the Government Packing Inspector, and the Transportation Division's Contracts Section. This is a joint decision of parties involved and with the concurrence of the Department, based on contractual requirements.

No contractor can be forced to put a crew at risk nor be expected to receive items for shipment or storage that may endanger the facility or lots under their care. Contractors cannot be expected to ship or store dirty items that could further damage a shipment or be

used as the basis for a claim. If a cancellation occurs, the inconvenience of rescheduling and any associated out-of-pocket expenses for cleanup, change in travel plans, or lodging, etc., would be borne by the owner of the effects. During the peak summer season, rescheduling quickly to accommodate the owner's plans may be very difficult to do and may cause additional stress and expense. Packing contractors have been requested to address this question, as applicable, during their survey. If the owner is advised during the pre-move survey that conditions exist which could result in a cancellation, the owner should request specific details as to what corrective actions should be taken.

Additionally, for safety reasons, packing companies cannot pack-out personal effects from boats or docks. The employee will need to arrange for these effects to be available on dry land for packing.

What to Do/Expect after the Packers Arrive and before the Packing Begins:

- Identify the restrooms, and access to drinking water. If you are providing food or drinks, identify where they are located.
- Walk through your home with the packing crew's supervisor. Identify which of your personal effects including passports, airline tickets, suitcases, and pet supplies that you do not want packed. If you are packing-out multiple shipments, explain how your effects are segregated.

Packers' Responsibilities:

Packers are expected to:

- Take required precautions to protect some of the finishes in your home that may include placing protective coverings on the floors and placing padded coverings on the stairwells and doorways to protect them from damage as much as possible.
- Individually wrap every article, except for clothing and blankets, for sufficient protection.
- Each article must also be properly packed in a suitable container.
- Clothing and blankets must be neatly folded and placed in boxes properly lined with clean Kraft paper.
- Clothing may be packed in wardrobe boxes or cartons without hangers.
- Each carton must be marked on the outside, in general terms, as to its contents (e.g., kitchen utensils, books, dishes, clothing, linens, etc.).
- Each individually wrapped piece (such as a couch), as well as each carton, must also be identified with a lot and an inventory number. These numbers must be written on the outside of each piece of furniture, article, or carton after it is wrapped or sealed for shipment or storage. This information is vital in the event you wish to retrieve certain articles for shipment to post later.

- The packing crew must prepare, in duplicate, an accurate, legible inventory list of each piece of furniture or carton packed after the boxes are packed and sealed. The inventory must reflect the true condition of the property, describing the degree and location of any existing damage. Check the inventory before signing it. This is your only receipt for the effects removed from your residence. It provides proof of ownership if it becomes necessary to file a claim for losses. Any discrepancies such as articles not being listed should be brought to the attention of the crew chief. A copy of the inventory should be obtained from the packing crew before your household effects leave your residence. As the inventory is based on what is written on the box, you must be sure that the descriptions on the boxes are adequate to differentiate between boxes, so they will be put with the correct shipments. For example, if you are going to take professional books but leave behind your collection of Harry Potter books, mark the boxes accordingly.
- Although boxes may be marked in a foreign language, the inventory must be written in English.
- The packing company is expected to pack and seal all UAB/HHE boxes and lift vans (wooden crates) before taking your effects to their warehouse.
- If you encounter any problems with your packing crew, or you need advice please, contact TM at TransportationQuery@state.gov, Tel ☎ 202-472-8480/8481 or ☎ 800-424-2947 or your GSO, if at post.



The packing crew members are on-site to prepare and pack items for shipment and they should not be expected to take down draperies, perform housekeeping chores, or do other tasks not authorized in their contract. Any 'Special' or 'extra' services will be at your expense. Also, things like bubble wrap or extensive crating (for antiques or other unusual items) which have not been approved by Transportation may be charged to you personally.

Employee Responsibilities

- Be prepared for your pack-out by following the following steps:
- Immediately notify Transportation or GSO if you encounter any problems with the packing company.
- To arrange adequate parking for the moving truck.
- To ensure that a responsible adult is present during the entire pack-out. Do not leave your home on packing day until the packers finish unless a friend or neighbor can stay to act on your behalf.
- You or your agent will be asked to sign the inventory when it is prepared.
- Make sure the inventory is complete and correct to prevent future problems in case you are obliged to make a claim later against your insurance company or the Department. Please note that many inventories also contain information on the

"condition" of your effects. Make sure that this information is correct before you sign on the dotted line.

- Keep copies of your inventory in a safe place. It is your only proof that the goods are yours.
- Be involved with your move and supervise your pack-out. Let the packers know you are informed about packing requirements and procedures. If packers are working in two separate locations, you may want to place yourself strategically in the area where packing of more important items is taking place. For example, packing of china needs more supervision than packing of towels and linens.
- Ensure that the official inventory is correct. Make extra copies of your inventory when it is completed. In case you lose or misplace your inventory, you can contact Transportationquery@state.gov and request a copy.
- For keys or special screws or hinges, note what movers do with them. Provide small plastic bags in which hardware and keys can be placed- see that they are then taped to the furniture. This often saves lots of hunting for small, but essential items when you unpack.
- Use as many original cartons as possible for packing computers or appliances.

DOS Inspectors:

In the DC area, the Department of State has inspectors that may stop by to spot check pack-outs to ensure compliance with contract terms and conditions. These inspectors will have a Department of State Identification badge.

After Pack-out - Outbound

Resolve Overweight Shipments:

Resolve any overweight issues by one of the options detailed in [overweight shipments](#). The shipment will not proceed until the overweight issue is resolved.

Payment of Cost Construct Costs:

If you have requested a shipment from a location not listed on your TA on a cost construct basis, and the cost is higher than your authorized origin, your TC or GSO shipping office will advise you of the final cost which will be based on the actual weight of your shipment. The shipment will not proceed until the cost construct amount is paid in full.

When You Arrive at Your New Post (Inbound)

Upon Arrival at Post Abroad, You Should:

- If you have shipped pets, you should ensure that they have cleared customs.

- Introduce yourself to the GSO and GSO Shipping Office (sometimes referred to as "Customs and Shipping") as part of your formal check-in.
- Confirm with the Shipping Office how many inbound shipments you are expecting.
- Update the Shipping Office on your housing situation; i.e. whether you are occupying temporary or permanent quarters. If you are in temporary quarters, provide the shipping staff with the estimated date you will be moving into your permanent quarters. HHE will not be delivered until the employee occupies their permanent quarters.
- Provide your in-country contact information to the GSO staff.
- If you are posted to a country where employees have to be registered with the host country Ministry of Foreign Affairs before shipments can be imported into country, complete the necessary paperwork and drop it off at the Human Resources as soon as possible.
- Request customs clearance if you have shipped firearms.

The GSO Shipping Office Will:

- Provide you with updates on your inbound shipment(s).
- Arrange for duty-free importation of your UAB, household effects, consumables, layette and POV;
- Coordinate with you and post's moving company to establish a date for delivery of your UAB, HHE, POV, etc.
- Trace delayed or missing shipments if necessary;
- Assist with claims for damaged shipments if necessary.

Upon Arrival at Posting in the U.S. You Should:

- Arrange to collect your pets from the airport, making sure you comply with pet importation regulations.
- Clear your firearms (if applicable): arrange for importation of your firearms and ammunition through a customs broker. (See page 25 for more details);
- Clear your Alcohol shipments (if applicable) - You must arrange for importation and payment of duty on alcoholic beverage shipments, through your chosen customs broker (see page 26 for more details).
- If you are assigned to the U.S., remember you must contact TransportationInboundSection@state.gov to request delivery of all your personal effects in storage before your 90 days of temporary storage expires (within 90 days of your first day in your new job).

- If you have effects stored at ELSO (Despatch_Agency_Elso@state.gov), you should contact them to transport your stored effects back to DC. The 90 days of temporary storage does not include ocean transit time and the time it takes for the shipment to clear customs. Temporary storage beyond 90 days has to be approved by GTM/EX.
- Prepare your receipts and documents in order to file your vouchers within the time limitation. For permanent change of station travel, vouchers must be submitted within 7 days of arrival at post. If you are in extended travel status or on training, your vouchers should be submitted within 7 days of the end of each 30-day period.

Preparing for Delivery of Your Shipments – (Inbound)

Special Note on Timing:

- Generally, a minimum of 10 to 14 days is required to unload effects from a ship, clear them through Customs and move them to the inbound contractor in the Washington area.
- Your 90 days of temporary storage begins once the shipment has cleared customs and is available for delivery

If Your Shipment(s) was Moved Using an ITGBL Company:

You should contact the company that packed your effects for updates and to schedule delivery of your personal effects and POV. Some of these companies will provide you with a website to track your shipments(s). Please contact TransportationQuery@state.gov if you need assistance.

If Your HHE and/or UAB Was Moved Using the DPS Method:

- Contact the Transportation Office in Washington, DC at TransportationInboundSection@state.gov
- ☎ 202-472-8480/8481 or ☎ 800-424-2947.
- Your call will be forwarded to an Inbound Counselor who is assigned to assist you with your inbound shipments.



- Provide your Inbound Counselor with your current residence contact information to include a U.S. cell phone number and personal email address. Remember to provide them with updates if your contact information changes.

The transportation Office will:

- Arrange for duty-free entry of your HHE, UAB, and POV;
- Advise you, upon your request for information, of the estimated date of arrival of your UAB, HHE, or POV, and, once available for delivery, provide you with the

name of the name of the company you must contact to arrange for delivery of effects to your permanent quarters;

- Trace delayed or missing shipments if necessary;
- Provide appropriate inquiry routing for damage claims, if necessary.
- When your shipments have arrived and have cleared through customs, TTM will issue the documents to the packing company assigned to unpack your effects and will provide you with the contact details for this packing company.

Employee Responsibilities:

- You should contact the company to schedule delivery of your personal effects at a mutually agreeable time before your 90 days of temporary storage expires. It is recommended that you also make a follow-up call to the delivery company the afternoon before your scheduled delivery to confirm the expected time of arrival of the packers.
- For your convenience, try to ensure that phone service, electricity, water, and other utilities are connected prior to your move-in day.
- Decide on the arrangement of each room in your new residence before the movers arrive, you should know where you want furniture to be placed in each room. Start with rug placement, and then move to major pieces of furniture. Small items should be unpacked last. You may want to consider giving each room of your home a number and placing a post-it above the doorway with that number, this can help if you are overseas and experience a language barrier or if you have multiples of the same type of room, e.g. bedrooms. You may also use your copy of your inventory to mark which room each carton should go in, as it arrives; this makes unpacking easier for both you and the movers.
- If you are expecting multiple shipments, HHE and storage for example, plan for multiple delivery days, as shipments handled by separate companies cannot be delivered on the same day.
- Make arrangements for truck access - Enquire about rules and procedures where you live. For example, if you live in an apartment, you may need to reserve the service elevator and loading dock of your building. If you live in a single-family home, you may need to work with your neighbors to ensure that the packing company has adequate parking. Some jurisdictions require that you contact the police 3 days in advance to reserve space for the moving van to park conveniently. Make sure you take whatever steps are needed where you live.



Delivery Day (Inbound)

POV Deliveries:

If Your POV was Moved Using the DPS Method:

- It is very important that you provide the Transportation Office with your U.S. contact information (phone numbers and personal email address) and delivery address as soon as you arrive back in the U.S.
- Once your POV has cleared customs, it will be picked-up by a drive-away service and either driven to your residence or to the drive-away facility.
- There is no temporary storage granted for POVs so the vehicle must be delivered to you within three business days of being assigned to the drive-away company.
- It is very important that you inspect your car very carefully before signing the service's release or receipt form.

If You Need a Copy of the Customs Documents:

Many states require copies of the customs documents to register the POV. If you need copies of these documents, you can email your request to

Despatch_Agency_Baltimore@state.gov (use underscore between the words).

UAB Deliveries:

Most UAB deliveries only require that the packers bring your UAB into your residence and cut the steel bands that are used to brace the boxes. If you do not want to open the boxes when they are delivered, or someone is receiving your UAB shipment on your behalf, **make sure that the company cuts these steel bands at the time of delivery.** They are very thick and strong, are secured very tightly to the box, and usually require a special tool to release them.



HHE Deliveries:

Employee Responsibilities:

- Have cold drinks, paper cups (since your dishes will not yet be available), soap, paper towels and toilet paper available in your new residence. Especially if you have not moved in at all, even with your UAB, these are items you might not otherwise have on hand.
- Walk the supervisor of the packing team through your home. Identify your names for the various rooms, e.g. living room, family room, study, etc. and identify alternate access doors to your home.
- Direct the movers to carry out all services listed under Movers' Responsibilities below which you would like performed.
- Do not sign the delivery receipt or other documents until all the services have been

completed.

- Contact your GSO or the Transportation Division at 202-472-8480/8481 or email TransportationQuery@state.gov if any issues arise.
- During the unloading of your shipments, whether or not unpacking is done at that time, you should have a copy of your inventory and check off each item as it is unloaded. The inventory number of any item(s) missing should be noted on the delivery receipt.
- Note any damage or loss is detected at the time of delivery on the delivery receipt before signing. Any damage done to your property or that of your neighbors must also be listed on the receipt. **Failure to do so will relieve the delivery company of any liability for the loss or damage, and prevent the U.S. Government from honoring any subsequent claim.**
- If you do not unpack all the boxes on pack-in day, you should note **"Contents Subject to Further Inspection" on the receipt before signing**. You have 75 days from the date of delivery either to file a complete claim for damage/loss or to send an intent-to-file memorandum to Claims at ClaimsQuery@state.gov, FAX: 202 472 8451, by mail to (A/LM/OPS/TM/CL, Suite SE3152, (3rd Floor SA-9) or hand deliver to the claims office at SA-9. Once the memorandum is sent, you then have two years from the date of delivery of the goods to submit the claim for damage/loss. However, it is to your advantage to file a claim within one year of receiving the goods. See the following link for more information on the [claims](#) process.

Movers' Responsibilities:

- Opening all lift vans and carrying the contents into your residence
- Placing items of furniture in appropriate rooms. (Do not expect the packing company to move furniture around within a room more than once);
- Laying rug pads and rug. This is not applicable if furniture is already in place from a previous shipment. The company will not move furniture to lay rugs or pads;
- Opening and unpacking all containers and placing kitchenware, chinaware, glassware, silverware, linens, etc., on flat surfaces—not on shelves or in cabinets, cupboards or drawers. (You may also elect to unpack containers yourself so as to know where the contents are placed.)
- Setting up beds, including placing springs and mattresses on bed frames and installing mirrors on dressers (only if disassembled at the origin);
- Unpacking crates containing pictures and mirrors. You, however, are responsible for hanging them, not the contractor; and
- Removing from your premises all trash, empty cartons and debris that result from the unpacking process. However, if you choose to unpack some or all the containers later, the contractor is not required to make a second trip to your

residence to dispose of the empty containers and packing materials. If you think that you will not unpack all of your boxes when your shipment is delivered you can confirm with your assigned delivery company if it is possible to have boxes and packing materials picked up at a later date (please note: if this service is offered it is a courtesy and only offered on a one-time basis).

The Department and each post generally require that movers be courteous, neat, and in proper uniform. If you experience any serious problems with the manner in which your effects are delivered, please contact the Transportation Office or your GSO.



If you do not unpack all the boxes at your destination immediately, be sure to note "Contents subject to further inspection" on the receipt before signing. Remember that you have 75 days after receipt of a shipment either to file a complete claim for damage/loss or to send in an intent-to-file memorandum. Please review the [claims](#) portion of this document for more information and guidance.

TRAVEL

MOVING YOU AND YOUR FAMILY MEMBERS

<http://lm.a.state.gov/travel/> (Intranet only)

[14 FAM 500](#)

Regulations regarding travel with the Department of State are very complex. For this reason, we urge that employees always use their Travel Management Center (TMC) when arranging official travel, including cost constructed travel. If your TMC confirms that they are unable to assist you with your travel arrangements for cost constructed travel, and you have a question about whether travel you are about to purchase is in compliance with Department regulations for reimbursement, please email TransportationQuery@state.gov.

Travel Authorizations

Your [TA](#) will include all of your, and if applicable, your EFM travel entitlements. You do not need your TA to request reservations but will need to provide your Travel Management Center (TMC) with a copy of your TA to purchase the tickets.

Understand Your Responsibilities

[14 FAM 561.2](#), [14 FAM 513](#), [14 FAM 515](#)

Your [Travel Authorization](#) (TA) will spell out your authorized itinerary and official routing. Any deviation from your authorized points of origin, home leave, TDY or consultations, mode of travel and destination must be performed on a cost-construct basis. Such travel is

termed "indirect travel." You will be responsible for any excess costs incurred because of changes made for personal convenience or indirect travel. Use of city-pair (contract) or other Government fares are not authorized for indirect travel. Therefore, your personal costs could be substantial.

You are responsible for the correct performance of official travel, and for the payment of any substantial charges incurred because you failed to comply with governing regulations, regardless of who may have assisted you in making travel arrangements.

You are expected to minimize the cost to the Government of travel performed by you and your dependents, as much as possible. You should confirm the "usually traveled route" and "authorized amount" using the most direct and expeditious route consistent with economy, and reasonable comfort and safety which complies with our FAM and Federal Travel Regulations (FTR).

If you are departing from the U.S., you should contact CWT Travel CWT:

CWT for Domestic Employees:

- On-site location: **HST room 1243**
- **Hours of operation:** Monday through Friday, **7:30 a.m. – 5:30 p.m.**
- **Call center hours** of Monday through Friday, **7:00 a.m. – 10:00 p.m.**
- Phone number: Toll free **1-866-654-5593** or collect 703-682-7330

CWT for FSI Students and Employees:

- On-site location: **FSI room F-1806**
- Hours of operation: Monday through Friday, **8:00 a.m. – 4:30 p.m.**
- **Call center hours:** Monday through Friday, **7:00 a.m. – 10:00 p.m.**
- Phone number: Toll free **1-866-937-2851** or collect 703-682-7330

Fare Policy for Official Travel

For PCS travel, the Department **utilizes the lowest-cost unrestricted fare available.**

Business Class Travel

Premium or "other than coach" class accommodations are generally not authorized for PCS travel unless there is a medical need. For protocol reasons, PCS travel for Ambassadors allows business class travel for the initial entry to and final exit from the post of assignment.

Please refer to "Medical Business-Class Travel" under the [A-Z](#) (Intranet Only).

Travel Days/Hours

To the maximum extent practicable, the Department should schedule official travel within the regularly scheduled workweek; however, foreign affairs agency employees are expected to be flexible in accomplishing travel to meet the "needs of the service."

Leave En Route (Interrupted Travel)

In order to take approved leave, travel by a usually traveled route may be interrupted for the convenience of the traveler. The employee is charged annual leave with no per diem for excess time in travel status. Interrupted travel on a direct route does not result in traveler's forfeiture of up to 24 hours' per diem for a rest stop. Employees should always check with their TMC that interrupting travel/taking leave en route will not cause an increase in airfare. If it does cause an increase in cost, the employee will have to pay the difference.

Comply With the Fly America Act (Using U.S. Flag Carriers) – It's the Law!

[14 FAM 581.4](#)

What the Law Requires:

The Fly America Act, as amended in 1980, establishes as a legal requirement that all government-financed travel be performed using U.S.-flag airline service where it is available. U.S. flag service must be used according to law even if foreign-flag carrier service:

- is comparable and cheaper,
- can be paid for with excess currency,
- may be preferred by agency or traveler, or
- is more convenient



Your Travel Responsibilities:

The Fly America Act is U.S. law and there are very limited exceptions. You are expected to be flexible in making travel arrangements that allow you to maximize U.S. flag airline service. Especially on permanent change-of-station moves, travelers must arrange their schedules around the U.S. carrier schedules as much as possible.

Basic Guidelines for Fly America:

1. Fly into and out of the U.S. on U.S. flag carriers; (for exceptions see [14 FAM 583.2](#))
2. For Foreign Affairs employees, a foreign carrier may be used for official travel between two points abroad. This includes travel between two points abroad that is part of a trip to or from the United States (i.e. the foreign leg of a trip to or from the United States); and
3. Reconfirm with your GSO or travel counselor that there is no U.S. flag service available for any segment of your ticket that is booked on a foreign-flag carrier for every day of the week around your planned departure date.

TTM is not authorized to waive the Fly America Act as it is a law.

Justification for Use of Foreign-Flag Carriers:

The [DS-3093](#) (available in myData) is used for exceptions to the Fly America Act and must be approved in advance of travel. If this justification is not submitted with the employee's travel reimbursement voucher, or a justification statement is not in the travel voucher, the employee may be liable for the total cost of the foreign flag airfare segment(s). If this justification is not submitted with freight documentation, the authorizing officer may be liable for the total cost of the foreign flag air segment(s). Please refer to [14 FAM 583.7](#) for more details on the required Justification procedures.

Your Financial Responsibility:

You will not be reimbursed for any improperly used foreign air carrier service. If you improperly use a foreign air carrier for any part of the trip, transportation costs on the foreign air carrier will not be paid, and will be a personal expense.

Indirect or cost constructed travel must also comply with Fly America Act requirements. Any unauthorized use of foreign flag carriers will not be reimbursed. Contact TransportationQuery@state.gov if you have questions or need assistance.

For more information visit our [A-Z](#) and click on "F" for Fly America Act or review the [Fly America Fast Fact Sheet](#) (Intranet Only).

Use City Pair (Contract) Fares

[14 FAM 543](#)

What are City Pairs?

City Pair fares are contract fares negotiated between the General Services Administration (GSA) and U.S. carriers for city pairings that are frequently used in government-funded

travel. These contract rates are re-negotiated annually and are generally valid for one year. City Pair fares exist for many domestic and international pairings. The fares are generally much lower than full-fare economy tickets. If City Pair fares exist, USG employees **must use** them, unless travel circumstances preclude their use. Personal funds (credit cards or cash) may not be used to purchase government contract fares.

Where You Can Find City Pair Fares:

GSA City Pair fares can be accessed on [GSA's website](#). [FedTravel](#) is another helpful on-line government planning travel tool that displays the contracted City Pair flights and possible routings for your itinerary.

Pros of City Pairs

- Greatly discounted unrestricted tickets with set costs for the entire fiscal year
- Traveler is guaranteed a seat on the aircraft
- No black-out periods
- Last seat availability
- City Pairs available for over 9K markets domestically and 2.3K markets internationally

Cons of City Pairs (from the traveler perspective)

- Guaranteed a seat but not a seat assignment
- No provision for accommodation of pets
- Fare class of City Pair may restrict the ability of the traveler to use miles and/or pay for upgrades
- Not available when the traveler opts to cost construct travel

If the travel meets one of the exceptions listed in 14 FAM 543 to not use the contract carrier, a form [DS-4022](#) must be completed.

The DS-4022 (available in myData) must be signed by the traveler's approving official unless the "pet exception" in 14 FAM 543 (a) (1). For travelers invoking the "pet exception," only the traveler needs to sign the form. For PCS travel, submit your completed DS-4022 to your HR technician who will route the form for signature within HR/EX. The completed form must be submitted to the TMC prior to the purchase of tickets.

Mandatory Use of Your Post's or the Department's Travel Management Center (TMC)

Use of Travel Management Centers (TMCs)/Travel Agencies to request official travel is mandatory per [14 FAM 542](#). For travel from the United States, the State Department's contracted Travel Management Center (TMC), CWT, provides services for official travel. All

travel from the Washington metropolitan area and other domestic points in the U.S. must be arranged through CWT in order to comply with Department policies.

CWT for Domestic Employees:

- On-site location: **HST room 1243**
- **Hours of operation:** Monday through Friday, **7:30 a.m. – 5:30 p.m.**
- **Call center hours** of Monday through Friday, **7:00 a.m. – 10:00 p.m.**
- Phone number: Toll free **1-866-654-5593** or collect 703-682-7330

CWT for FSI Students and Employees:

- On-site location: **FSI room F-1806**
- Hours of operation: Monday through Friday, **8:00 a.m. – 4:30 p.m.**
- **Call center hours:** Monday through Friday, **7:00 a.m. – 10:00 p.m.**
- Phone number: Toll free **1-866-937-2851** or collect 703-682-7330

Due to each traveler's unique travel requirements, CWT does not use email for initial requests. You will need to either visit one of the locations above or call the toll free number. CWT can make a reservation without your travel authorization but will need to provide them with a copy of your orders for CWT to issue your tickets. Please email your orders and any necessary exception forms (DS-4022, DS-3093, or DS-4087) to DOSTA@cwtsatotravel.com (for travel orders only, no queries will be answered from this email address).

If departing from an overseas post you can also contact your GSO/Travel Section or Post's Travel Management Center/Travel Agency to confirm the direct route and authorized cost. This authorized routing is important as it will provide the basis for eligibility for a government funded rest stop or business class lounge passes as they are based on the duration of the flight. In addition, if the travel qualifies for a rest stop, the authorized route will define the location where the rest stop is authorized.

Questions regarding Department travel policy can be directed to TransportationQuery@state.gov.

Issuance of Tickets:

Tickets on the legacy carriers (Delta, United and American) are normally issued 72 hours in advance of departure. Tickets on foreign flag carriers may require earlier ticketing to avoid auto-cancellation.

Reimbursement for Personally Procured Travel

Per [14 FAM 545.2](#) to claim reimbursement for travel over \$100 that was purchased with personal funds (outside of the TMC), the traveler must submit a request for reimbursement from Chief of A/LM/OPS/TTM once the travel is completed.

The following instructions are provided to request a reimbursement eligibility determination when an employee purchases common carrier (i.e. airline, rail, or bus) transportation in amounts over \$100 with personal funds outside of Post's or the Department's Travel Management Center (see [14 FAM 545](#)).

The employee must collect / prepare the following documentation for each traveler:

- Brief statement explaining the circumstances that prevented the use of a TMC;
 - This information does not need to be presented in a particular format. It can simply be communicated in the body of the e-mail requesting a reimbursement determination.
- Copy of the approved Travel Authorization (TA) from E2 or a TMFOUR (for PCS travel);
- As-ordered fare quote;
 - Obtain a quote from the Department or Post TMC prior to travel that indicates the as-ordered itinerary and fare. If you did not obtain a fare quote prior to travel, please let us know when submitting your reimbursement request. TTM will attempt to obtain a fare quote for you.
- Itinerary / Ticket information for all personally purchased ticket(s) & any U.S. Government purchased ticket(s);
 - Ensure that the documentation shows ticket number, itinerary, fare class, and carrier. It must show a complete breakout of airfare, taxes, and fees as well as the method of payment used to purchase the ticket(s).
- Boarding pass stubs (if available)

AFTER travel has been completed, the employee must send an e-mail to TransportationQuery@state.gov with the required documentation attached in pdf format.

TTM will audit the transportation expenses within 30 days of receipt of all necessary documentation. TTM will issue a memorandum to the employee specifying the amount for which they may be reimbursed for personally procured transportation. Upon receipt of that memo, the traveler should scan it into their travel voucher and submit the voucher per normal practice. The voucher examiner will then use that memo as justification to issue payment for the approved expense.

Important Notes

- Costs not reimbursable include: violations of the Fly America Act, airfare purchased using frequent flyer miles (taxes may be reimbursable), TMC service fees (even if paid to the same TMC that would have been used to book as-ordered travel), ticket change/cancellation/service costs, booking or foreign transaction fees.
- TTM only audits common carrier transportation expenses. Please do not submit receipts for taxis, baggage, or hotels. These types of travel-related expenses are not pure transportation expenses and will not be considered when determining eligible reimbursement amounts for transportation. Such expenses may be itemized on a travel voucher in accordance with usual practice, however.
- If travel was purchased by a "third party creditor" (e.g. friend, relative, colleague), contact us for details regarding an additional step necessary to process such requests.

Travel Enhancements

The following lists travel enhancements that may be available to employees for PCS travel. These enhancements are not automatic; they must be requested and approved by HR/EX **before** travel takes place, the traveler must meet the requirements established by regulation, and reimbursement for these enhancements is not permitted if the traveler is traveling from origin to destination using indirect/cost-construct travel.

Seat Selection Policy (SSP):

[14 FAM 567.2-1](#)

NEW!

Effective May 9, 2019, a new Seat Selection Policy (SSP) went into effect. This policy replaces the previous Extended Economy Seating (EES) Policy. SSP simplifies the process of identifying economy seat assignment products that may qualify for reimbursement, and unlike EES, SSP is applicable for all official travel regardless of duration. If authorized, SSP applies to the employee and each EFM listed on the TA. SSP can be used in conjunction with other entitlements for which a traveler may be eligible such as a government-funded rest stop, or business class lounge pass.

SSP allows the traveler to be reimbursed up to \$300 each way between duty stations (origin and destination listed on travel orders) for a seat assignment in any cabin on the aircraft that is not business or first class.

SSP is not an automatic entitlement as Posts and Bureaus are permitted to limit this policy, therefore it must be specifically authorized on the travel authorization **prior** to

commencement of travel in order for a traveler to claim reimbursement. TMCs are not permitted to purchase or arrange seat assignments. This means the traveler will be issued a ticket by the TMC, they will pay the seat assignment cost upfront directly to the airline, retain the receipt (a copy must be included with the travel voucher regardless of cost), and may claim reimbursement (up to \$300 each way) when they submit their travel voucher.

Seat assignment fees are not reimbursable for the following:

- Indirect travel
- When the traveler cost constructs against their authorized economy fare to a higher class of service, i.e. business or first class
- If the traveler is authorized to travel in business or first class

It is the traveler's responsibility to ensure that the seat assignment product that they are purchasing is an economy class product. Many airlines offer business and first class seating products that are not readily identifiable from the name of the product. If you are unsure if the product you are considering purchasing is eligible for reimbursement, you can email TransportationQuery@state.gov for additional guidance.

More information can be found on the [Seat Selection Policy FAQs](#) (Intranet Only).

Rest Stop or Day Pass to Business Class Lounge:

[14 FAM 584.4](#)

This option may be available for travel related to a Permanent Change of Station, on coach flights in excess of 14 hours. The rest stop will be authorized at the point of interruption at any normally scheduled transit point or stop along the most direct and usually travelled route. A rest stop is for a period of up to 24 hours and includes lodging and per diem. Please note that if you are traveling with pets and are opting for the rest stop, there may be additional veterinary and clearance requirements, or quarantine protocols at the rest stop point. If you wish to take a rest stop, you must request one when submitting your TMTWO to HR/EX.

Alternatively, the traveler may choose to purchase a business class lounge day pass instead of a rest stop. The day pass allows the traveler access to a business class lounge at the intermediate point along the traveler's authorized itinerary using the usually travelled route. A cautionary note on business class lounge day passes – actual access to the lounge is often problematic on code share flights. Additionally, the business class lounge for a particular airline may not be conveniently located at the transit airport. Travelers are responsible for researching whether they can utilize this benefit based on the circumstances of their travel.

Please remember that the traveler may only opt for one of these accommodations for which



they qualify (i.e. rest stop or business class lounge). These accommodations must be requested and appear on the TA before travel and are not “stackable”. **Travelers using indirect/cost-constructed travel are not eligible for these travel benefits.**

Indirect/Cost Constructed Travel

Travel based on a cost comparison between the cost of official (i.e., direct) travel and the cost of personal (i.e., indirect) travel. When cost constructing travel, the traveler can only claim up to the cost of the fare(s) the U.S. Government would have paid to the contract and/or common carrier or the cost of the commercial fare(s) the traveler actually paid to common carriers, whichever is less. Cost-constructed travel is subject to the provisions of [14 FAM 546](#), [14 FAM 585.2](#), and other Department travel regulations and policies. It is very important to note that the Fly America Act ([14 FAM 581.4](#) and [14 FAM 583](#)) provisions must be followed when cost constructing travel.

Many employees will choose to cost construct their travel at some point in their careers. It is important to note, however, that when an employee decides to cost construct their travel (usually using restricted fares), they are personally liable for any costs involved with changes or cancellation of travel, even if the circumstances are beyond the control of the traveler. For this reason, we recommend that travelers consider purchasing travel insurance to offset unforeseen costs if travel has to be changed or cancelled.

TMCs should be used for cost construct travel unless the TMC is unable to ticket for the cost-constructed route. There is usually a fee charged by the TMC to assist with cost construct itineraries that must be paid by the employee (please confirm with the TMC arranging travel). If you wish to claim reimbursement for personally procured travel, please refer to the [reimbursement](#) instructions above.

For more information, please refer to [FAQs: Fare Types and Cost Construction](#), and cost construct travel under our [A-Z](#) (Intranet only).

Luggage Allowance

Each traveler is authorized two pieces of luggage up to 50lbs/23kg each so long as the baggage is not considered oversize or overweight by the airline. See [14 FAM 568.1](#). If the airline charges a fee to check either/or/both of the two 50lb pieces of luggage, you can pay the cost and submit the receipt for reimbursement with your travel voucher.



Travel Allowances

You may be entitled to reimbursement for allowances such as:

- The [Foreign Transfer Allowance-FTA \(DSSR 240\)](#) part of which is the Pre-Departure Subsistence Allowance for costs incurred up to ten days after moving out of permanent quarters after a U.S. assignment.
- Returning to the U.S. from overseas, you may be entitled to an advance from the [Home Service Transfer Allowance - HSTA \(DSSR 250\)](#). A portion of this allowance include Temporary Quarters Subsistence Expenses that covers some of the expense of lodging, meals, laundry/dry cleaning involved with returning to a new posting in the U.S.

The Temporary Quarters Subsistence Allowance-TQSA ([DSSR 120](#)) is available to pay the cost of temporary lodging, meals, laundry and dry cleaning when an employee first arrives at a new Post and their permanent housing is not available and when an employee is getting ready to depart post and has to vacate their permanent housing. For more information, please contact the Financial Management Officer (FMO) at the post you are leaving, or the Allowances staff in Washington at AllowancesO@state.gov or ☎ 202-663-1121 for more guidance. You may also Consult the Travel Service Center (Room 1258 MS) in person.

Travel by Mixed Modes

You are encouraged to travel by air. However, mixed modes of travel (air plus train, ship, or POV) may be authorized subject to the following conditions:

General Mixed Modes Guidance:

Travel by a mode other than air must be on the direct route to authorized points in your TA. Any deviation from the usually traveled route results in indirect travel and liability to traveler. The cost of travel by alternate mode should not exceed the cost of the authorized air travel.

Travel by Privately Owned Vehicle (POV):

[14 FAM 566](#)

- Travel by air is generally considered the most advantageous method to perform official travel. POV Travel must be determined as more advantageous to the U.S. Government than to travel via commercial air. The POV used must be registered as your personal vehicle before initiation of the trip, and you must intend to drive your POV to the ultimate destination in your TA. Per [14 FAM 566.2-1](#), employees are generally required to drive their POV to/from posts in Canada and certain posts in Mexico. Reimbursement for travel in this situation is limited to actual mileage

(at **\$0.20** cents per mile for CY19) to authorized points on the most direct route plus related per diem, not to exceed 10 days. Foreign Service employees are expected to cover an average of 360 miles/day while traveling in a POV.

- POV acquisition and transportation: If you have not shipped another POV under your TA, and you wish to acquire a POV at a point on a direct route to your post of assignment, you may be authorized to drive your POV from the point of acquisition onward directly to your final destination. You must have your TA amended to specifically authorize travel/transportation of a POV. In no case may the cost of driving the vehicle from where it was acquired exceed the cost to the U.S.G. had the vehicle been shipped from the point of origin specified in the travel authorization to the authorized destination.
- Personal convenience of the traveler: When you elect to travel by POV for personal convenience (i.e. authorization to travel by POV does not appear in your TA), reimbursement of mileage plus per diem may not exceed the cost of the usual contract airfare, or the most economical, direct airfare, if a contract City Pair fare does not exist, on a direct route.
- Reimbursable items: When traveling via POV, other reimbursable items include parking fees; ferry fares; and bridge, tunnel, and road tolls. Reimbursement is not allowed for a rental car unless travel by POV is determined to be at Government advantage (usually for TDY).
- Travel by Train ([14 FAM 567.1](#)) Train travel may be authorized on a direct route from origin to destination.

INBOUND TRAVEL: ACCOUNTING FOR TICKETS AND ADVANCES

Airline Bonuses, Frequent Traveler Benefits, etc.:

Frequent Flyer miles earned by individuals through USG-funded travel may be used either to upgrade accommodations for official travel or to obtain tickets for personal travel.

Employees will only be reimbursed the amount charged for taxes listed on the itemized itinerary for tickets purchased with frequent flyer travel benefits.

Unused Tickets and GTRs (Government Travel Request):

Although a rare occurrence, if you have government-issued tickets left over after your travel is completed, you must turn them in to your GSO, or file them with your voucher if you are assigned to the U.S.

Filing Your Travel Voucher:

All travelers are responsible use and/or procurement of U.S. Government tickets. You must submit a travel voucher to itemize these expenses and to verify the expenses claimed are appropriate, reasonable and in accordance with all applicable regulations. You must provide copies of your travel orders, your airline, train or other mode of transportation tickets, receipts for lodging, and all authorized miscellaneous costs, etc., so that the documentation can be reviewed and certified that funds were spent according to governing regulations.

You are responsible for preparing and filing your travel voucher within 5 days of completion of Permanent Change of Station (PCS) travel (per 4 FAH-3 Exhibit H-462). Reimbursement, however, often takes a month and the traveler is apt to receive bills from the trip before the funds for paying the bills have been received. For Department of State employees, vouchers for PCS travel can be submitted via the [PCS Travel Claim System](#) (Intranet Only). Guides and Cheat Sheets can be found on the [PCS SharePoint](#) (Intranet only).

Please also review [19 State 56616](#): PCS Travel Claims: What is New for the 2019 Transfer Season.

Where to Get Help:

Travelers may get help from the Travel Service Center in Room 1258 Main State, or when at post, from the Financial Management Officer (FMO) or his/her staff. The Travel Management Division's website includes an [A-Z link](#) (Intranet Only) that addresses many commonly asked questions. If you do not find the answer you need, please email TransportationQuery@state.gov.

CLAIMS

<http://lm.a.state.gov/ops/claims/> (Intranet only)

[14 FAM 640](#)

Should you experience loss or damage to your personal effects in transit, you may submit a claim for consideration. The process for filing a claim differs depending on the shipment method used.

ITGBL Claims:

Loss or damage claims resulting from a door-to-door move under the International Government Bill of Lading (ITGBL) must be filed directly with the forwarder and not with the Department of State Claims Office. The time limitation for filing a claim for an ITGBL shipment depends on the insurance policy held by the TSP. Under the ITGBL program, valuation is full replacement for loss or damage up to the maximum liability of \$8.50 times the net weight of the shipment and blue book value on POVs. Department of State employees' claims are usually settled within thirty (30) days from date of filing with the freight forwarder. For information about filing an ITGBL claim, please contact your TC or GSO shipping office. They can provide you an ITGBL direct claims contact.

DPS Claims:

Claims for DPS shipments are processed under the Military Personnel and Civilian Employees' Claims Act of 1964. The Claims Act has unique time limitations (please see below). Should your shipment arrive with missing or broken items, please contact your TC or your GSO Shipping Office immediately for further instructions on how to proceed.

The Military Personnel and Civilian Employees' Claims Act:

The Military Personnel and Civilian Employees' Claims Act of 1964 was not designed to serve as primary insurance -- only as a backup mechanism as the U.S. Government can only provide limited compensation if there is loss or damage to employees' effects, incident to their official service. The Act's limitations are detailed in the [Foreign Affairs Manual](#); this brief summary is intended merely to acquaint you with the limitations of the Act.

For specific guidance on filing a claim, please visit the [Claims Website](#) on the Intranet. There is an [EZ claims](#) process for claims of less than \$1,000. [A listing of forms and instructions](#) can be found on the Intranet.

For additional guidance, you can contact the claims office as follows:

Email: ClaimsQuery@state.gov

Tel: ☎ 202 472 8411 or 202 472 8480/8481

The Claims Office is located as follows:

A/LM/OPS/TTM/CL

SA-9

2025 E Street, N.W., Suite SE3152 (3rd Floor)

Washington, DC 20522-0903

Every post should have a designated Claims Investigating Officer (CIO) to assist you.

Claims Act: Time Limitations:

There are some important deadlines for filing claims under the Claims Act. They are:

- **75 days** from delivery of your personal effects to notify the Department of your intent to file a claim. This can be done by email or mail, and you should include a list of the damaged items to be claimed. This time limit does not apply to POVs – please see below.
- **Two years** from delivery of your personal effects to file a complete written claim with the claims office or post. Please note that it is to your advantage, however, to file your claim within ONE YEAR of delivery or loss through theft from Government quarters. Sometimes, advance payment may be authorized up to 75% of the value of the loss if specifically requested; however, a claim must first be submitted and reviewed for appropriateness and valuation.
- **6 months** after the settlement or denial of a claim to request a reconsideration of the claim.
- For **POVs, the notice of intent should be submitted immediately** – no more than 72 hours from receipt by the employee.

Limitations/Maximums:

The maximum amount payable under the Claims Act is \$40,000 (\$100,000 for evacuations). There are restrictive per-item limits however under the Claims Act (see [14 FAM Exhibit 644.2](#)) and reimbursement is generally made for depreciated value of an item, not replacement value.

The Act authorizes payment for personal property only. It does not provide compensation for loss of real estate nor for such types of expenses as; loss of use, interest, carrying charges, cost of lodging or food while awaiting arrival of shipments, attorney fees, telephone calls, car rentals, inconvenience, or cost of insurance premiums.

The Act may not provide coverage for items you are wearing or carrying at the time of the loss or damage (e.g., watches, rings, wallets, etc.) nor while you are traveling without government orders—on vacation for example.

The Claims Act generally does not provide coverage for theft of cash, while either in transit or in storage.

Why You Need Private Insurance for Your Effects:

The Department recommends that employees obtain full private commercial insurance

covering loss and damage for their effects and automobiles.

Because you are transferring under government orders, your possessions are partially covered by the Military Personnel and Civilian Employees' Claims Act. This law provides for reimbursement of loss or damage to your shipments, up to \$40,000 (\$100,000 for evacuations).

The Department's contractors also assume some responsibility for your goods. The packing company is liable for loss and/or damage, however caused, to any article that it has packed while in its control or custody. If you elect to pack any items yourself, the packing company will assume no liability whatsoever for damage to those items. Only private insurance will cover goods, which are packed by the employee.

You should have private commercial insurance on your effects for the following reasons:

- The claims program pays replacement cost minus depreciation in most cases. Thus, any item lost will be reimbursed at less than replacement cost;
- The claims program recognizes that some few items appreciate. However, for the most part, items are depreciated and the employee would not recoup the current value.
- There are limits on the on the maximum reimbursement amount for specific categories of items, such as expensive hobby equipment, jewelry, furs, etc. Any value over these limits will have to be provided by commercial insurance; and
- Private insurance will enable you to cover the cost of replacement should you sustain a loss.

NOTE: Any private insurance you obtain should be for the full value of your effects. If you insure for less than 100%, the insurance company will pay only the percentage of your claim specified in your policy. You should also note that most insurance does not cover reimbursement for breakage, rubbing and marring. It only reimburses in the event of outright loss. Before your goods are moved, be sure to determine whether your policy covers both loss and "breakage, rubbing and marring" or only loss. You also need to determine if you want to pay a bit extra to include a "replacement value" clause.

If there is a loss, you must first file a claim with your private insurance (if you have it) and then with the Department under the Claims Act. The Claims Office can offer guidance on filing claims against a moving or storage company. You do not have to file with all the carriers and packing companies that were involved in your move. The Department can pay your claim before the claim is settled by the various transportation companies.

Where to Go for Information on Personal Insurance:

The Overseas Briefing Center maintains an [Insurance Resource list](#) (Intranet only).

QUICK CONTACT LIST

Transportation Operations

☎ 202-472-8480/8481 or Toll Free 800-424-2947

Email: TransportationQuery@state.gov

Intranet: <http://lm.a.state.gov/ops/householdmoves/>

Travel Management

☎ 202-472-8480/8481 or Toll Free 800-424-2947

Email: TransportationQuery@state.gov

Intranet: <http://lm.a.state.gov/travel/>

CWT SATO Travel

(Reservations and Ticketing for trips originating in the U.S.)

HST/Main State Room 1243 - ☎ 1-866-654-5593 or collect at ☎ +1-703-682-7330

FSI Room 1806 - ☎ 1-866-937-2851

Claims

☎ 202-472-8480/8481 or Toll Free 800-424-2947

Email: ClaimsQuery@state.gov

Intranet: <http://lm.a.state.gov/ops/claims/>

Overseas Briefing Center

Assists U.S. Government employees and their family members in preparing for assignments overseas or returning home. They also provide invaluable information relating to the shipment of pets.

Foreign Service Institute - Room E-2126

☎ 703.302.7276/7277

Email: FSIOBCInfoCenter@state.gov

Monday – Friday 8:15 AM - 5:00 PM

HR/EX International/Domestic Support Division (HR/EX IDSD)

☎ 202-453-8262

Email: HR-EX-IDSD@state.gov

INDEX

A

Additional HHE Shipments, 51
Additional Pick-Ups, 45
Additional Consumables Shipments, 33
Administrative Leave, 45
Advances, 17
Advances - Accounting For, 77
UAB, 20
Airline Bonuses, 77
Alcohol Shipments, 30
Allowances, 17
Ammunition, 30
Appraisals, 42
Automobile Shipment (POV), 33

B

Baggage/Luggage Allowance, 74
Business Class Lounge Pass, 69

C

Cancellations, 49
City Pair Fares, 72
Claims
 Advance Payment, 78
Claims - DPS, 78
Claims - DPS Time Limitations, 79
Claims - ITGBL, 78
Claims Act Limitations, 79
Claims Contact, 78
Commitments and Obligations, 54
Consultations, 16
Consumables, 31
Consumables - Additional Shipments, 33
Contacts
 Claims, 82
 CWT SATO Travel, 82
 Overseas Briefing Center, 82
 Travel Management, 82
 TTM Transportation, 82
Contract Fares, 72
Contractor Responsibilities
 Delivery, 67
 Pack-Out, 59
Contractor Safety, 58

Contractual Shipment Methods

DPS. *See* DPS

ITGBL. *See* ITGBL

Controlled Storage, 41

Cost Construct - Travel, 74

Cost Construct Transportation, 45

Crating - Special, 51

CWT SATO Travel, 82

D

Delivery of Shipments, 65

DPS Shipments, 19

DSSR, 44, 75

E

Employee Responsibilities - Travel, 70

Entitlements

Shipping, 20

Extended Economy Seating, 69

F

Fare Policy for Official Travel, 74

Financial Responsibilities, 28, 35, 72

Financial Responsibility, 28

Firearms, 28

Fiscal Data, 17

Fly America Act, 71

Foreign Flag Carrier, 71

Foreign Service Assignment Notebook, 2

Foreign Transfer Allowance-FTA, 75

Frequent Traveler Benefits, 77

Full Shipment/Unfurnished Post, 26

H

Hazardous Materials, 48

HHE - Additional Shipments, 51

High value Items, 28

Home Service Transfer Allowance Allowance, 75

Household Effects (HHE), 24

HR/EX IDSD, 82

HR/EX International/Domestic Support Division
(HR/EX IDSD), 82

I

Itinerary, 20
Inspectors, 61
Insurance - Personal, 80
Insurance Companies, 46
Intent to File a Claim - Time Limit, 79
Interrupted Travel, 74
Inventory, 47
Involuntary SMA, 50
ITGBL Shipments, 19
Itinerary, 16, 69, 70, 73, 74, 77

J

JF-49, 35

L

Layette Shipment, 43
Limited Shipment/Furnished Post, 25
Luggage/Baggage Allowance, 74

M

Military and Civilian Employees' Claims Act, 78
Missed Pack-outs, 49
Moving Day - Outbound, 57

N

New Hire Information, 8

O

Overseas Briefing Center, 82

P

Packed by Owner Prohibited, 49
Pack-Out - Packers' Responsibilities, 59
Pack-Out Day, 57
Pack-Out -Employee Responsibilities, 60
Per Diem, 17
Pets, 44
POV
 Emergency Storage, 41
 FAQs, 36
 Insurance, 36
 Periodic Replacement, 40
 Shipments - General Info, 33
 Travel by, 75
Premium Class Travel, 74
Pre-Pack/Move Survey, 54

Problems with Pack-out, 60

R

Reimbursement
 Baggage/Luggage, 73
 Claims Act, 79
 Claims Act - Limitations, 80
 Extended Economy Seating, 69
 ITGBL Claims, 78
 Mileage when traveling by POV, 76
 Pets, 44
 Travel Voucher, 8, 77
Rest Stop, 69

S

Scheduling Shipments from Overseas, 54
Scheduling Shipments from U.S., 53
Scheduling Your Shipments - Outbound, 53
Separate Maintenance Allowance, 50
Shipment Delivery - Employee Responsibilities, 66
Special Crating, 51
Storage, 26
 Controlled, 41
 Emergency (POV), 41
Supplemental Shipments, 51
Survey - Pre-move/pack, 54

T

Temporary Quarters Subsistence Allowance-TQSA, 75
Temporary Quarters Subsistence Expenses, 75
Temporary Storage, 52
Tickets, 73
Tickets - Accounting for, 77
Travel Allowances, 75
TRAVEL AUTHORIZATIONS, 16
Travel Authorizations - Travel, 69
Travel by Mixed Modes, 75
Travel by Privately Owned Vehicle (POV), 75
Travel by Train, 76
Travel Days/Hours, 74
Travel Management Centers (TMCs), 73
Travel Service Center, 77
Travel Status, 63, 74
Travel Voucher, 77
Traveler Responsibilities, 70, 71
TTM Claims, 78

TTM Claims Contact Information, 82
TTM Transportation Contact Information, 82
TTM Travel Management Contact Information, 82

U

Unaccompanied Air Baggage (UAB), 20
Unpacking Your Shipments, 65

V

Vehicle. *POV*

Vehicle - Non Conforming, 34
Vehicle Shipment Form
 JF-49. *See*
Voucher, 8

W

Weights - The Difference between Net and Gross
 Weights, 52

Frequently Used Acronyms

DA	Despatch Agent
DOS	Department of State
DPS	Direct Procurement Shipment
EFM	Eligible Family Member as defined in 14 FAM 511.3
ELSO	European Logistics Support Office
EOD	Entry on Duty (date an employee officially begins work at a new duty station)
ETA	Estimated Time of Arrival
ETD	Estimated time of Departure
FAH	Foreign Affairs Handbook
FAM	Foreign Affairs Manual
FS	Foreign Service
FSI	Foreign Service Institute
FTA	Foreign Transfer Allowance
GSO	General Services Office/General Services Officer
HHE	Household Effects
GTM	Global Talent Management
HR/EX/IDSD	International/Domestic Support Division in the Department's Bureau of Human Resources
HST	Harry S. Truman Building (aka "Main State")
HSTA	Home Service Transfer Allowance
ILMS	Integrated Logistics Management System
ITGBL	International Through Government Bill of Lading
OBC	Overseas Briefing Center
PAT	Post Assignment Travel (used interchangeably with PCS)
PCS	Permanent Change of Station (used interchangeably with PAT)

POV	Privately-Owned Vehicle
SA	State Annex
TA	Travel Authorization
TC	Transportation Counselor
TMC	Travel Management Center
TSQE	Temporary Quarters Subsistence Expenses
TSP	Transportation Service Provider
TM	Transportation Management
TPM	Travel Management
UAB	Unaccompanied Air Baggage (UAB)

APPENDIX

EXHIBIT 1: Example of a

EXHIBIT 3: Suggestions for UAB

Address book		
Alarm clock	Measuring cups and spoons	Sieve
Baby equipment	Napkins	Silverware
Bath towels	Non-breakable plates and glasses	Small appliances: toaster, coffee pot, blender and transformer
Calling cards/business cards	Note-sized stationery	Small lamp
Can opener	Paper clips	Small tape recorder, tapes
Candles and holders	Pet equipment	Spices and condiments
Clothing needed before household effects arrive including hangers	Pillows and pillowcases	Sponges
Cookbook	Placemats	Stationary (for personal use)
Corkscrew	Plastic bags	Stapler and staples
Computer/ laptop/ printer	Plastic ice cube trays	Tool kit: hammer, pliers, nails, screws, screwdriver
Cosmetics	Plastic pitchers	Toys, games, books, playing cards
Dish draining rack	Mixing bowls	Washcloths
Rubber mat	Refrigerator containers	
Dishtowels and cloths	Plastic scrub pans	
Double boiler	Potholders	
Eggbeater/whisk	Pots, pans, cookie sheets	
Extension cords and plugs	Rope/clothesline and pins	
Flashlight and batteries	Rubber gloves	
Funnel	Salt and peppershakers	
Hand towels	Scotch tape	
Iron	Scouring pads	
Kitchen knives,	Seasonal decorations: Halloween, Thanksgiving, Christmas, etc.	
Stirring spoons	Sewing kit and scissors	
Meat fork	Sheets, blankets	
Spatula	Shower curtain and rings	

Usually post also provides a "Hospitality/Welcome Kit" from which may include some of the items listed above. For other UAB suggestions, see Chapters 11 and 15 of the ["Foreign Service Assignment Notebook: What Do I Do Now?" available from the OBC.](#)

EXHIBIT 4: Resource List of Certified Appraisers

Note: This list is for informational purposes only and in no way constitutes an endorsement, expressed or implied, by the Department of State. Links to websites outside the U.S. Federal Government or the use of trade, firm, or corporation names are for the convenience of the user and do not constitute an official endorsement or approval of any private sector product, service, website, or privacy policy.

FRANCINE PROULX, MS, ASA, ISA, AM

Personal Property Appraiser—Antiques and Decorative and Fine Arts.

Accredited senior appraiser for American Society of Appraisers (ASA) and accredited member of the International Society of Appraisers (ISA)

TEL: 703 395 7015;

E-mail: Francine@ArtAntiquesInfo.com

Website: www.artantiquesinfo.com

AMERICAN SOCIETY OF APPRAISERS (ASA)

Website: www.appraisers.org

TEL: 703 478 2228

FAX: 703 742 8471

Certified Appraisers accredited to ASA

General

Thomas Weschler

40 West Guide Drive, Suite 100

TEL: 202 628 1281

Email: tom@weschlers.com

Website: www.weschlers.com

Richard Driscoll (District of Columbia)

TEL: 202 288 2323

Email: appraiszer@aol.com

Allan Stypeck (MD)

12160 Parklawn Dr.

Rockville, MD 20852

TEL: 301 770 0477 Ext. 13

Email: research@secondstorybooks.com

Stephanie Kenyon

7034 Wisconsin Ave

Chevy Chase, MD 20815

TEL: 301 634 2330

Email: appraisals@sloansandkenyon.com

Website:

<http://www.sloansandkenyon.com>

ine Ar

Linda Kaplan (District of Columbia)

TEL: 202 234 0309

Jean-Pierre de Andino (District of Columbia)

TEL: 202 861 0638

Email: info@profinart.com

Website: <http://www.profinart.com/>

Eda Joyce (Chevy Chase MD)

TEL: 301 654 5314

Email: eda.joyce@att.net

Sandra Tropper (Bethesda MD)

TEL: 301 229 2058

Email: sandraj.artemis@gmail.com

<http://www.artemisappraisal.com/>

INTERNATIONAL ASSOCIATION OF APPRAISERS (ISA)

Website: www.isa-appraisers.org

TEL: 312 986 6778 / FAX: 312) 265 2908

isa@isa-appraisers.org

Accredited to ISA

Jill Kent (District of Columbia)

TEL: 202 483 7209

Email: jekent@verizon.net

Charles Goldstein (Rockville MD)

TEL: 301 340 6775

Email: charles@forensicartappraiser.com

David Maloney (Frederick MD)

TEL: 301 712 5855

Email: dave@maloney.com

Angela Silverman (Alexandria VA)

TEL: 703 836 5363

Email: info@silvermangalleries.com

Todd Sigety (Alexandria VA)

TEL: 703 836 1020

Email: toddsg01@gmail.com

EXHIBIT 5: Sample Customer Feedback Questionnaire

Your participation in this survey below which will help us improve our relocation shipping process.

Section I: The Origin Shipping Office

- 1) Rate the service(s) provided by the origin shipping office that assisted you with making the arrangements for your personal property shipment. (i.e. initial contact, ease in contact, appointment availability, customer service, counseling, answering questions, etc.)

☐ Very satisfied
☐ Satisfied
☐ Dissatisfied
☐ Very Dissatisfied

- 2) Rate your level of satisfaction with how well the pick-up date arranged by the origin shipping office met your requirements.

☐ Very satisfied
☐ Satisfied
☐ Dissatisfied
☐ Very Dissatisfied

- 3) Rate your level of satisfaction with the explanation you received regarding the estimated delivery date(s) of your shipment(s).

☐ Very satisfied
☐ Satisfied
☐ Dissatisfied
☐ Very Dissatisfied

Section II: The Transportation Service Provider (i.e. the movers)

- 4) Rate your level of satisfaction with the services provided at origin such as the quality of packing and labeling.

☐ Very satisfied
☐ Satisfied
☐ Dissatisfied
☐ Very Dissatisfied

- 5) Rate your level of satisfaction regarding the care, courtesy, and attitude of the crew during your pack out.

☐ Very satisfied
☐ Satisfied
☐ Dissatisfied
☐ Very Dissatisfied

- 6) Rate your level of satisfaction with the mover(s) compliance with the schedule for packing and pickup.

☐ Very satisfied
☐ Satisfied
☐ Dissatisfied
☐ Very Dissatisfied

- 7) Rate your level of satisfaction with the services provided at destination such as the care, courtesy, attitude of the crew during delivery, unloading, and unpacking.

☐ Very satisfied
☐ Satisfied
☐ Dissatisfied
☐ Very Dissatisfied

- 8) Rate your level of satisfaction with the mover(s) compliance with the schedule for delivery services.

☐ Very satisfied
☐ Satisfied
☐ Dissatisfied
☐ Very Dissatisfied

- 9) Rate your overall satisfaction with the moving company's performance.

☐ Very satisfied
☐ Satisfied
☐ Dissatisfied
☐ Very Dissatisfied

Section III: The Destination Shipping Office

- 10) Rate your level of satisfaction with the destination shipping office that assisted you in arranging the delivery of your personal property (i.e. initial contact, ease in contact, customer service, answering questions, etc.) (If you were not in contact with, or did not use the destination shipping office, answer 'Not Applicable.')

☐ Very satisfied
☐ Satisfied
☐ Dissatisfied
☐ Very Dissatisfied
☐ N/A

Section IV: General

- 11) Were you allowed enough time at origin and destination to schedule and coordinate your move?

☐ Yes
☐ No

- 12) Do you plan to file a claim for loss or damage?

☐ Yes
☐ No

- 13) Please share with us any additional comments about this relocation experience!