

RELOCATION HANDBOOK for NEW EMPLOYEES



Western Area Power Administration
Report dates on or after August 1, 2011
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Effective March 3, 2011, Federal Travel Regulations have redefined immediate family members to include domestic partners of the same sex as defined in Federal Register /Vol. 75, No. 212

GENERAL INFORMATION

To make your move as smooth as possible, contact your Relocation Specialist within a day or two after receiving notification from Human Resources of your new job. Your Relocation Specialist will explain your entitlements, rights, and responsibilities and answer any questions you may have. Prepare requested paperwork as soon as possible and forward the documents to your Relocation Specialist. These documents are used to initiate your travel authorization, establish funding for your move, and provide information to the relocation company.

Western's Relocation Specialists

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Fax Numbers for Relocation Specialists

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Fiscal Operations Manager

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Western offers the following standard employee relocation package for new employees:

- En Route Transportation for employee and immediate family
- Per diem for employee only
- Transportation and Temporary Storage of Household Goods, Professional Books, Papers, and Equipment
- Shipment of privately owned vehicle

Each category is explained in more detail in the pages that follow.

Many costs incurred are reimbursed to the employee as described in the pages that follow. The most frequent items that you may be responsible to pay for are:

1. Costs associated with excess weight (over 20,000 pounds) and dismantling or reassembly of items (i.e., beds, swing set, pool table).
2. Taxes on storage of household goods over 30 days.
3. Costs to move boats, canoes, etc., are handled separately. Contact your Relocation Specialist for information.

DISTANCE REQUIREMENTS

Relocation of Residence: The Federal Travel Regulations (FTR) require the new official duty station be at least 50 miles further from the employee's current residence than the old official station is from the current residence. . Only the Administrator can waive the 50-mile requirement on a case-by-case basis when it is determined to be in the best interest of the Government. All expenses for a short-distance move are taxable to the employee, including payments to third parties such as household goods shipment.

BENEFIT TIME LIMITS

En Route Travel: May not exceed mileage determined by [Rand McNally](#) divided by 300 miles per day.

To Complete Entire Move: Cannot exceed 1 year from the date of actually reporting for duty.

Temporary Storage of Household Goods: Initially 60 days. An extension may be requested approximately 2 weeks before the expiration of the initial 60 days. The total storage of household goods may not exceed a statutory 150 days.

Submittal of Voucher: Submit a voucher for reimbursement 5 days after completion of each function.

DIRECT DEPOSIT PAYMENT

It is required that all reimbursements be made to U.S. Government employees by electronic funds transfers.

A Direct Deposit Form ([SF 1199A](#)) needs to be provided to the Western Travel Service Center so Western's payment files may be updated with your bank information.

Submit a separate Direct Deposit Form to Western Travel Service Center to cover reimbursements for your relocation. This form is used specifically by Western, while any other Direct Deposit Forms you may be requested to complete are used by DOE Headquarters and Defense Finance and Accounting Service for payroll transactions.

ALLOWANCES FOR EN ROUTE TRAVEL TO NEW DUTY STATION

To qualify for en route per diem allowances, travel time to the new official duty station must be 12 hours or more. No per diem is allowed for family. Your per diem for en route relocation travel between your old and new official stations will be at the standard CONUS rate. If travel is more than 12 hours but less than 24 hours, the reimbursement is 3/4 of the Standard CONUS Meals & Incidental Expenses (M&IE) rate. The dates and times of departure and arrival are required on the travel voucher. The first and last days of travel are 3/4 of the Standard CONUS M&IE rate.

The employee/family is expected to travel not less than an average of 300 miles per day under normal driving conditions. Mileage will be determined by using [Rand McNally](#). Total mileage divided by 300 miles per day determines the maximum days of per diem allowed. If days traveled are less than the maximum days authorized, actual driving time will be the basis for per diem reimbursement. Reimbursement will be limited to the maximum allowed.

Reimbursement is generally limited to one vehicle. More than one vehicle may be authorized if: the whole family plus luggage would not fit in one vehicle, employee and family are traveling at separate times, or because of age or physical handicap. The use of more than one privately owned vehicle must be authorized in advance of the travel with a maximum of two vehicles that may be used for en route travel.

If documented medical conditions preclude traveling 300 miles per day, the employee must provide medical documentation that specifically states the distance/number of hours that can be traveled.

Entitlements:

\$.235 per mile for travel after 6/30/11

Per Diem (Standard CONUS Rate):

	Lodging	M&IE
Employee only	\$77.00	\$46.00

NOTE: Original lodging receipts are required for reimbursement.

TRANSPORTATION AND TEMPORARY STORAGE OF HOUSEHOLD GOODS, PROFESSIONAL BOOKS, PAPERS, AND EQUIPMENT

Shipment of Household Goods

- A. Western's policy is to authorize the actual expense/GBL method for shipment of HHGs. This is based on a determination by the General Services Administration (GSA) that this method provides a significant savings over the commuted rate method by using the GSA cost comparison that was requested upon authorization of your move. The statutory maximum weight limitation of household goods that may be transported or stored at Government expense is 18,000 pounds plus 2,000 pounds of packing materials for all employees. You will be liable for charges incurred because of additional weight.
- B. The household goods valuation (insurance) is full value protection. The carrier will guarantee either replacement of articles lost or damaged while in the carrier's possession, reimbursement for full replacement cost, or satisfactory repairs. There is NO additional charge for this insurance.
- C. If you own items of extraordinary value (i.e., antiques, heirlooms, collectibles), you are required to inventory the items, have appraisals done (at your own expense), and the carrier must weigh them separately before the movement of the goods. Please contact your Relocation Specialist if you are unsure of the procedures described in this section.
- D. If you have problems with the moving company's personnel during the move, contact your Relocation Specialist immediately. You may stop the packing while you are making the contact with your Relocation Specialist. If you are unable to contact your Relocation Specialist, contact the moving company's representative and discuss the problem.
- E. If you are in doubt about the weight of your shipment, (you may ask to see the weight tickets prior to unloading) request a reweigh PRIOR to the unloading of the household goods.
- F. The definition of unpacking your household is to remove the items from the cartons/containers and placing them on the nearest counter/table, etc. It DOES NOT have the mover putting the items in the cupboards, etc.

G. Household goods which may be shipped include personal property associated with your home at the time you were authorized to move.

Typical items include:

- | | |
|------------------------------------------------------------------|-------------------------------------------------------------------|
| <input type="checkbox"/> Household furnishings | <input type="checkbox"/> Clothing |
| <input type="checkbox"/> Appliances | <input type="checkbox"/> Furniture |
| <input type="checkbox"/> Books | <input type="checkbox"/> Mopeds |
| <input type="checkbox"/> Motorcycles | <input type="checkbox"/> Golf carts |
| <input type="checkbox"/> Household equipment | <input type="checkbox"/> Snowmobiles |
| <input type="checkbox"/> Other vehicles with two or three wheels | <input type="checkbox"/> Boats which may be carried by one person |

H. The following items are EXCLUDED from shipment/reimbursement:

- | | |
|--------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|
| <input type="checkbox"/> Automobiles (see exception, page 3) | <input type="checkbox"/> Property for use in a business |
| <input type="checkbox"/> Farm vehicles | <input type="checkbox"/> Boats which need a trailer for transportation |
| <input type="checkbox"/> Airplanes | <input type="checkbox"/> Live animals |
| <input type="checkbox"/> Mobile homes (see exception, page 15) | <input type="checkbox"/> Cordwood (firewood) |
| <input type="checkbox"/> Camper trailer | <input type="checkbox"/> Building materials |
| <input type="checkbox"/> Property stored for a friend (belongs to someone other than you or your immediate family) | <input type="checkbox"/> Items for resale/disposal |
| | <input type="checkbox"/> Live plants |
| | <input type="checkbox"/> Any combustible items |

Some accessorial charges (categories listed below) could be charged at time of delivery directly to the employee.

- Disconnection of appliances
- Extra pickup or delivery
- Overtime loading and unloading
- Third party services to assembled/disassemble household items will be at the van lines discretion

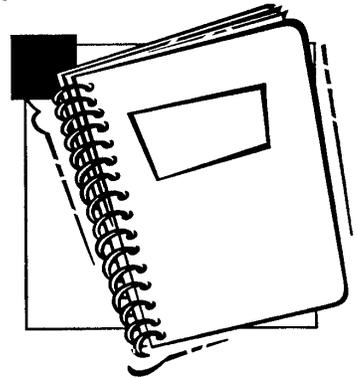
NOTE: The Government will ship HHGs from your old residence to your new residence. If you require different or more than one origin or destination point, the total amount that may be paid or reimbursed shall not exceed the cost of transporting the property in one lot by the most economical route from the last official duty station (or place of residence) to the new official duty station. Any charges incurred for additional stops, weight, insurance, etc., will be paid by the employee.

Prudential Relocation Company is managing household good shipments if your sale of residence is being managed by Prudential. They will be your primary point of contact.

Relocation specialists will manage household goods shipment for employees who are not using Prudential for any services. Your specialist will review options, requirements, and restrictions for employees in this category. **DO NOT make your own move arrangements; please contact your relocation specialist to begin this process.**

If, after discussion with your relocation specialist, you elect to move your household goods on your own and not use a Government Bill of Lading (GBL), you may be reimbursed for certain actual expenses only up to 18,000 pounds of household goods. You cannot be reimbursed for more than it would have cost the government if the shipment had been made via a GBL. The following documentation is needed for reimbursement no matter the amount paid:

1. Legible rental receipts for truck/trailer which adequately describe what is included in the payment.
2. Weight tickets showing the empty and full weight.
3. Insurance is reimbursable.
4. Fuel cost receipts (gasoline, diesel, oil).
5. Material, handling, or equipment rental receipts.
6. Packaging material receipts.
7. Receipts for toll charges.
8. Receipts for labor (packing/unpacking) (cannot include immediate family members). (Contact your Relocation Specialist).
9. Receipts for other reimbursable expenses.



Temporary Storage of Household Goods

Storage of household goods is at either the old residence, a point in between, or the nearest town where a storage facility is available at the new duty station. Storage of household goods over 30 days is taxable to the employee.

The storage of household goods may not initially exceed 60 days. Temporary storage may be extended past the initial 60-day period by submitting a written request justifying the need for an extension to your supervisor with a copy to the Relocation Specialist, prior to the expiration of the initial period. Circumstances may include the following reasons:

1. An intervening temporary duty/long-term training assignment
2. Non-availability of suitable housing
3. Completion of residence under construction (restrictions apply)
4. Serious illness of employee or illness/death of a dependent
5. Acts of God or other circumstances beyond your control

Temporary storage may not, under any circumstances, exceed a statutory maximum of 150 days.

If your storage exceeds 150 days (the maximum allowable), the government will reimburse the moving company and you will be billed for the storage charges over the 150 days. The household goods will still be delivered at government expense if they are shipped within one year of reporting to the new duty station.

If items are removed from storage prior to the actual delivery of the household goods and the company charges a fee for the removal, you will be responsible for those charges or fees.

If items are transported by you, purchased en route, or you would like to add household goods to your storage, you will be responsible for all storage and delivery out fees.

The household goods full replacement value type of insurance is still in effect until after your household goods have been delivered to you.

Loss or Damage Claims

Please consult materials provided by your moving and/or storage companies for guidance/direction on handling these issues.

TRANSPORTATION OF MOBILE HOME

Employee must procure, coordinate, and pay for this category of move. Western will provide reimbursement after move is complete and documented vouchers have been submitted.

TRANSPORTATION/TEMPORARY STORAGE OF PRIVATELY OWNED VEHICLE

The agency and the supervisor will determine if it is in the best interest of the government if this is to be authorized.

In rare instances, you may be approved to ship up to two privately owned vehicles at government expense from your residence to the new duty station if the following conditions apply:

- The distance to be shipped must be more than 600 miles
- The number of licensed drivers listed on the travel authorization must be equal to or greater than the number of personally owned vehicles being shipped
- The vehicle must be in operating order and legally titled and tagged for driving
- Advantageous and in the best interest of the government as determined by the supervisor and Relocation Specialist
- Employee needs to be at new duty station quickly
- Family cannot use privately owned vehicle for travel because of:
 - Ill health
 - Pregnancy
 - Small children and spouse or domestic partner traveling alone
 - Other acceptable reasons
- Only a passenger vehicle is eligible for shipment

APPEAL PROCESS

If there is a disagreement between what you were reimbursed and what you thought you should receive, you may file an appeal following the process below:

1. Ask the Relocation Specialist for any backup documentation and a more complete explanation on computations.
2. Generate a written request for an appeal to the Fiscal Operations Supervisor stating the reason for the request. The Fiscal Operations Supervisor will review and respond to the request.
3. If you disagree with the response, a letter can be written to the Chief Financial Officer requesting a review and determination on your request.
4. You may request an opinion from the Civilian Board of Contract Appeals through the Relocation Specialist, which is the final determination.

VOUCHER PREPARATION

An original travel voucher, **WAPA Form F 1500.3**, is submitted with every claim for reimbursement. It is signed by the employee and approved by your supervisor. The voucher is then submitted to your Relocation Specialist. Be sure to retain copies of the voucher and supporting documents for your records.

Original receipts are required for lodging.

Vouchers should be submitted within 5 days of reporting to your new duty station. A voucher must be submitted in order for the Relocation Specialist to generate a reimbursement to you.

A claim against the United States is forfeited if the claimant attempts to defraud the Government in connection with the claim (28 U.S.C. 2514). In addition, there are two criminal provisions under which severe penalties may be imposed on a traveler who knowingly presents a false, fictitious or fraudulent claim against the United States (18 U.S.C. 287 and 1001). Travelers' claims for reimbursement shall accurately reflect the facts involved in every instance so that any violation or apparent violation of those provisions may be avoided.

FREQUENTLY ASKED QUESTIONS

- A. I would **like** reimbursement by check rather than wire transfer directly to my account. Must I complete the ACH Payment Enrollment Form?

Yes. All payments made through the U.S. Treasury are required to be wire transfers.

- B. When I travel to my new duty station, do I travel on Government time?

No. You must report to the new duty station on the date indicated in your offer letter. Although you are paid for your allowable travel expenses, you will not be paid for your time spent traveling.

- A. What types of receipts do I need to keep?

Receipt for lodging, if you were allowed lodging en route to the new duty station.

- B. How long do I need to keep vouchers and all receipts?

You need to keep all vouchers and receipts for a minimum of 6 years and 3 months.

- C. How do I calculate the estimate of the weight of my household goods?

Each room equals approximately 1,500 pounds except the kitchen and bathrooms. The kitchen and bathrooms combined equal 500 pounds. If you have a single-car garage or storage shed, add 500 pounds each. A double-car garage equals 1,500 pounds.

- D. Will the movers pack my household goods?

Yes, the Government will pay for packing the household goods. If you have any questions about the way the packers or the driver are packing or loading your goods, please call the relocation specialist or the moving company's representative immediately for assistance.

DEFINITIONS

ACTUAL EXPENSES: The actual daily amounts incurred for lodgings, meals and tips, groceries, laundry, and dry cleaning. Receipts are required for any item over \$75.00. Receipts are not required for coin-operated laundry. Receipts are required for lodging and related expenses, regardless of the amount spent.

AUTOMATIC CLEARING HOUSE PAYMENT (ACH): An electronic transfer of funds between this agency and the employee's banking institution for reimbursement of travel expenses.

ACH PAYMENT ENROLLMENT FORM (WAPA F 2200.56): This form authorizes this Agency to deposit funds to the employee's account in payment of PCS claims.

CIVILIAN BOARD OF CONTRACT APPEALS (CBCA): The Board renders a decision, as requested by the employee or the agency, when a dispute arises connected with the payment of expenses. The decision has the force and effect of law and is the final determination for appeals.

DOMESTIC PARTNER: An adult in a domestic partnership with an employee of the same-sex.

DOMESTIC PARTNERSHIP: A committed relationship between two adults of the same sex, in which they:

- (1) Are each other's sole domestic partner and intend to remain so indefinitely;
- (2) Maintain a common residence, and intend to continue to do so (or would maintain a common residence but for an assignment abroad or other employment-related, financial, or similar obstacle);
- (3) Are at least 18 years of age and mentally competent to consent to contract;
- (4) Share responsibility for a significant measure of each other's financial obligations;
- (5) Are not married or joined in a civil union to anyone else;
- (6) Are not a domestic partner of anyone else;
- (7) Are not related in a way that, if they were of opposite sex, would prohibit legal marriage in the U.S. jurisdiction in which they reside;
- (8) Are willing to certify, if required by the agency, that they understand that willful falsification of any documentation required to establish that an individual is in a domestic partnership may lead to disciplinary action and the recovery of the cost of benefits received related to such falsification, as well as constitute a criminal violation under 18 U.S.C. 1001, and that the method for securing such certification, if required, shall be determined by the agency; and

(9) Are willing promptly to disclose, if required by the agency, any dissolution or material change in the status of the domestic partnership.

[DOE M 552.1-1A](#): U.S. Department of Energy Travel Manual Policies and Procedures. This document further defines the FTR as they relate to the policies of the U.S. Department of Energy.

EFFECTIVE DATE OF TRANSFER: The date on which the transfer was effective as a Personnel/Payroll action. Also, see Reporting Date Definition.

EMPLOYEE: An employee of the Federal government who is relocating at the expense of the Federal government.

EMPLOYEE'S REQUEST FOR SPECIFIC EXPENSE ALLOWANCES (WAPA F 1500.14): An informational sheet which you must submit to your Relocation Specialist. The information provided on this form is confidential and is used to prepare your travel authorization.

FEDERAL TRAVEL REGULATIONS (FTR): The FTR is the regulation contained in 41 Code of Federal Regulations, Chapters 300-304, which implements statutory requirements and Executive Branch policies for travel by Federal civilian employees and others authorized to travel at Government expense.

GOVERNMENT BILL OF LADING (GBL): A "virtual" form. A contract between the agency and the van line for transportation of the employee's household goods. The employee is notified of the document number.

HOUSEHOLD GOODS (HHGs): Most items belonging to the employee are considered household goods. Items that belong to someone else or are related to a business are not part of the household goods.

IMMEDIATE FAMILY: Members of the employee's household at the time the employee reports for duty at the new permanent duty site that include:

- Spouse (includes common-law where legally recognized).
- Domestic Partner
- Dependent children of the employee, employee's spouse, or employee's domestic partner who are unmarried and under 21 years of age (this may include any child under legal guardianship) or, regardless of age, are physically or mentally incapable of self-support (see FTR 300-3, Immediate Family definition).
- Dependent parents or siblings. Contact your Relocation Specialist to determine if they are eligible for allowances.

LODGING: The actual amount paid for lodgings for en route travel. Receipts are required, no matter the amount paid.

MEALS AND INCIDENTAL EXPENSES (M&IE): A fixed allowance paid for meals and incidental expenses incurred while house hunting or en route. The incidental expenses include laundry, tips, telegrams, and telephone charges necessary to reserve lodging. Specifically excluded are alcoholic beverages, snacks, and entertainment expenses.

NEW APPOINTEE: Any person newly appointed to Federal government service or reappointed after a break in service.

PAYMENT OF CLAIMS AND WITHHOLDING OF TAXES: After each reimbursement claim is paid, you will receive a packet of forms that will contain the final amounts paid to you or any third-party payments made on your behalf. Airline tickets purchased using Western's corporate travel credit card and household goods shipped via Government Bill of Lading are examples of third-party payments. This package should contain the following forms that you use when filing your income tax return. The forms contained in this packet will be the only documents you will receive for tax purposes:

- Travel Voucher Form **WAPA F 1500.3**
- Moving Expense-Permanent Change of Station Form **WAPA F 2200.5** (See the section entitled *Income Tax Consequences of PCS Moves* or a tax consultant, at your own expense, for further information on the withholding of taxes.)
- Year Calculation of Withholding Tax Allowance, Form **WAPA F 2200.5a**
- Moving Expense Information Worksheet (Payroll Reporting Sheet)
- Adjustment Notice showing changes made in the payment and why
- Copies of any additional forms which were submitted by the employee that will help clarify changes

PERMANENT CHANGE OF STATION (PCS): An employee relocating from their current duty station to a new duty station.

PER DIEM: The maximum daily rate allowed for lodging, meals, and incidental expenses. The per diem rate of en route expenses is the standard CONUS rate. The rate for a house-hunting trip is the current rate in effect at the new duty location. The first and last days of travel are automatically 3/4 of a day of the Meals and Incidental Expenses rate for reimbursement purposes.

PRIVATELY OWNED VEHICLE (POV): A vehicle owned by the employee/family that is used while on Federal government business and mileage reimbursement is made.

RELOCATION SPECIALIST: The primary point of contact for you during your PCS. Your Relocation Specialist will arrange your relocation, assist you in the preparation of documents, and will answer any questions or concerns you may have regarding your PCS.

REPORTING DATE: The date you actually report for duty at your new official station.

SERVICE AGREEMENT (WAPA F 3000.1): Before any process may be accomplished in connection with a PCS, you must agree, in writing, to remain in Federal government service for 12 months after the effective date of your acceptable to the agency. If the agreement is violated, any funds you received in connection with your PCS will be recovered as a debt due the United States, including payments for third-party services. Payments cannot be processed until a copy of this agreement is signed and is on file.

TEMPORARY DUTY (TDY): Temporarily away from your official duty location on Federal government business and not in a PCS-related status.

TRAVEL AUTHORIZATION (WAPA F 1500.15): Travel Authorization/Transfer or Reassignment. This document is your authorization for reimbursement of expenses when transferring from the old duty location to the new duty location. It identifies the old official duty station, the new official duty station, your effective and reporting dates, and the expenses you are authorized.

GUIDE TO PREPARATION OF YOUR HOUSEHOLD GOODS

A. Sorting and Disposal

1. There are some items that cannot be packed and shipped. For example, hazardous materials cannot be shipped. The moving company will advise you
2. Please be present on the load/unload day. Before releasing the crew and signing the inventory papers, be sure that all goods have been inventoried and loaded/unloaded on/from the van. Inspect all rooms, including drawers, closets, basement, garage, attic, and yard to make sure all items being moved are loaded on the van. Do not release the packers/driver until the inspection is complete and a thorough walk-through has been performed by you and the packers/driver.
3. When signing the inventory sheets, you are agreeing to the noted condition and the amount of items the van line has taken. Before loading begins, you should review the inventory sheets and if you disagree with conditions of the furniture, etc., go over this with the driver. If you cannot mutually agree to the condition, then note your exceptions on the inventory sheet before signing the copies. See item E.2 on page 13 for an explanation of codes. The condition of the furniture is the basis for reimbursement of claims filed by you.

B. Your Signature

1. You will be required to sign several documents during your move. Read them before you sign. In most cases, your signature is proof of services provided and could result in extra charges.
 - a. Containers - You sign for boxes provided and used during your move.
 - b. Packing - You sign for the labor to pack boxes provided.
 - c. Unpacking - For boxes unpacked.
 - d. Bulky Articles - These are extra charges for vehicles, riding mowers, piano, organ, Jacuzzis, etc.
 - e. Long Carry - The first 100 feet from your residence to the van is no charge. Each additional 50 feet will result in a long carry charge. Please measure.
 - f. Stair Carry - The first seven steps should not be charged. For eight or more steps, there is a stair carry charge. Please count. A flight is considered between one floor and another floor. There is no charge for stairs inside a single family home except for moving a piano from one floor to the main floor.

g. Elevator - Charges will apply when an elevator is used.

C. Items Charged to Employee

1. Disconnect the waterlines, electricity, or gas on your washing machine, dryer, and icemaker.
2. Extra Pick-Up or Delivery – Should you require these services, it will result in extra charges. Western cannot pay for additional charges in connection with the shipment other than as if shipped from the old to new residence.
3. Overtime Loading and Unloading - Should you request delivery on weekends, holidays, or after 5 p.m. Monday through Friday, it could result in extra charges. Western cannot pay for this charge.
4. Special Appliance Servicing - There is an extra fee for servicing the following. Western cannot pay for these charges.

220 dryer line	Gas/power for stove and dryer
Ice maker	Gas/electric exhaust system
Hot tub/Jacuzzi	Direct-wired washer/dryer
Piano tuning	Swing sets

5. Ceiling Fan/Chandelier - Ceiling fans and/or chandeliers require special packaging or crates. In order to pack these items, an authorized electrician should disconnect these prior to moving day.
6. Grandfather Clocks - A professional clock maker should service and remove weights and pendulum. Crating of the clock is suggested. Most clocks need to be synchronized and leveled by a professional clock maker at destination.
7. Pool Table - Normally, disassembly and crating of the slate is required by a pool table specialist, as well as set up at destination.
8. Waterbeds - Because of special mattress designs (baffles, foam, etc.), a professional from a water bed store should be contacted to disassemble, fold, pack, and reassemble the mattress/waterbed. At destination, a waterbed store representative may be contacted to reassemble the waterbed.
9. Satellite Dish - If a technician needs to disassemble a satellite dish, there are extra charges for this service.
10. **The removal of cartons after the van leaves or after later unpacking has been done is not authorized at Government expense.**

D. Tips on Appliances and Special Items

1. Refrigerator or Freezer:

- ◆ Thorough cleaning and drying is necessary and is especially important if they will be stored for any length of time.
- ◆ Leave the refrigerator/freezer door open for 24 to 48 hours before transit.
- ◆ Place charcoal or fresh ground coffee in a stocking in both compartments to absorb moisture.
- ◆ Servicing of icemaker should be done by a technician.

2. Washer:

- ◆ Faucets and hoses must be turned off and drained. Appliance service is bracing the washer/dryer drum, not disconnecting from water and electricity. The driver may brace the washer/dryer drum.
- ◆ It is very important that all water in the motor and hoses be removed, especially in colder climates.

3. Microwave Oven:

- ◆ Remove and pack any/all glass trays.

4. Home Computers:

- ◆ Consult with your computer's reference manual to protect your fixed disk (hard drive) or call your authorized computer dealer for specific information.
- ◆ Original packing boxes are the best to use. If not, make sure all components are packed by the van line personnel.
- ◆ At destination, allow the system to reach room temperature before turning it on.

5. Hot Tub:

- ◆ Drain entire system and remove/disconnect all plumbing.

6. Pianos/Organs:
 - ◆ All pianos are pad wrapped. If required, legs will be removed and reassembled.
 - ◆ The mover is not responsible for an out-of-tune piano. This will most likely occur during the moving process.
7. Satellite Dish:
 - ◆ Larger dishes will need to be disassembled to fit in a van.
 - ◆ The agency will need to authorize special handling.
 - ◆ A technician may be needed to disassemble the dish.
8. Stereo Equipment:
 - ◆ Advance preparation is required for compact discs and stereo turntables. Consult your owner's manual or professional stereo technician.
 - ◆ Original packing boxes are the safest way to ship, but mover's boxes work well.
 - ◆ Disconnect all wires - mark wires when removing from components.
9. Television:
 - ◆ Normally, TVs do not require boxing for movement.
 - ◆ Big screen TVs could need crating prior to moving.
10. You must check off and inspect your goods at the time of delivery. If an item is missing or damaged, you must note this on the inventory sheet. If the driver states this process is not necessary or is not cooperating, call your Relocation Specialist immediately. Failure to comply could result in a possible claim being denied.
11. The van line will unpack any cartons you desire to have unpacked at the time of delivery. Unpacking is not a put away service but a removal of items from the carton and disposal of debris. Items are placed on counter tops, table tops, floors, and beds. Hanging clothes will be hung in closet.

12. Events that exclude items from coverage under the insurance:

Coverage against loss or damage does not apply when caused by or resulting from the following conditions:

- ◆ Dampness, atmospheric conditions, or extremes of temperature beyond the carrier's control.
- ◆ Inherent vice - Under this condition, the carrier will not accept liability for mechanical or electrical failure of an appliance unless there is evidence that the operational failure was caused by the negligence of the mover.
- ◆ Act of war.

E. Understanding the Inventory

1. Is the best protection against:

- a. Loss of items
- b. Claim inequities
- c. Partial delivery errors

2. Definition of the inventory coding (household goods descriptive inventory -I.C.C. required)

a. Descriptive symbols

BW - Black and White TV
C - Color TV
CP - Carrier Packed
PBO - Packed By Owner
CD - Carrier Disassembled

DBO - Disassembled By Owner
PB - Professional Books
PE - Professional Equipment
PP - Professional Papers
MCU - Mechanical Condition Ukwn.

b. Exception symbols

BE - Bent
BR - Broken
BU - Burned
CH - Chipped
CU - Contents & Condition Unknown
D - Dented
F - Faded
G - Gouged

MI - Mildewed
MO - Moth-eaten
P - Peeling
R - Rubbed
RU - Rusted
SC - Scratched
SH - Short
SO - Soiled

L - Loose
M - Marred
Z - Cracked

T - Torn
W - Badly Worn

c. Location

- | | |
|-----------|------------|
| 1. Arm | 10. Top |
| 2. Bottom | 11. Veneer |
| 3. Corner | 12. Edge |
| 4. Front | 13. Center |
| 5. Left | 14. Inside |
| 6. Leg | 15. Seat |
| 7. Rear | 16. Drawer |
| 8. Right | 17. Door |
| 9. Side | 18. Shelf |

Example:

Upholstered Chair - Chair has been discolored by dirt and aging. There are stains on the seat and arms. The front bottom panel is loose at the seams. One arm is slightly wobbly. The back has a tear in the center. The wooden legs have gouges and scratches. One leg is loose.

The inventory would read as follows:

INV# *** OS CHAIR W/2 CUSHIONS CUSHIONS SO, F, W; ONE CUSHION
STAIN 5, R, 10; 1'S SO, F, W; 5,1,4,2,T
AT SEAM; 7,13,T; 6'S G, SC; 5,7,6, L

FORMS

Attached

The service agreement will now contain a clause stating that the employee has not received duplicate reimbursement for the move (from a third party or payment to spouse).