

*Problems,  
Info., Do's  
and Don'ts...*



**A. IF PROBLEMS OCCUR**

Help is only a phone call away. The entire Transportation Division is at your service. You should first try to resolve the problem with the Transportation Counselor who deals with the geographical area to which you are assigned. If the Counselor cannot solve the problem, s/he will suggest the names of others to contact for resolving the problem.

**Transportation Operations Geographical Teams**

202-663-0891/92 or Toll Free 800-424-2947

**Chief-Transportation Advisory Section – Dave Anders 202-663 0910****Africa (AF/WHA)**

Shirley Simms: 202 663 0912  
Henderson, Jason: 202 663 0918  
John Weagraff: 202 663 0915

**Europe (EUR)**

Steve Fennell: 202 663 0923  
Mary Cooper: 202 663 0926  
Khan, Afzal 202 663 0927

**Asia/Pacific (EAP)****Near East (NEA) and South Asia (SA)**

David Antio: 202 663 0930  
Daniel Wiggins: 202 663 0934  
McKnight, Sharmaine: 202 663 0933

**CONTACT FOR INBOUND/DOMESTIC SHIPMENTS**

Bertha Turner: 202 663 0913

**Chief, Transportation Division (A/LM/OPS/TTM)**

Edward Brennan 202-663 0901

**Chief, Transportation Operations Branch (A/LM/OPS/TTM/TO)**

Ann S. Gibson 202-663-0902

**Chief, Traffic Management Branch (A/LM/OPS/TTM/TM)**

Luis Roque 202-663 0903

**Regulations Section (A/LM/OPS/TTM/TR) –202 663 0907****Claims Section (A/LM/OPS/TTM/CL)-Donna Williams 202 663 0936****E-Mail Generic Queries:**

RegulationsQuery@state.gov  
TransportationQuery@state.gov  
ClaimsQuery@state.gov

## B. PROBLEMS WITH PACKOUT

Help is only a phone call away! The packing firms used by the Department for DC-area pack-outs are under a contract which outlines specific Departmental requirements and obligations which must be fulfilled. If you are having a problem with an on-site pack-out, call Transportation Management, Contracts Section at ☎ 202-663 0959 for assistance. If necessary, an inspector can be sent to the pack-out or the packing firm may be contacted to resolve the problem. The telephone number for the Chief Inspector is: 202 663 0961. ***The important point to remember is to call immediately!*** Little help can be given or any actions taken by the Department if you wait until late in the day to complain; options are very limited on phone calls received after 4:00 p.m. Granted, not all problems happen early, but the sooner the call is made, the sooner action can be taken.

Remember that you also have obligations for the successful completion of a pack-out: **(1)** If you **change dates** for a pack-out, be sure Transportation has **confirmed** it with the packing company. Changes made by you directly with the company are outside of the established procedure and **problems will occur.** **(2)** The premises should not present risk or hazard to the packing crew personnel. This includes adequate workspace and a reasonably clean working environment. If conditions such as dirt, vermin, or debris exist, then the pack-out may be terminated. **(3)** Items should be grouped as much as possible so that all UAB is together, HHE surface items are together, and long-term storage items are designated separately. **(4)** 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 the contract. **(5) 'Special' or 'extra' services may be at your expense.** Things like bubble wrap or extensive crating (for antiques or other unusual items) which has not been approved by the Transportation Division may be charged to you personally.

Please do not change dates unless absolutely necessary. Any change must be made through the Transportation Counselor—not through the mover.

## C. CONTRACT ENTITLEMENTS and OBLIGATIONS

The owner of the effects (or his authorized agent) must ensure that the premises from which the pack-out is to be done are in 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 to a safe and effective pack-out exist, 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

Remember that packers are not required to work in spaces where they are unable to stand upright or where entrance is by ladder.

crew at risk nor be expected to receive items for shipment or storage that may endanger the facility or lots under his care with infestation by rodents, vermin, or harmful insects. Nor can contractors be expected to ship or store dirty items which 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 clean-up, 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.

Listed below are some of your major entitlements covered under the export packing contract.

1. Every item, except clothing and blankets, must be wrapped to provide sufficient protection and packed in a suitable container. Clothing and blankets must be neatly folded and packed in a suitable container lined with clean Kraft paper. Clothing should be packed **without** hangers.
2. If you have articles that are extremely **fragile** and may require special crating to ensure their safe transit or storage, **these items should be brought to the attention of the estimator at the time of the pre-pack survey.** If there are any questions concerning whether or not an item should be crated, call ☎ 202-663-0891/92 or 202 663 0903. **The additional weight of the special crating is chargeable against your weight allowance.** For permission to crate, you must obtain authorization from the Transportation Division. The packing company will handle your request. In some circumstances, you may have to submit a justification to the Transportation Division.
3. The contents of each carton must be marked on the outside in general terms, e.g., kitchen utensils, books, dishes, etc.
4. Each piece of furniture and each carton must be identified on the outside with a lot number and inventory number. Example: S-3456, #120. You might also want to add your last name and your destination to the outside of the wrapped article.
5. The packing crew must prepare, in duplicate, an accurate, legible inventory list of each piece of furniture or carton packed. 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. If valuable items are to be packed, there is no contractual requirement to indicate the high value items on the packing company inventory. However, the individual may want to make note of carton numbers where valuable items are packed. He may also wish to have appraisals done by a reputable company to establish the actual value of any valuable items being packed.

Make sure the pre-pack inspector sees everything which is to be packed. Discuss special

If a problem arises during the packing of your household effects and you need advice and/or assistance, please call the Transportation Operations Office at ☎202-647-4140 or ☎800-424-2947 or your GSO if at post.

## **D. RECEIVING MAIL AT POST**

There are two very useful sites with detailed information about the APO/FPO Military Postal Service and about the State Department's Diplomatic Pouch and Mail Service(DPM). They are:

(1)<http://pouch.a.state.gov>

(2)<http://fsi.state.gov/fsi/tc/default.asp?Sec=overseas%20Briefing%20Center&Type=Notebook>

The second site address gets you to the "Foreign Service Assignment Notebook," published by the Overseas Briefing Center. Select Chapter Two entitled "Mail."

Basically, there are three means of receiving mail at post: (1) international mail—if it is reliable; (2)APO/FPO Military Postal Service; and (3)the DPM. Neither the APO nor DPM should be used to circumvent the employee's weight allowance. Nor will reimbursement be made for sending things via the APO.

**APO/FPO** facilities usually exist where there is a military contingent that requires APO/FPO support. Usually, packages are restricted to 70 pounds and 108 inches--which is length plus girth combined. Chapter Two of the "Foreign Service Assignment Notebook" (see above) contains very complete information on mailing options. Both military and civilian personnel at post may use the military system.

**DPM** has assigned a "street address" to every post. (e.g. Embassy Abidjan is: 2010 Abidjan Place) Both sites given above provide the complete list of "street addresses" for every post. There are also two zip codes with different functions. The old 20521 Dulles Virginia zip code plus the "street address" is used for **official pouch mail** to post. The new Dulles Virginia zip code, 20189, plus the "street address" is used for **personal pouch mail** to post. Personal pouch mail must have sufficient postage to cover charges for sending it from its US origin to Dulles, Virginia. Packages may not exceed 50 pounds nor exceed 17x18x32. The pouch site given above has a complete list of items that may not be sent via pouch. If possible, prohibited shipments that enter the DPM system will be returned to the sender. Otherwise, they will be destroyed. Prescription medicine may be sent including small (up to 16 ounces) quantities of liquid in non-breakable containers.

## **E. SENDING MAIL TO THE US FROM POST**

Mail may be sent back to the US by using one of the three means mentioned above. The same weight and size restrictions indicated above apply. At posts where there is no APO/FPO, sending packages to the US may be limited. As a rule, **DPM will only send return merchandise** except that packages containing health-related items may be sent out for refill or repair. Some posts have a special program, run by the Employee Association, that enables personnel to send other packages out via DPM.

## **F. CONTROLLED STORAGE**

Travelers who need controlled storage for high value items like furs or oriental rugs (over \$2,100 per item) should contact their Human Resources Technician (Room 4250; SA-3; 202 663 0405) for authorization. The employee must present a CERTIFIED APPRAISAL that can be prepared

only by an appraiser who is certified by the American Society of Appraisers or a comparable professional organization. Please see 14 FAM 623.1 for specific requirements. Once the Human Resources Technician has the proper documentation, s/he will then request controlled storage for the items involved. If the controlled storage is authorized, the Travel Order will be amended to reflect the authorization. Listed below are names of authorized controlled storage firms in the Washington DC area. The Appendix to "It's Your Move" contains additional information on appraisers and controlled storage.

**Company**

Victory Van Corporation  
950 South Pickett Street  
Alexandria, VA 22304  
703-751-5200

JK Moving and Storage  
44112 Mercure Circle  
Sterling, VA 20166  
703 9961258

Security Moving and Storage  
8515 Rainswood Drive  
Landover, MD 20785  
POC: Ushonda Holmes  
TEL: 202 797 5679

(Some of Security's facilities are still in Washington, D.C. on Florida Avenue.)

**G.INSURANCE COMPANIES** This list is not an endorsement of any individual company. It is supplied by the Overseas Briefing Center (OBC) for information purposes only. For the latest edition, check either OBC's Intranet website (<http://fsi.state.gov/fsi/tc>. or verify it by e-mail to the OBC: [FSIOBCInfoCenter@State.gov](mailto:FSIOBCInfoCenter@State.gov))

**HUMCO-Marine, cargo and automobile**

6777 Moravia Park Drive  
Baltimore MD 21237-1019  
TEL: 410 485 4000; FAX 410 485 1414  
E-mail: [humcoinc@aol.com](mailto:humcoinc@aol.com) (general information)  
E-mail: [humcoins@aol.com](mailto:humcoins@aol.com) (international insurance)  
Website: <http://www.humcoinc.com>

**RUTHERFOORD INTERNATIONAL, INC**

**Marine transit and automobile**

5500 Cherokee Avenue, Suite 300

Alexandria VA 22312

TEL: 703 813 6500

800 274 0268

FAX: 703 354 2731

E-mail: [tmack@rutherford.com](mailto:tmack@rutherford.com)

Website: [www.rutherford.com](http://www.rutherford.com)

**AFSA MEMBERS-Personal Insurance Plan**

**Household effects**

The Hirshorn Company

14 East Highland Avenue

Philadelphia, PA 19118

TEL: 215 242 8200

TEL: DC area: 202 457 0250; 1 800 242 8221

FAX: 215 247 6366

E-mail: [hirshorn@netreach.net](mailto:hirshorn@netreach.net)

Website: [www.hirshorn.com](http://www.hirshorn.com)

**UNIRISC/UNICOVER, Inc.**

**Vehicle & personal property; marine insurance;**

**Foreign effects floater insurance**

2000 North 14<sup>th</sup> Street, Suite 500

Arlington, VA 22201

TEL: 703 797 3300; 1 800 424 9500

FAX: 703 524 755

E-mail: [unicover@unirisc.com](mailto:unicover@unirisc.com)

Website: [www.unirisc.com](http://www.unirisc.com)

**USAA**

**Automobile, renter, home, household effects**

Eligibility: Active and retired military officers; Foreign Service

Officers and FBI agents

9800 Fredericksburg Road

San Antonio, TX 78288

TEL: 1 800 531 8080

FAX: 210 498 0551

Website: [www.usaa.com](http://www.usaa.com)

**CLEMENTS INTERNATIONAL**

**Transit, automobile & household effects**

1660 Street, NW - 9th Floor

Washington, D.C. 20036

TEL: 202 872 0060; 1 800 872 0067

FAX: 202 466 9064

E-mail: [info@clements.com](mailto:info@clements.com)

Website: [www.clements.com](http://www.clements.com)

Please note: Even if Clements International now owns Jannette, this will not inconvenience holders of a Jannette insurance policy. Clements will manage Jannette policies as they are.

**THE EMBASSY PLAN-Harry M. Jannette** (run by Jon Clements – see above)

**Auto insurance, personal effects, transit, personal liability**

8111 LBJ Freeway, Suite 585

Dallas TX 75251-1334

TEL: 972 783 4915; 1800256 5141

FAX: 972 783 0545

E-mail: [hmjintl@jannetteintl.com](mailto:hmjintl@jannetteintl.com)

Website: [www.jannetteintl.com](http://www.jannetteintl.com)

**GEICO OVERSEAS**

**Auto, marine transit, personal effects**

PO BOX 7729

Fredericksburg, VA 22404

TEL: 540 286 7133; 1 800 248 4998 (From overseas, can call collect)

FAX: 540 286 7456

E-mail: [overseas@geico.com](mailto:overseas@geico.com)

Website: [www.geico.com](http://www.geico.com)

## **H. DO'S AND DON'TS WITH UAB**

Your unaccompanied air freight (UAB) shipment should be the first shipment that arrives at post. You will want to ensure that it contains items that will help hold you over until your household effects arrive. With this in mind it is recommended that you:

- DO** Follow the **guidelines** in **THIS** booklet.
- DO** Make sure that your shipment is within the authorized **GROSS** weight allowance.
- DO** **Pay** any overweight charges prior to departure
- DO** **Hand-carry** valuables, important documents, and medications.
- DO** Contact your **General Services Officer** or the **Community Liaison Officer** for advice on items that will be needed soon after your arrival.
- DO** Make sure items fit in authorized air freight tri-wall cartons which measure between 12 (3x2x2) and 15 (3x2x2.5) cubic feet.
- DO** Pack electronic items such as computers or televisions in their original cartons that afford the best protection against rough handling. Though the USG will honor claims for electronic goods damaged in UAB, obtain private insurance.
- DON'T** Place **firearms** in or **ammunition** UAB Shipment.

- DON'T** Pack **hazardous materials** (e.g., ammunition, flammable liquid, pool chemicals, car battery, etc.) in your UAB.
- DON'T** Ship **valuables** or any **medication you may urgently need** in your UAB.
- DON'T** Ship **important documents** such as **tax records, passport, shot records**, in your UAB.
- DON'T** ship **alcohol** or other items that might be considered contraband by Customs here or abroad.

## **I. INFORMATION ON EXPORTING, STORING AND IMPORTING FIREARMS**

If you plan to export firearms, you must contact U.S. Customs at:

US Customs Service  
1301 Constitution Ave, NW, Room 4128  
Washington, DC 20229  
703-661-7100

**EXPORT:** U.S. Customs will ask you to bring the firearms to the above address and fill out a CF 4457. Registering your firearm with Customs will ensure a smooth clearance process when you try to bring the firearm back to the States.

**STORAGE:** If you intend to store your firearms, it is recommended that you record all serial numbers before releasing the firearms to the packer. Notwithstanding the \$2,100.00 limit, controlled storage of usable (i.e., in working condition) firearms may be authorized. You must request controlled storage authorization from your Human Resources Technician. (202 663 0405)

**IMPORTING:** To obtain the form necessary to import foreign-purchased firearms—Application and Permit for Importation of Firearms (ATF #6), please write:

Bureau of Alcohol, Tobacco & Firearms  
7943 Angus Court  
Springfield, VA 22153  
ATTN: Forms Requests

To receive further information on importing foreign-purchased firearms into the United States, please call ( 202-927-2828; [www.atf.treas.gov](http://www.atf.treas.gov) )

## **J. AMMUNITION**

The Department **WILL NOT** ship or store any form of **ammunition**.

**POST RESTRICTIONS:**



Be sure to talk to your Post Management Officer, the Post Administrative Officer or Post Regional Security Officer (RSO) regarding firearm restrictions at post.

## K. HAZARDOUS ITEMS - KNOW YOUR FREIGHT

Many common items become hazardous goods when being transported. They must be identified, packaged and certified according to government regulations. All shippers and carriers must comply with these rules. **Violators are subject to penalties as high as \$25,000 and/or up to 5 years in prison.**

### DO NOT INCLUDE:

The DOS cannot now ship empty or even new propane gas cylinders for barbecues.

- ✓ **EXPLOSIVES** (e.g., fireworks, ammunition, gunpowder)
- ✓ **GASES** (e.g., spray cans, medical oxygen, propane gas cylinders)
- ✓ **FLAMMABLE LIQUIDS or SOLIDS** (e.g., 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)

With questions about specific materials, consult with your packing company. They have very specific lists of materials which they consider hazardous and which they are unable to pack. You might also call the toll-free industry-sponsored Chemical Referral Center in Washington, DC at ☎ 800-262-8200. (<http://www.chemtrec.com>) Carrier regulations may vary. Be certain to verify your carrier's policy by checking with the cargo department.