

It's Your Move



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

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Introduction

The purpose of *It's Your Move* is to provide employees of the Department of State, U.S. Agency for International Development, and other foreign affairs agencies of the U.S. Government with the know-how to move themselves and their family members from one post or domestic location to another. As you review the book, you may have to interchange some of the specific regulatory or administrative offices mentioned for the equivalent offices in your agency. If you are not an employee of a Foreign Affairs Agency, contact your headquarters for information on packing and shipping.

It's Your Move is no longer provided in a printed format. We have reconfigured this update to maximize online viewing by adding numerous hyperlinks to content both within the document itself, and to Intranet/Internet websites. Hyperlinks to the Internet have been used 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 the process. Your active participation is a key element in the success of your move. Employees are now required to use the [PCS Portal](#) on myServices to submit requests for pack-outs that originate in the U.S. 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.

We highly recommend you 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, contact the Overseas Briefing Center at ☎ 703-302-7277/76, or FSIOBCInfoCenter@state.gov.

Efforts have been made to ensure 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, regulations take precedence. If you have questions not specifically addressed in this guide, contact your General Services Officer at post or:

Transportation Management
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

It's Your Move

We sincerely hope you will find this guide helpful, and welcome suggestions for improvement. Please send your suggestions to Transportation Management or Travel Management & Policy via the TransportationQuery@state.gov email or by calling ☎ 202-472-8480/8481 or ☎ 800-424-2947. We wish you a trouble-free move!

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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

New employees hired outside the Washington, DC metropolitan area and their authorized family members may be allowed to travel by air or privately owned vehicle (POV) to Washington, DC, depending on hire location and personal circumstances. Your TA will indicate status. Employees authorized for POV travel will be reimbursed for mileage. Additionally, depending on travel distance, you may also be authorized per diem based on driving 360 miles or more per day. Current rates per mile can be found at the GSA [Privately Owned Vehicle \(POV\) Mileage Reimbursement Rates](#) website. Employees authorized to travel by commercial air must comply with all Department of State travel regulations, and are required to obtain airline tickets from a Department of State contracted travel management center (TMC). The TMC will issue you tickets on U.S. Flag air carriers that have been awarded government contracts between two cities ([City Pairs](#)). Use of these government contract fares are mandatory when available, and apply to all U.S. Government (USG) employees travelling on official travel 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 authorized family members on orders. The Act requires that employees flying to/from the U.S. arrive/depart on a U.S. air carrier, or in the case of a code share flight operated by a foreign air carrier, ticketed with a U.S. airline flight number. Employees should always use the TMC (see below) to ensure their travel is Fly America Act compliant. However, employees hired from an overseas location who purchase tickets outside of the TMC to attend orientation training in the U.S. must ensure their ticket issued for the last leg of travel into the U.S. is ticketed with a U.S. airline flight number. Exceptions to the Fly America Act are very limited. For assistance with planning 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. CWTSato Travel (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 at ☎ **866-654-5593** to reserve tickets by phone. Keep all travel receipts, boarding passes, credit card statements, and any other supporting documentation that may be needed to file your travel voucher or to claim reimbursement.

Employees hired from a location inside of the contiguous United States and require travel to Washington, DC for initial training are generally not authorized shipment of a POV to Washington at Government expense. However, in most cases the Department will authorize the shipment of a POV to your overseas post assignment from your point of hire, or from the Washington, DC metropolitan area. In some cases, the Department will authorize driving your POV to Washington, then shipping it to post from there. The technician who prepares the travel orders needs to know if there will be a request to drive to DC and ship from there in order to amend the travel orders in advance.

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: GTM-EX-IDSD@state.gov

You will then be referred to a GTM Assignments Technician responsible for your TA. TAs are generally prepared no earlier 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 preparation time. In these instances, a TA is not required to initially book your

travel reservations or schedule a pack-out. However, **the TA is required for ticketing of your travel reservations and to execute your actual pack-out, as the TA provides the funding required for your move.** If packers arrive at your home to begin pack-out and your TA has not been issued, immediately contact your Transportation Office before any work begins. **Pack-out is not authorized at Government expense until Global Talent Management notifies the Transportation Office that your orders are ready.**

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 and reside within a 50-mile radius of the Washington, DC metropolitan area (measured as the crow flies from the Washington Monument), you will not experience pack-out until you prepare to depart for your first overseas assignment. For those employees hired outside the Washington, DC metro area, you will be authorized to ship a limited amount of [unaccompanied air baggage](#) (known as UAB, also referred to as airfreight), to Washington, DC, and store up to 18,000 lbs. of your personal effects. UAB weight allowance increases based on the number of eligible family members (EFMs) listed in your TA. For more information, please refer to [UAB](#) shipments.

If hired within the U.S.:

Once notified of your acceptance into the Foreign Service, you may contact the Transportation Office to start the process of shipping your personal effects and ask any questions you may have about transportation and travel entitlements. You can reach Transportation Management or Travel Management & Policy at TransportationQuery@state.gov, or via the phone numbers referenced above. Your questions and/or pack-out requests will be referred to a Transportation Counselor (TC) who will further assist you.

If hired from overseas:

Contact the General Services Officer (GSO) at the nearest U.S. Embassy or Consulate to arrange shipment of your UAB and storage of household effects (HHE). The employee can elect to have their HHE stored at their designated storage point while in training, either at the U.S. Logistics Center in Hagerstown, MD or the European Logistics Support Office (ELSO), or defer to a later date. Please note the Department will not pay for the employee to return to their hired location to supervise pack-out.

Transportation/GSO will arrange your pack-out, to include assigning the packing company. Once assigned, the packing company's contact information will be provided to you. Prior to the actual pack date, the assigned packing company will send a representative to your residence to conduct a pre-pack (also referred to as pre-move) survey to determine materials needed, estimated weights of personal effects, and the number of days it will take to complete your pack-out.

The employee is responsible for pre-arranging necessary requirements for the packing

company's vehicles and personnel to access your home. Advance preparations include reserving the loading dock and/or freight elevator for those who live in an apartment/condominium, or ensuring adequate parking is available for those who live in an apartment/single-family home. In some areas, the employee may be required to contact local police or the municipality to reserve space for a moving van to park conveniently close to your home. **The packing company is responsible for any fees associated with required parking permits at residence.**

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 U.S. (CONUS). Furthermore, the Government will only accept claims for loss or breakage in cases where the goods were packed by the moving company—never by the individual.

Unaccompanied Air 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 included in 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

Employees hired within the Washington, DC Metropolitan area will not be authorized to ship any effects to storage until assignment orders are issued. Pack-out of personal effects will happen once training is completed. There is a 200 lb. minimum weight requirement for storage or for HHE shipment to post. Effects needing long-term storage will be stored with the local packing company assigned in the DC area.

Employees hired outside of the Washington, DC Metropolitan area will be issued appointment orders authorizing shipment of HHE to permanent storage, pending onward assignment. Each employee is entitled to ship and/or store HHE up to the statutory limit of 18,000 lbs. 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 hired in Europe or Africa, your effects will be stored at the ELSO facility in Antwerp, Belgium.

Employees may only access their stored effects at Government expense when officially departing Washington for their first posting. When the time comes to access the shipment, the employee must request shipment access from Transportation who will issue the necessary documentation. The employee may opt to be physically present, or request a Department of State inspector be present on your behalf. Note that the Department does not provide travel orders to travel to the storage location; any such travel is at personal expense. The purpose of access to storage is to remove/segregate numbered line items from the inventory. It is not permissible to open boxes and remove individual items. An employee's TA for their first posting may authorize storage of personal effects in the DC area. Employees who packed-out their household effects when they were hired and wish to place additional items into storage may have the additional items assigned to a different storage facility and under a different lot number in the DC area.



Important Note About Accessing Storage

Employees will not be authorized to remove any items from storage during training, except at their own expense. 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, employees 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 authorization to post.

When preparing to ship HHE to the first posting, note that HHE stored at Hagerstown and at temporary lodging in the DC area will ship separately under two different shipment numbers. If going to a post that provides furnished housing, the combined weight of HHE shipments should not exceed 7,200 lbs; unfurnished housing allows a combined shipment weight up to 18,000 lbs.

Shipments from Separate Locations to Storage

If hired within CONUS but outside of the Washington, DC metro area, employees will be authorized to ship household goods from the hire location to the DOS storage facility in Hagerstown, MD. If there are additional belongings at another location (e.g., parent's home), employees should contact the GTM Assignments Technician to check if a secondary location, or "alternate origin" can be included on the orders. If an alternate origin is granted, the entitlement will appear on the orders directly under the Placement into Permanent Storage entitlement.

Choosing to Defer/Delay A Pack-Out

Should EFMs choose not to join the employee in Washington while the employee is in training, the employee may defer pack-out of your effects until ready to depart for post. At that time, the employee may pack HHE to post and/or storage. The Department will not authorize travel to return home at Government expense to supervise the pack-out, but the employee may designate someone to represent them and oversee the 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 valid for 30 days following the employee's arrival date 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 deferred travel to Washington have 30 days following the employee's arrival date in Washington to initiate a UAB shipment from the hired location only. Like the employee, 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/from a location that is not authorized on their TA, which may require the employee to pay excess costs.

- b. **Household Effects (HHE) and Storage:** When the EFM's 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. 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.

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 appropriate travel orders.

First Assignment Packing and HHE Allowance

Employees going to their first overseas assignment will be authorized to ship all or part of stored HHE, to include any effects acquired during the training period. Please refer to the following link for a list of recommended [items to include in your HHE](#). Local housing abroad varies widely from country to country, and some embassies/consulates/missions are fully furnished. If you ship more to your living quarters than space allows, it's important to note that there's no provision to store employees' excess personal effects shipped to post. Furthermore, the employee will not be authorized shipment of excess effects to permanent storage. For these reasons, we highly recommend familiarizing yourself with types of housing available at your assigned location. If unsure of what your housing situation will be, you may opt to send a supplemental HHE shipment at a later date. Please review information and limitations on [Supplemental Shipments](#). The combined weight of both HHE packed-out of Washington and HHE pulled from storage, cannot exceed the employees authorized weight allowance of 7,200 lbs. for a furnished post or 18,000 lbs. for an unfurnished post.

Important note: 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 you are assigned back to the U.S., you are granted a minimal amount of time (as described in [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 in Washington is offset by the fact that you will receive per diem for the duration of the training period. The presumption is the employee or Department will rent furnished temporary quarters and, therefore, not require the HHE that are in storage. There are

plenty of accommodations available in the Washington, DC metropolitan area to meet temporary needs. The Department offers the [PCS Lodging Program](#) (intranet only) that provides temporary housing for employees traveling on official travel orders authorized and funded by GTM/EX. In this program, lodging costs are billed directly to the Department so that participating employees will not have to pay out-of-pocket for lodging. The program also has a Facebook page called the "[HR/EX PCS Lodging Program.](#)"

Employees only (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, 100% per diem.**
- **The second 60 days, 50% of the original per diem.**
- **The third 60 days and beyond, 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 purchase values and maintaining receipts for important and/or expensive items. Photographs or video of irreplaceable or expensive items can help keep track of effects and are invaluable in the case of loss or damage.

We **strongly encourage** you to purchase private insurance for your effects. Once an employee moves out of a property s/he owns, their homeowner's insurance will no longer be valid. It's important to do your homework to determine what insurance options available best meet your needs. **Be sure that whichever policy you choose, ensure it is active prior to packing out.**

While it is true Government employees who are required to officially relocate are partially covered by the Military Personnel and Civilian Employees Claims Act of 1964, claims are generally reimbursed based on the depreciated value of an item (not replacement cost) along with pre-established maximum payment values as outlined in the [Table of Maximums Amounts Allowed](#). Thus, you can expect to receive only a portion of the value you attribute to an item. Very few items appreciate. Some exceptions may include 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 a list of several [insurance companies](#) (Intranet only) e.g., Clements, Hirshorn, USAA or GEICO, who 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 (rugs, paintings, collections, jewelry or precious metals, books, furs, antiques, stamps, coins, etc.) should be declared to the Claims Office **before your pack-out begins**. Items that do not fit this category include furniture, televisions, appliances, etc. 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 the [High-Value Items Declaration](#), if applicable. Unless such items are declared, you may not be able to file a claim against the Government for damage or loss. Items of value that can be pilfered easily such as jewelry, small/handheld electronics, etc. are not recommended in UAB and HHE shipments. However, if included, they should also be listed on the High-Value Items Declaration if they meet the minimum value amounts listed above.

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 GTM 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 is generated in two forms: a telegram/cable and a computer-generated format. The cable version of a TA is sent to your post through the State Department's telegram system called SMART. Once your orders are finalized or "cut," the Management or Human Resources staff 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. You may also download a copy from your electronic Official Personnel Folder (eOPF), which documents your federal employment and to which you have access via the Department's Intranet.

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 between assignments. 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 for transfer to an overseas post or returning to a domestic assignment from overseas.

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. 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 only) website is a great resource as you prepare for your move (see additional hyperlinks below). Another resource is the Foreign Service Assignment Notebook, "[What Do I Do Now?](#)" website. 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 Shipping Methods:

Each of your shipments may be shipped using one of two contractual methods, International Through Government Bill of Lading (ITGBL), or Direct Procurement Shipment (DPS). 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 ITGBL	2 DPS
<p>The International Through Government Bill of Lading contract 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.</p>	<p>The second method used is a Direct Procurement Shipment. 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) 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.</p>



Shipment Types

Weights: The Difference Between Net and Gross Weights:

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

Net weight applies to consumables, HHE, HHE by air, and HHE to storage. Net weight refers to the weight of effects plus packing materials (e.g., cartons, barrels, drums, crates, boxes, necessary wrapping and cushioning materials), but not the weight of external lift vans used to transport the effects.

Gross weight applies to UAB and layette shipments. Gross weight includes items in net weight above, **plus** the outside tri-wall shipping container(s), and bracing materials.

Unaccompanied Air Baggage (UAB)

[14 FAM 613.3](#)

In addition to luggage taken on your flight (accompanied baggage), you are also entitled to UAB, also known as "air freight." UAB is a separate entitlement from 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 [14 FAM 613.7](#).

What to Include in Your UAB:

Consider sending items in your UAB shipment that you may need soon after arrival, including clothing, toiletries, and essential light housekeeping items, such as pots, pans, unbreakable dishes, sheets, and blankets. However, keep in mind that due to host country customs regulations and procedures, there may be significant additional delays. Due to UAB size limitations, your UAB cannot include large household items such as furniture, major appliances, or room-sized rugs. To avoid duplication, also consider researching what items will be included in the hospitality/welcome kit provided by post for newly-arrived employees. Please see [Exhibit 3](#) for 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 versus shipping via surface due to the possibility of rough handling while loading and unloading the aircraft. If you choose to ship these items, it is highly 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
- E-cigarettes, e-cigs, e-cigars, e-pipes, personal vaporizers, electronic nicotine delivery systems
- Hover-boards

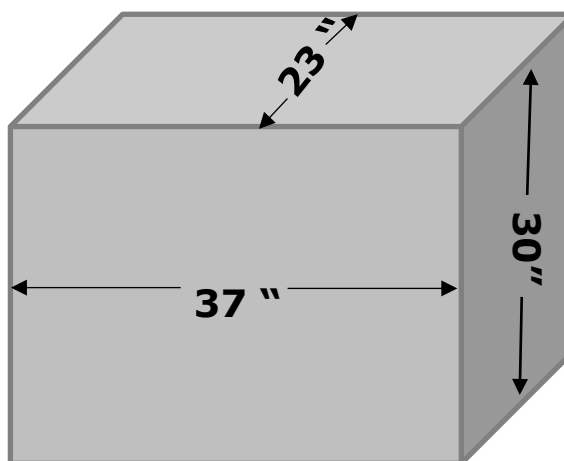
UAB Discouraged Items:

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

- Urgently needed prescription medications
- Important papers (e.g. tax records, passports, shot records, birth and marriage certificates, etc.).
- Small, easily pilferable items of high value such as cameras, smart phones, and jewelry, 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 a UAB shipment must fit into 15 cubic foot tri-wall packing cartons with outside dimensions **not exceeding 37 x 23 x 30 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 one and one-half 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.
Second person traveling	200 Lbs.
Third person traveling	150 Lbs.
Each additional person traveling	100 Lbs.

NOTE: Allow 10-15 lbs. per box for the shipping carton, wrapping/packing materials and "banding" of your UAB. 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 tri-wall) 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. UAB shipments packed out of the Washington, DC area are held at the origin packer s warehouse until post approves forwarding of the shipment. Upon post

approval to ship, Transportation will issue required documents to the forwarding company for onward movement to post. Packing contractors are allowed two working days from issuance of these documents to deliver the UAB to the freight forwarder. Post is advised as soon as the shipment departs the U.S., and Washington freight forwarders are allowed fifteen days to move your UAB from U.S. airport to the overseas airport that services your post.

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 for 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 TMTTHREE "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 in HHE shipments:

- Boats (including canoes, kayaks, rowboats, or any small open watercraft).
- Boat trailers.
- Aircraft.
- Live animals.
- Plants.
- Ammunition.



- Construction materials. chemicals, paints, solvents, etc.
- Propane gas tanks- even empty. • Any items in commercial quantities.
- [Hazardous materials](#), e.g., pool

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.

Statutory Maximum Combined HHE Weight Allowance:

Each employee is entitled to a combined shipping and storage allowance of 18,000 lbs., regardless of family size or employee rank. This is a statutory limit, so there may be no exceptions granted. As a reminder, HHE is measured in **net weight**.

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 furnished posts are limited to 7,200 lbs. 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 lb. 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, then 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 the 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., special incentive posts (SIP), 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 seek private storage at personal expense and/or accommodate excess HHE in the home.

Final Official Weight (Export and Storage):

For shipments of HHE, consumables, and nontemporary storage, **the boxes will not be individually weighed at your residence during 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. The transportation service provider (TSP) is not required to provide weighing services at pack-out residence or at the delivery address, and has the right to deny such request.

Minimum Weight (Export and Storage):

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

Time Limitation:

HHE shipments must be initiated within one year of arrival at your post of assignment, unless otherwise restricted by the host country.

Supplemental Shipments (Export and Storage):

After the employee has requested his/her initial HHE shipment, he/she may request up to two additional HHE shipments within one year of arrival at post, if allowed by the host country government. In accordance with the above, 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

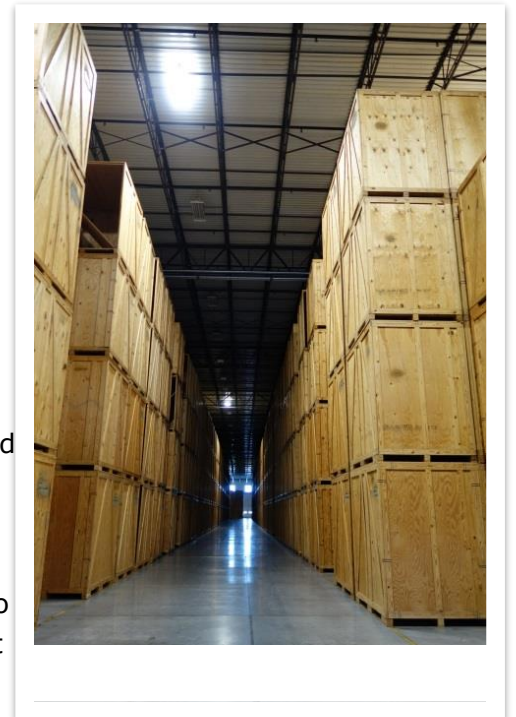
the shipment and your travel orders, will be stored in one of the following locations:

- Contract 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 to begin the process. At this point, your TC will 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 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. **The Government will not pay storage on lots of less than 200 lbs.** 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, separation, or leave without pay (LWOP), employees have **90 days of temporary storage** before they must accept delivery of effects, as defined in [Temporary Storage](#). The employee is responsible for requesting the release of 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. The employee can pay out of

pocket for storage after the 90 days have elapsed, with the exception of permanent storage located at the U.S. Logistics Center in Hagerstown. Only GTM/EX can approve temporary storage beyond the initial 90-day period.

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/or 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 pilferable 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: 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 U.S. Government.

Firearms and Ammunition

[14 FAM 611.7-2](#)

Shipping Firearms to a Post Abroad:

1. You must 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.
2. 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, N.W., Room 4128
Washington, DC 20004
Tel: ☎ 202-482-4811

3. 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.
4. You may also call Customs at ☎ 703-661-2800 (CBP/Dulles) 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 ☎ 202-482-4811.

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 ☎ 202-482-4811 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 contact your GTM/EX Assignments Technician and request the addition of placement into controlled storage on your TA. Provide your Technician with the brand, model, and serial number of the firearm(s). It is recommended that you record all serial numbers before releasing the firearm(s) to the packer. **Please note the firearm(s) and/or safe(s) must be unlocked. For lot inspection purposes in accordance with 14 FAM 618.7, you must either unlock the firearm(s) or provide the packer with keys/lock combinations.**

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 Transportation Management 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 ammunition is exported to any country, check with your new post on local laws and restrictions since they 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., posts in the 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 \(C\)](#)

While drawing from authorized HHE weight, any shipments containing alcohol must be packed separately from the main HHE shipment and shipped under a separate ocean bill of lading. Provided that all the HHE shipped is within the employee's allowance, the cost of packing and shipping can be paid at post at Government expense against the TA fiscal data.



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 Government 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.

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 only) where consumables shipments are authorized. This information is also included under the allowances and benefits tab of [Post Profiles](#) (Intranet only) 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 GTM-EX-IDSD@state.gov to have your orders amended.

You can schedule a consumables pack-out at your residence in conjunction with your HHE pack-out. However, ensure that the two shipments are packed and weighed separately. Also, let Transportation or 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 occur 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
- ✓ Paper towels
- ✓ Feminine hygiene products
- ✓ Dried foods
- ✓ Oatmeal
- ✓ Cereal
- ✓ Pet food
- ✓ Cat litter
- ✓ Canned goods
- ✓ 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.
- **Three-year tour:** 3,750 lbs.

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. As a reminder, consumables are measured in [net weight](#).**

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 be added to an extension weight allowance.

Privately Owned Vehicle (POV) Shipment

[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 POV importation. Therefore, it is very important to read the Welcome to Post message you receive and to contact the GSO at your new post to confirm 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 Government expense is limited to vehicles having a gross size for shipping purposes of **not more than 800 cubic feet**. 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 to the U.S. 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 DOT and EPA 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 JF-49 form

- a. Please ensure you fill in Block 13A (Engine Number). To obtain the number, consider contacting the dealership/mechanic or manufacturer, or use a search engine such as Google for information on where to locate the number. It is important to note that many host countries also require the engine number for registration purposes.
- b. Enter 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., from 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 to you on the title itself or by dealer reassignment.
- 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 to you on the reverse of the document.

- 4) Copy of your **Travel Orders**.
- 5) A copy of your **marriage certificate** will be required if the vehicle is titled in your name and your spouse's name, or spouses name only.
- 6) Copy of the **Bill of Sale** (commonly Buyer's Order or Purchase Order), which usually applies only to recently purchased used or new cars. If you *paid in full*, the Bill of Sale must clearly show that you paid in full. If the Bill of Sale shows an outstanding balance, documentation (e.g., bank statement) showing how the vehicle was paid in full will be accepted.
- 7) 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.
- 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 (*Company 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 determine 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 for shipment to post. If you need to change your scheduled pickup date, 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.

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 construct 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 countries consider a motorcycle as a second vehicle).

POV Emergency Storage:

[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 GTM 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, DC. 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.

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 do not plan to 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 construct basis in lieu of shipping 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 in household effects shipments. Do not attempt to ship them in the trunk or inside the vehicle.

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 with post's GSO 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're being assigned to the U.S. and your assignment orders 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. That is, the car may be shipped only if ownership by the employee is clearly established before shipment. 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 the car at a factory that is on a direct route to your post, and then drive it yourself to post (considered travel by mixed modes). Of course, 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 vehicle is yellow, which is a color not allowed to be imported by the host country. What should I do?

ANSWER: You should contact your GTM Assignments Technician to request placement of your POV into [emergency storage](#), and shipment of another POV will be authorized. Your TA will be amended to reflect POV emergency storage at the applicable storage location, which will be either DC or ELSO, depending on the actual location of the vehicle. See [14 FAM Exhibit 621](#) Post Storage Facility Locations to determine the appropriate POV storage location (Note: Hagerstown does not store POVs). Remember that the emergency storage

authority will end with your departure from the boycotting country.

QUESTION: *My place of appointment was outside Washington, DC. 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 construct 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 place of purchase?*

ANSWER: Yes, you may. You would have to ship the car on a cost construct basis. Consult with the GSO at your post prior to making any arrangements. You may or may not be able to enlist the assistance of the GSO at the embassy/consulate nearest to the purchase location. If in a country other than the one to which you were assigned, you may have to deal with customs and shipping on your own, since you will not be accredited as a diplomat. 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, DC, 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 construct 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/>.

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. If your TA has already been issued, however, the Tech can amend your authorization to include the firearms.

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 one-time separate air allowance may be provided for a layette shipment immediately before or following the birth or adoption of a child of an employee assigned to a post where suitable layettes are unavailable. The Regional Medical Officer for 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. Layette shipments will not be authorized for domestic assignments.

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
- ✓ Gliders or Rocking chairs (**must** fit inside the 15 cubic foot tri-wall container)

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 23 x 30 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 23 x 30 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. per child**.

As a reminder, Layette shipments are measured in [gross weight](#).

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 a UAB shipment.

Other Requirements for Layette Shipments:

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

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 [Special Note on 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 construct 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 it is more expensive to/from alternate points, then you must pay the excess cost. 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 Government 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 of \$1,000 in

excess charges. If the costs are reversed on the aforementioned routes, there will be no out-of-pocket expense, and the Government benefits \$1,000 in financial savings. 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 (both 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 separate 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 item 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.
- 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 in permanent storage. It's 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, should preparing a claim become 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, Transportation Management 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, insect repellent, 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 include 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 the employee's allowance, it's placed on hold at the packer's warehouse until the packer is given the green light to proceed. Your TC will inform you that the 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 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 or Shipping/GSO at post 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's 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, but the TA (TMFOUR) must be issued before you actually pack out

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 TMTTHREE – 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](#). Additional information on SMA is found in the Department of State Standardized Regulations chapter 260 ([DSSR 260](#)).

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 the 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 requiring a separate location away from post. See your GTM Assignments Technician in Washington or Human Resources Officer at post for assistance determining if your family is eligible for either SMA grant.

SMA: U.S. Origin Point

When your international assignment travel originates in the U.S. (e.g., New York City to Riyadh), your family members going on SMA may remain at the last official duty point, or travel to Washington, DC if you are authorized consultations in Washington on the way to post. Travel to another location 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 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 the 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](#). TM reviews special crating requests on a case-by-case basis, which is sent to TM by your assigned packing company. Should special crating not be authorized, you may choose to personally pay the packing company for special crating. 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), and will be sent to the email address in your ILMS shipping profile with the subject line title of "HHE Move Survey with 3D ID and Closing" (an example can be found in [Exhibit 5](#) of the appendix). This single survey is designed for you to provide feedback on your transportation move experience and encapsulates all types of shipments, e.g., 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 (e.g., 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.

Temporary Storage:

Return assignments to the U.S. (or separation, retirement, or LWOP) only allow 90 Days Temporary Storage for HHE. If an employee is returning for an assignment in the U.S., retiring or separating from the Foreign Service, or going on LWOP status, all of their permanent storage lots must be removed from the storage facility within 90 days. The 90-day storage periods for HHE and storage start at different times, as follows:

- For HHE in permanent storage in the U.S., the 90-day clock starts on the day/date when the employee signs in for duty. For employees who are retiring, separating, or going on LWOP, the 90 days are counted from the last day in pay status. For shipments of storage lots from ELSO, the 90 days of storage begins on the sign-in date or last day in pay status, but transit time to the U.S. (estimated three to four weeks) is not included in the 90 days.
- For HHE shipments originating abroad or in the United States (other than from storage), the shipments may remain in storage free of charge for 90 days from the date the shipment is available for delivery and placed in temporary storage at the

destination.

You must contact TM about your plans for your effects in storage and for HHE coming from your last post. You should verify that TM is aware of all your storage lots – over time, you may end up with lots overseas, as well as in domestic facilities and possibly with commercial vendors. Transportation needs to know whether to store your effects temporarily, or authorize delivery immediately. Unless additional storage time is granted by GTM 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 to a private 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 listed in the remarks section at the bottom of your TA. However, you must settle any extra charges or pending charges with the storage company before delivery is permitted. Lots stored at the U.S. Logistics Center in Hagerstown cannot be converted because it is a U.S. Government 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:

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

Moving Your Effects From Pack-out to Final Delivery

Scheduling Your Pack-Out

Scheduling Shipments Originating in the U.S.:

Requests for domestic pack-outs, pack-outs or POV shipments from the U.S. to overseas locations, or shipments to/from storage in the U.S. **must be submitted through the PCS Portal**, which is accessible from the internet at <http://myservices.servicenowservices.com>. See [Department Notice #64415](#) (Intranet only) for more information about the mandatory use of the PCS Portal. Alternatively, TransportationQuery@state.gov can provide instructions.

For technical issues involving access to myServices and/or the PCS Portal, please create a ticket with the ILMS Support Desk via the Self-Service Portal:

The ILMS Support Desk is available 24/7
<http://ilmshelp.state.sbu> (Intranet only)
<https://afsism.servicenowservices.com/ilms/home> (Internet)
Tel: ☎ 1-888-313-4567

Please review the Employee Guide to Permanent Change of Station (PCS) Moves in [20 State 50570](#) (Intranet only) for guidance pertaining to myServices, PCS Portal, and permanent change of station (PCS) moves. After navigating to the Shipping section to set up your shipment(s), ensure you review the self counseling information sheets which contain important information and rules/regulations pertaining to each shipment. Feel free to contact TM with any questions or concerns:

Email: TransportationQuery@state.gov
Tel: ☎ 202-472-8480/8481 or 800-424-2947

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

- The TM 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. After submitting your move request, a TC will contact you if additional information is needed. Once all information is received, your TC will assign a company to service your pack-out or POV pickup and provide you with the company's contact information. Keep in mind the following tips to ensure a smooth process:

1. Pack-outs requests during the summer transfer season (May through September) should be requested a minimum of four to six weeks in advance.
2. After the pack-out date is confirmed, a survey date will be settled between the employee and packer directly. While the packer will provide you with an estimated time of arrival shortly before the day of pack-out, keep in mind the time of arrival cannot be guaranteed. For this reason, we consider all pack-outs all-day affairs—please plan accordingly.
3. The following details are required to process your shipments:
 - Full address from where the shipment(s) will be packed out, including any second stop requests, e.g., pickups from vendors or self storage. Include second stop requests/addresses in the comments section of each applicable shipment.
 - For shipments other than POV, be sure to also include a weight estimate in the comments section of each submission. You may use the historical weight of shipments as gauge for estimating current weights, or refer to the [Move.mil Weight Estimator](#) or [14 FAM 612.3-1](#), Estimating Weights.
 - U.S. Telephone number and personal email address where you can be easily reached for the duration of your move.
 - If a friend or family member will be handling your move, please provide their name and contact information.
 - If you are moving with the Department of State for the first time, you will need to provide the last five (5) digits of your social security number so that a profile can be created for your shipments.
4. If you submit a POV request, your TC will provide you with a full list of documents required to book the pickup. Once your TC collects all required documents, a company to service the POV pickup will be assigned. Please note all applicable documents are required two weeks in advance of pickup during summer season, and one and a half weeks in advance of pickup during non-summer season. While the carrier will provide an estimated time of arrival shortly before your POV is picked up, keep in mind the time of arrival cannot be guaranteed. For this reason, we consider POV pickups all-day affairs—please plan accordingly.
5. If you submit a request for partial shipment from a storage lot, please indicate if you wish to visit the storage facility personally to designate and/or remove boxes from the lot, or if you wish for an inspector to perform the access on your behalf. Refer to [Accessing your Storage](#) for detailed instructions.
6. If you are submitting a request for placement of firearms into controlled-access storage, or authorized valuables into temperature-controlled storage, please ensure that the applicable controlled storage entitlement appears in your TA. If it does not,

provide your GTM Assignments Technician with the documentation necessary to amend your TA. See [14 FAM 623.1](#), Controlled Storage.

7. Similarly, if you are submitting a request for storage of your POV, please ensure that the POV emergency storage entitlement appears in your TA. If it does not, provide your GTM Assignments Technician with confirmation from GSO/Shipping at post that your vehicle cannot be imported due to host country restrictions, and they will then amend your orders.
8. Notify your TC if you have any firearms or motorcycles/motorized scooters that will be included in your shipments.

Please note that if your shipment is being shipped via ITGBL, the contractor will request a copy of your diplomatic passport for customs clearance purposes and provide an LPOA (Limited Power of Attorney) for you to fill out and return.

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 the TA has been received by Transportation.

Date Changes:

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

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. 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 be sure that the surveyor is aware of everything you are going to ship or store, including items in the attic. However, for safety reasons, moving crews 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. For items in the attic and/or crawl space you plan to include in a shipment, you must move them to a regular floor prior to the pack-out date. If your building, street or neighborhood requires a parking permit, you must inform the packing company in advance.

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. Please note: [special crating](#) requests 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. As a reminder, 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 your pack-out date 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, contact your TC 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 three 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 regular 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, if applicable;
 5. Consumables.
- 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 consumables.



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 that 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 Transportation Management prior to your 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 and if paying personally, with an agreed-upon price. 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.
- As you plan to head 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.
- Pets, and cats in particular, love to explore inside boxes. So if you have pet, 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 pets 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—e.g. coffee, water, doughnuts etc.—usually pays off.
- 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, e.g., incompetence, rudeness, lateness, no-shows, etc. Please report any issues immediately to your TC or Transportation Management 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 pack-out premises are in a suitable condition to allow the packing crew members to accomplish their duties without risk. This includes having an adequate workspace and reasonably clean working environment. If conditions such as dirt, vermin, debris, or other hazards exist, then the pack-out may be cancelled. 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 Transportation Management'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 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 properly lined boxes 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 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 at a later date.
- 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, as this is your only receipt for the effects removed from your residence, and it provides proof of ownership should it become 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 only some books but leave behind others, mark the boxes accordingly.
- 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 if you have any additional questions or concerns, 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. Also, packing services such as bubble wrap are not included in contracts for DOS pack-outs from the U.S., and crating (for antiques or other unusual items) not pre-approved by the Transportation Management Contracts section will not be available on the day of pack-out.

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 once 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, or ask a family member or friend to be with you to help provide oversight and ensure that person knows what you are most concerned about. 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, other electronic devices, and 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. You will also be provided with instructions for how to make payment. 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 a Post Abroad, You Should:

- If you have shipped pets, ensure that they have cleared customs.
- Start your check-in immediately. Most posts have a checklist for this.
- 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; e.g., 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.
- Arrange registration of your POV.
- Trace delayed or missing shipments if necessary.
- Assist with claims for damaged shipments if necessary.

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

- Arrange to collect your pets from the airport, making sure you comply with pet importation regulations.
- To clear your firearms or alcohol shipments (if applicable), you must arrange for importation of your alcohol, firearms, or ammunition through your chosen customs broker.
- If you are assigned to the U.S., you must contact TransportationInboundSection@state.gov to request delivery of all your personal effects in storage before your 90 days of temporary storage expires. Refer to [Temporary Storage](#) for exact storage durations authorized.
- If you have effects stored at ELSO (Despatch_Agency_Elso@state.gov), you should contact them to transport your stored effects back to Washington. 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 is authorized only in extraordinary circumstances, and must 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 seven 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, DC area.

- Your 90 days of temporary storage begins once the shipment has arrived to final destination warehouse and is available for local 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 shipment(s). Please contact TransportationQuery@state.gov if you need assistance.

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

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



- Provide your TC 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.

Transportation Management 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, and/or POV.
- Once your shipments have arrived and cleared through customs, your TC will provide you with the name of the company you must contact to arrange delivery of your effects or POV to your residence.
- Trace delayed or missing shipments if necessary.
- Provide appropriate inquiry routing for damage claims, if necessary.

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's 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 they arrive, it 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— Inquire 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 three 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:

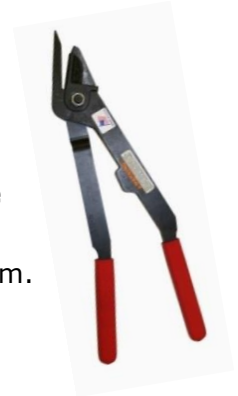
- It is very important that you provide Transportation Management with your U.S. contact information (phone numbers and personal email address) and delivery address as soon as you arrive back in the U.S.
- Once your POV has cleared customs, it will be picked-up by a drive-away service and either driven to your residence or 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 carefully before signing the carrier'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 and your POV was moved to the U.S. via DPS method, then contact [Despatch Agency Baltimore@state.gov](mailto:Despatch_Agency_Baltimore@state.gov). If moved to the U.S. via ITGBL, then the contracted company can provide them to you.

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 band 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:

- 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 Transportation Management 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 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 [Claims](#) 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**. See [Claims](#) for more information.



Travel

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

[14 FAM 500](#)

Moving You and Your Family Members

Regulations regarding travel with the Department of State are complex. For this reason, we urge employees to 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 the travel you are about to purchase is in compliance with Department regulations please email TransportationQuery@state.gov.

Travel Authorizations

For Permanent Change of Station (PCS) Travel, your TA (TMFOUR) will list you, and if applicable, your Eligible Family Member(s) travel entitlements. You do not need a copy of your TA to request travel 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 TA will spell out your authorized itinerary and official direct travel routing. Any deviation of your authorized itinerary e.g., point of origin, home leave, TDY, 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 due to of changes made for personal convenience or indirect travel. Use of the GSA City Pair Program fares (contract) or other Government fares are not authorized for indirect travel. Therefore, your personal costs could be substantial.

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

Travelers are expected to minimize the cost to the Government of travel performed by you and your dependents, as much as possible. You should confirm with the TMC 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 the Department of State's Foreign Affairs Manual (FAM) and Federal Travel Regulations (FTR).

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 an acute medical need, processed through MED, or for a reasonable accommodation, processed through GTM/OAA/DRAD. PCS travel for Ambassadors for protocol reasons, allows business class travel for the initial entry to and final exit from the country of assignment.

For more information on "Business-Class Travel" and especially the medical exception for business class travel, please go to the TMP website and look under the "[Travel A-Z](#)" icon (Intranet only).

Travel Days/Hours

To the maximum extent practicable, the Department will schedule official travel during 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)

When leave has been approved prior to commencing PCS travel, 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 the 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 establishes as a legal requirement that all government-financed travel be performed using U.S.-flag airline carriers where available. U.S. carriers must be used 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 has very limited exceptions. You are expected to be flexible in making travel arrangements that allow the use of 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 (e.g. 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.

TMP is not authorized to waive the Fly America Act.

Justification for Use of Foreign-Flag Carriers:

The form DS-3093 (available in myData) is used to request an exception(s) 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 flag air carrier for any part of your travel, transportation costs on the foreign flag air carrier will not be paid, and will be a personal expense.

Indirect or cost constructed travel must also comply with the regulations of the Fly America Act. 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 the TMP website and review [Travel A-Z](#) for Fly America Act definition and further information (Intranet only).

Use of City Pair (Contract) Fares

[14 FAM 542](#)

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 (fiscal as opposed to calendar) 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 through the [GSA website](#). [FedTravel](#) is another helpful on-line government planning travel tool that displays the contracted City Pair flights and possible routings for your itinerary. You don't need an account to get information to make your travel plans.

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 542.1](#) Exceptions to the Mandatory use of Contract Air Carriers to not use the contract carrier, a form DS-4022 must be completed (available in myData).

The DS-4022 must be signed by the traveler's approving official unless the "pet exception" in [14 FAM 542.1 a\(3\)](#) is used. For travelers invoking the "pet exception," only the traveler needs to sign the form. For PCS travel, submit your completed DS-4022 to your GTM/EX/IDSD technician who will route the form for signature within GTM/EX. The completed form must be submitted to the applicable 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 541](#). For travel from the United States, the State Department's contracted Travel Management Center (TMC), CWTSato Travel, provides services for official travel. All travel from the Washington metropolitan area and other domestic points in the U.S. must be arranged through CWTSato Travel in order to comply with Department policies.

CWT for Domestic Employees:

- **On-site location:** HST room 2606A
- **Hours of operation:** Monday through Friday, **7:30 a.m. – 5:30 p.m.**
- **Call center hours:** Monday through Friday, **7:00 a.m. – 10:00 p.m.**
- **Phone number:** Toll free ☎ **866-654-5593**

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 ☎ **866-937-2851**

Due to each traveler's unique travel requirements, CWT does not use email for initial travel 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@cwtsato.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 544.2](#), 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 to the Chief of A/LM/OPS/TMP once the travel is completed.

The following instructions are provided to request a reimbursement eligibility determination when an employee purchases common carrier (e.g. airline, rail, car, cruise vessel) transportation in amounts over \$100 with personal funds outside of Post's or the Department's Travel Management Center (see [14 FAM 544](#)).

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) TMFOUR (for PCS travel);
- As-authorized fare quote;
 - Obtain a quote from the Department or Post TMC prior to travel that indicates the authorized itinerary as shown on your PCS orders and the fare. If you did not obtain a fare quote prior to travel, please let us know when submitting your reimbursement request. TMP 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.

TMP will audit the transportation expenses within 30 days of receipt of all necessary documentation. TMP 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.
- TMP 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 may be available to employees for PCS travel. These enhancements are not automatic; they must be requested and approved by GTM/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](#)

Effective May 9, 2019, the Seat Selection Policy (SSP) went into effect. This seating 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 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, e.g., 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 TMP website under the "FAQs and Travel Section" Icon for [Seat Selection Policy \(SSP\) 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 (economy) class 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 proposed travel request via My Itinerary to GTM/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 (e.g. 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.**

Pet Travel

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 (Intranet only). 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. Make sure you retain your receipts for covered expenses, should you need to itemize them.

Under the Travel portion of this guide, we highlight that employees must use GSA City Pairs when available from origin to destination. [14 FAM 542.1 \(a\) \(3\)](#) 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](#).



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 585.2](#), and other Department travel regulations and policies. It is very important to note that the Fly America Act provisions [14 FAM 583](#) 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](#) (Intranet only), and cost construct travel under our [A-Z](#) page (Intranet only).

Luggage Allowance

Each traveler is authorized two pieces of luggage up to 50 lbs./23 kg. each, so long as the baggage is not considered oversized or overweight by the airline. See [14 FAM 568.1](#). If the airline charges a fee to check either or both of the two 50 lb. pieces of luggage or has a lower weight limit and charges for the difference between the limit and 50 lbs., 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 \(DSSR 240\)](#), which includes 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. TQSA is managed by post and not through your PCS travel orders. 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 Employee Service Center (Room 2609A Main State) 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 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. Current rates per mile can be found at the GSA [Privately Owned Vehicle \(POV\) Mileage Reimbursement Rates](#) website.
- 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 (meaning the 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 retained by the traveler and used either to upgrade accommodations for official travel or to obtain tickets for personal travel. If used to acquire tickets, 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 five business days of completion of Permanent Change of Station (PCS) travel (per 4 FAH-3 Exhibit H-462). Timing for the receipt of the reimbursement varies, however, from just a few days to as long as 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 Employee Service Center in Room 2609A Main State, or when at post, from the Financial Management Officer (FMO) or his/her staff. The Travel Management and Policy website includes an [A-Z site](#) (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. Claims by DOS employees 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, as 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, 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 Government can only provide limited compensation if there's loss or damage to employees' effects, incident to their official service. The Act's limitations are detailed in the [14 FAM 640](#); this brief summary is intended merely to acquaint you with the limitations of the Act.

For specific guidance on filing a claim, please visit [Claims](#) (Intranet only). There is an [EZ claims](#) process (Intranet only) for all claim types (evacuations, transportation, vandalism, theft, natural disasters, etc). See [claims forms](#) (Intranet only) for access to documents and more instructions.

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 at:

A/LM/OPS/TM/CL

SA-9

2025 E Street, N.W., Suite SE3152 (3rd Floor)
Washington, DC 20522

Overseas, each post has 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 **must** 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.
- **Six 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, with damages noted on the delivery receipt.** For not readily detected damages, damages **must** be reported **no more than 72 hours** from receipt by the employee.

Claims Act: Limitations/Maximums:

The maximum amount payable under the Claims Act is \$40,000 (but \$100,000 for evacuations and extraordinary circumstances). See [14 FAM Exhibit 644.2](#). However, there are restrictive per-item limits under DOS regulations found in [14 FAM 640](#). Compensation is based on the depreciated value of an item, not replacement value.

The Claims Act authorizes payment for personal property only. It does not provide compensation for loss of real estate nor for consequential damages such as rental expenses, 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 Claims Act will not provide coverage for items you are wearing or carrying at the time of the loss or damage while you are traveling without government orders, for example, while on vacation.

Employees are encouraged to hand-carry small easily stolen items instead of packing these

items, as [14 FAM 640](#) will not provide coverage for theft of cash, jewelry, watches, cameras, cell phones, or other small and easily stolen high dollar (over \$50.00) items packed in any shipment. If there are too many or too much of the small easily stolen high items to hand carry, report these items to ClaimsQuery@state.gov prior to pack-out for further instructions. If the theft of cash and carried items are from the person while on orders, a claim can be made for those losses.

Why You Need Private Insurance for Your Effects:

Accidents happen, and we want to ensure you are fully prepared. 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, and \$100,000 for evacuations and extraordinary circumstances.



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 packed while in their control or custody. If you elect to pack any items yourself, the packing company will assume no liability whatsoever for any damage to those items. Only private insurance will cover goods that are packed by the employee, provided the policy covers shipping at all.

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

- The Claims Office pays the lesser of the repair cost or depreciated value, not replacement cost. Thus, any item damaged, destroyed, or missing will be reimbursed at less than replacement cost.
- The Claims Office recognizes that some few items appreciate, but per [14 FAM 640](#), appreciation is never awarded. Essentially, you can get paid what you paid for the item (without depreciation), but also without appreciation, which means you will not recover the full appreciated value of the item.
- There are limits on what can be paid on certain items and certain category groups, such as expensive hobby equipment, jewelry, furs, china, musical instruments, art, and more. The best way to cover the value of these items is to have them covered by personal property insurance; and
- Private insurance will enable you to cover the cost of replacement should you sustain a catastrophic loss.

If there is a loss, you must first file a claim with your private insurance (if you have it) and then with the Department. Your insurer may require you to file a claim against the liable carrier. 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 Claims Office will hold your claim until your private insurance claim is settled. Settlement by the insurer usually results in the application of a deductible. The Claims Office can reimburse that deductible and pay on whatever the insurer or carrier denies.

Where to Go for Information on Personal Insurance:

The Overseas Briefing Center maintains an [insurance resource list](#) (Intranet only).

Quick Contact List

Transportation Management

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

Email: TransportationQuery@state.gov

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

Travel Management and Policy

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

Email: TransportationQuery@state.gov

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

CWTSato Travel

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

HST/Main State Room 2606A - ☎ 866-654-5593 or collect at ☎ 703-682-7330

FSI Room F-1806 - ☎ 866-937-2851

Email your TA (TMFOUR) to: dosta@cwtsato.com

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

Global Talent Management/EX/International and Domestic Support Division (GTM/EX/IDSD)

☎ 202-453-8262

Email: GTM-EX-IDSD@state.gov

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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 (GTM)
GTM/EX/IDSD	GTM/EX International and Domestic Support Division
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
TQSE	Temporary Quarters Subsistence Expenses
TSP	Transportation Service Provider
TM	Transportation Management
TMP	Travel Management and Policy
UAB	Unaccompanied Air Baggage (UAB)

Appendix

EXHIBIT 1: Example of a TA sent via cable (TMFOUR)



UNCLASSIFIED

MRN: 17 STATE 83264
Date/DTG: Jul 08, 2017 / 081605Z JUL 17
From: SECSTATE WASHDC
Action: AMEMBASSY NAIROBI *ROUTINE* ; AMEMBASSY ADDIS ABABA *ROUTINE*
E.O.: 13526
TAGS: APER, AFIN
Captions: TM CHANNEL
Subject: POST ASSIGNMENT TRAVEL AUTHORIZATION - Amendment B (DOE, JOHN ***-**-1234, FP-02, 2101)

Home Leave/Transfer Order

FROM POST: Addis Ababa, Ethiopia
FROM ORG: 352001

TO POST: Nairobi, Kenya
TO ORG: 354201

ETD: 06/2017

ETA: 10/2017

EFM(S): Jane Doe (Spouse)

DIPLOMATIC TITLE: Attaché

Title Authorized for this post and position only.

EFM AND EMPLOYEE ITINERARY: Addis Ababa, Ethiopia/Washington, District of Columbia/St. Cloud, Florida/Nairobi, Kenya

1. TRAINING
06/23/2017-06/26/2017
Location: Washington, District Of Columbia,
US

Economy Class Travel
\$2,246.00

Fare * Passengers * ElementFactor = 1123 * 2
* 1 = 2246

Travel Per Diem
\$86.00
86.50 - - EFM (1) EMP (1)

Employee Per Diem
\$284.00
284.00 - - EMP (1)

Shipment of UAB
450 lbs. /203 kg
\$660.00
Rate * Weight (100s of LBS) * Element Factor
+ Inspection
Charges = 140 * 4 * 1 + 100 = 660

In connection with air travel, related ground transportation is authorized in accordance with 14 FAM 562.

Per Diem is authorized for intervening weekends between consultation and training and/or between training periods.

Employee is participating in the PCS Lodging Program. Lodging portion of per diem, therefore, is not authorized while in the DC area; only payment of M&IE is authorized.

Travel to and from the authorized per diem location(s) must be arranged to minimize the per diem required in accordance with 14 FAM 500.

Traveler may schedule his/her arrival for the day prior to the commencement of training or consultations and departure for the day after the training/consultation period. For example, if the authorized training or consultations begin on Monday, per diem starts on the preceding Sunday. If training ends on Friday, per diem ends the next day, on Saturday. Unless acceptable justification for additional days is provided by the employee and is authorized by HR/EX, additional days before arrival and/or upon departure will be at the traveler's personal expense. Travel performed on a non-workday is not compensated as overtime nor does it count towards LEAP hours.

Shipment of UAB must be initiated within 30 days of the last traveler's arrival

2. U.S. CONSULTATION

5 work days
Location: Washington, District Of Columbia, US

Employee Per Diem
\$355.00
355.00 - - EMP (1)

EFM Per Diem
\$355.00
355.00 - - EFM (1)

Consultations may be performed prior to, during or after authorize training in the Washington, D.C. per diem area, or prior to or after home leave on the condition that the cost to the government does not exceed or is greater than what is authorized.

Per Diem is authorized for intervening weekends between consultation and training and/or between training periods.
Employee's eligible family members must accompany the employee to the authorized consultation location in order to qualify for the per diem.

Employee is participating in the PCS Lodging Program. Lodging portion of per diem, therefore, is not authorized while in the DC area; only payment of M&IE is authorized.

3. HOME LEAVE

Location: St. Cloud, Florida, US

Economy Class Travel

\$1,154.00

Fare * Passengers * ElementFactor = 577 * 2 * 1 = 1154

Travel Per Diem

\$56.00

56.00 - - EFM (1) EMP (1)

Shipment of UAB

450 lbs. /203 kg

\$660.00

Rate * Weight (100s of LBS) * Element Factor + Inspection

Charges = 140 * 4 * 1 + 100 = 660

In connection with air travel, related ground transportation is authorized in accordance with 14 FAM 562.

Shipment of UAB must be initiated within 30 days of the last traveler's arrival at the authorized destination.

4. TRANSFER TRAVEL AND EFFECTS

Economy Class Travel

\$2,230.00

Fare * Passengers * ElementFactor = 1165 * 2 * 1 = 2330

Travel Per Diem
\$146.00
146.50 - - EFM (1) EMP (1)

Shipment of UAB
450 lbs. /203 kg
\$660.00
Rate * Weight (100s of LBS) * Element Factor + Inspection
Charges = 140 * 4 * 1 + 100 = 660

Shipment of HHE
7200 lbs. /3265 kg
\$2,480.00
Alt Org: Washington, District Of Columbia, US
Rate * Weight (100s of LBS) * Element Factor = 65 * 38.16 * 1 = 2480

Shipment of POV
1 unit
\$2,920.00
Average cost of shipping POV * number of POVs = 2920 * 1 = 2920

Access to Permanent Storage
\$150.00

Storage: Antwerp, Belgium
Rate * Element Factor = 150 * 1 = 150

Placement into Permanent Storage
\$4,522.00
Storage: Antwerp, Belgium
Rate * Weight (100s LBS) * Element Factor = 133 * 34 * 1 = 4522

Temporary Storage
\$175.00
Rate * Months * Element Factor = 58.23 * 3 * 1 = 174.69

In connection with air travel, related ground transportation is authorized in accordance with 14 FAM 562.

The total combined net weight of all effects shipped and stored may not exceed total allowance of 18,000 pounds or 8,163 kilograms.

Shipment of UAB must be initiated within 30 days of the last traveler's arrival at the authorized destination.

If more effects are shipped than can be used in quarters leased, the department cannot authorize continuing storage after shipment at government expense

Access to, segregation, and removal of a portion of effects in continuing storage for shipment to a new duty station is authorized, not to exceed one time per storage lot. Remainder of effects must

exceed 200 lbs. net weight for continuing storage at government expense.

Authority for temporary storage at government expense will terminate 90 days after reporting for duty at station of destination.

FOREIGN TRANSFER ALLOWANCE

Misc. Expense

\$1,300.00

Miscellaneous Allowance * ElementFactor = 1300 * 1 = 1300

GENERAL REMARKS

1) Reimbursements will be made on a cost-constructed basis if the employee deviates from what is authorized on this travel authorization. Reimbursements are not to exceed the total cost of per diem, travel, and incidental expense which would have been incurred had the employee performed his/her travel in accordance with the authorization.

2) Travel Reimbursement Voucher (DS-189) must be submitted within 7 working days after completion of travel to final destination. A copy of this authorization must be attached.

3) All liquidations against this travel authorization must be recorded using valid budget object codes indicating the specific type of expense as contained in the Financial Management Handbook (4 FAH).

4) The time limitation for all travel and transportation shall not exceed 12 months after employee's arrival at post and may be extended for an additional 6 months for a maximum of 18 months. Requests for extensions must be supported by a justification acceptable to the Office of the Executive Director of the Bureau of Human Resources.

5) Actual travel of the employee may be performed in the month before or after the official ETD and ETA, subject to the approval of the losing and gaining organizations and any specific requirements contained in this travel authorization.

6) Costs reflected on these travel orders are standard estimates used internally for budgeting purposes. They are not to be used as a basis for cost-constructive travel and/or any shipments. Travel shall be performed using the method of transportation that will result in the greatest advantage to the U.S. Government.

7) Travel advances are limited to 80 percent of the estimated combined total of out-of-pocket expenses. The total amount advanced to an employee may not exceed the estimated expenses for more than 45 calendar days of travel status in accordance with 4 FAH-3 H-463.1-3 and 4 FAH-3 H-463.1-4.

Travel advances are issued via Electronic Funds Transfer (EFT); travelers checks for such purposes are not authorized.

8) Add PE20.

9) In accordance with 16 FAM 217.c, "each employee must ensure that he or she and all eligible family members have received a medical clearance before traveling to post. Failure to comply with this requirement may result in the employee not receiving benefits under State's Medical Program and as such the employee may be held responsible for medical travel and/or related expenses associated with such persons."

TA NO: 202500000 TA DATE: 05/03/2017

FUNCTION CODE: 8151 - Post to Post with Home Leave
PROJECT CODE:
APPROP: 19X4519.4 31234.56 BENEFITTING ORG:
TRAVEL REGULATION: FAM/FAH
ALLOWANCE REGULATION: Standardized
REQUESTOR OFFICE: HR/EX
APPROVER OFFICE: HR/EX/RMD
AUTH OFFICER: HR/EX - Executive Director

COST CATEGORY (BOC)
AMOUNT
Foreign Transf Allow (1202)
\$1,300.00
Air Fares (2111)
\$11,460.00
Per Diem, Subs + OthExp (2122)
\$9,275.19
HHE Packing+Crating (2231)
\$13,312.40
HHE Temporary Storage (2508)
\$174.69

EXHIBIT 2: Example of a Computer-Generated TA

Original

U.S. Department of State
Home Leave/Transfer
Order **04/08/2017**

Name:	DOE, JOHN	SSN:	***-**-****
From Post:	Addis Ababa, Ethiopia	To Post:	Nairobi, Kenya
From Org:	352001	To Org:	354201
ETD:	06/2017	ETA:	10/2017

EFM(s): JANE DOE (SPOUSE)
07/07/1977

DIPLOMATIC TITLE: Attaché

Title Authorized for this post and position only.

EFM AND EMPLOYEE ITINERARY: Addis Ababa/Washington, District Of Columbia, US/St. Cloud, Florida, US/Nairobi, Kenya

1. TRAINING 06/23/2017 - 06/26/2017 Training Dates
Location: Washington, District Of Columbia, US

Economy Class Travel \$2,246.00

Cost Estimate: Fare * Passengers * ElementFactor = 1123 * 2 * 1 = 2246

Travel Per Diem \$86.00

Cost Estimate: 86.50 - - EFM (1) EMP (1)

Employee Per Diem \$1,180.00

Cost Estimate: 1,180.00 - - EMP (1)

Shipment of UAB 450 lbs. (203 kg.) \$630.00

Cost Estimate: Rate * Weight (100s of LBS) * Element Factor + Inspection Charges = 140 * 7 * 1 + 100 = 630

In connection with air travel, related ground transportation is authorized in accordance with 14 FAM 562.

Per Diem is authorized for intervening weekends between consultation and training and/or between training periods.

For authorized periods of per diem while in long-term training at FSI and/or consultations, payment of per diem is as follows: 1st 60 days 100% full per diem rate; day 61 to 120 50% per diem; and beyond 25% per diem.

Travel to and from the authorized per diem location(s) must be arranged to minimize the per diem required in accordance with 14 FAM 500. Traveler may schedule his/her arrival for the day prior to the commencement of training or consultations and departure for the day after the

training/consultation period. For example, if the authorized training or consultations begin on Monday, per diem starts on the preceding Sunday. If training ends on Friday, per diem ends the next day, on Saturday. Unless acceptable justification for additional days is provided by the employee and is authorized by HR/EX, additional days before arrival and/or upon departure will be at the traveler's personal expense. Travel performed on a non-workday is not compensated as overtime nor does it count towards LEAP hours.

Shipment of UAB must be initiated within 30 days of the last traveler's arrival at the authorized destination

2. U.S. CONSULTATION 5 work days

Location: Washington, District Of Columbia, US

Employee Per Diem \$1,418.00

Cost Estimate: 1,418.00 - - EMP (1)

EFM Per Diem \$1,418.00

Cost Estimate: 1,418.00 - - EFM (1)

Consultations may be performed prior to, during or after authorize training in the Washington, D.C. per diem area, or prior to or after home leave on the condition that the cost to the government does not exceed or is greater than what is authorized.

Per Diem is authorized for intervening weekends between consultation and training and/or between training periods.

Employee's eligible family members must accompany the employee to the authorized consultation location in order to qualify for the per diem.

For authorized periods of per diem while in long-term training at FSI and/or consultations, payment of per diem is as follows: 1st 60 days 100% full per diem rate; day 61 to 120 50% per diem; and beyond 25% per diem.

3. HOME LEAVE

Location: St. Cloud, Florida, US

Economy Class Travel \$1,154.00

Cost Estimate: Fare * Passengers * ElementFactor = 577 * 2 * 1 = 1154

Travel Per Diem \$56.00

Cost Estimate: 56.00 - - EFM (1) EMP (1)

Shipment of UAB 450 lbs. (203 kg.) \$630.00

Cost Estimate: Rate * Weight (100s of LBS) * Element Factor + Inspection Charges = 140 * 4 * 1 + 100 = 630

In connection with air travel, related ground transportation is authorized in accordance with 14 FAM 562.

Shipment of UAB must be initiated within 30 days of the last traveler's arrival at the authorized destination.

4. TRANSFER TRAVEL AND EFFECTS

Economy Class Travel \$2,330.00

Cost Estimate: Fare * Passengers * ElementFactor = 1165 * 2 * 1 = 2330

Travel Per Diem \$146.00

Cost Estimate: 146.25 - - EFM (1) EMP (1)

Shipment of UAB 450 lbs. (203 kg.) \$630.00

Cost Estimate: Rate * Weight (100s of LBS) * Element Factor + Inspection Charges = 140 * 4 * 1 + 100 = 630

Shipment of HHE 7200 lbs. (3273 kg.) \$9,276.00

Cost Estimate: Rate * Weight (100s of LBS) * Element Factor + Inspection Charges = 240.45 * 38.16 * 1 + 100 = 9275.572

Shipment of POV 1 unit \$2,920.00

Cost Estimate: Average cost of shipping POV * number of POVs = 2920 * 1 = 2920

Access to Permanent Storage \$150.00

Storage: Antwerp, Belgium

Cost Estimate: Rate * Element Factor = 150 * 1 = 150

Placement into Permanent Storage \$4,522.00

Storage: Antwerp, Belgium

Cost Estimate: Rate * Weight (100s LBS) * Element Factor = 133 * 34 * 1 = 4522

Temporary Storage \$175.00

Cost Estimate: Rate * Months * Element Factor = 58.23 * 3 * 1 = 174.69

In connection with air travel, related ground transportation is authorized in accordance with 14 FAM 562.

The total combined net weight of all effects shipped and stored may not exceed total allowance of 18,000 pounds or 8,163 kilograms.

Shipment of UAB must be initiated within 30 days of the last traveler's arrival at the authorized destination.

If more effects are shipped than can be used in quarters leased, the department cannot authorize continuing storage after shipment at government expense.

Access to, segregation, and removal of a portion of effects in continuing storage for

shipment to a new duty station is authorized, not to exceed one time per storage lot. Remainder of effects must exceed 200 lbs. net weight for continuing storage at government expense.

Authority for temporary storage of HHE at government expense for Civil Service employees will terminate 60-days after the HHE arrives at the destination and/or is placed into temporary storage and for Foreign Service employees will terminate 90-days after reporting for duty at station of destination.

6. FOREIGN TRANSFER ALLOWANCE

Misc. Expense \$1,300.00

Cost Estimate: Miscellaneous Allowance * ElementFactor = 1300 * 1 = 1300

1) Reimbursements will be made on a cost-constructed basis if the employee deviates from what is authorized on this travel authorization. Reimbursements are not to exceed the total cost of per diem, travel, and incidental expense which would have been incurred had the employee performed his/her travel in accordance with the authorization.

2) Travel Reimbursement Voucher (DS-189) must be submitted within 7 working days after completion of travel to final destination. A copy of this authorization must be attached.

3) All liquidations against this travel authorization must be recorded using valid budget object codes indicating the specific type of expense as contained in the Financial Management Handbook (4FAH).

4) The time limitation for all travel and transportation shall not exceed 12 months after employee's arrival at post and may be extended for an additional 6 months for a maximum of 18 months. Requests for extensions must be supported by a justification acceptable to the Office of the Executive Director of the Bureau of Human Resources.

5) Actual travel of the employee may be performed in the month before or after the official ETD and ETA, subject to the approval of the losing and gaining organizations and any specific requirements contained in this travel authorization.

6) Costs reflected on these travel orders are standard estimates used internally for budgeting purposes. They are not to be used as a basis for cost-constructive travel and/or any shipments. Travel shall be performed using the method of transportation that will result in the greatest advantage to the U.S. Government.

7) Travel advances are limited to 80 percent of the estimated combined total of out-of-pocket expenses. The total amount advanced to an employee may not exceed the estimated expenses for more than 45 calendar days of travel status in accordance with 4 FAH-3 H-463.1-3 and 4 FAH-3 H-463.1-4. Travel advances are issued via Electronic Funds Transfer (EFT); travelers' checks for such purposes are not authorized.

8) In accordance with 16 FAM 217.c, "each employee must ensure that he or she and all eligible family members have received a medical clearance before traveling to post. Failure to comply with this requirement may result in the employee not receiving benefits under State's Medical Program and as such the employee may be held responsible for medical travel and/or related expenses associated with such persons."

TA No: 2025412438 TA Date: 04/08/2017

Function Code: 8151 - Post to Post with Home Leave

Project Code:

Approp: 19X4519.4 Amount: \$30,267.00

Travel Reg: FAM/FAH Allowance Reg: Standardized

Requestor Office: HR/EX

Approver Office: HR/EX/RMD

Auth. Officer: HR/EX -, Executive Director

Cost Category	Amount
Foreign Transf Allow(1202)	\$1,300.00
Air Fares(2111)	\$5,730.00
Per Diem, Subs + OthExp(2122)	\$4,304.00
HHE Packing+Crating(2231)	\$18,758.31
HHE Temporary Storage(2508)	\$174.69

EXHIBIT 3: Suggestions for UAB

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

Make sure electrical items are the right voltage for the overseas post of assignment or that a transformer will be available.

Usually post also provides a "Hospitality/Welcome Kit" from which may include some of the items listed above, which should be mentioned in your Welcome to Post cable. 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

Email: 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>

Fine Arts

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: toddSIG01@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!