

TRANSPORTATION AND TRAFFIC MANAGEMENT

1. **REASON FOR ISSUE.** This handbook is issued in accordance with the new directives management policy and procedures and implements policy contained in VA Directive 7240. It is to be used with the directive.
2. **RESPONSIBLE OFFICE.** Office of the Deputy Assistant Secretary for Acquisition and Materiel Management (90).
3. **RELATED DIRECTIVE.** VA Directive 7240, Transportation and Traffic Management.
4. **RESCISSION.** VA Manual MP-2, Subchapter G, Part 108-40.

CERTIFIED BY:

BY DIRECTION OF THE SECRETARY
OF VETERANS AFFAIRS:



Nada D. Harris
Deputy Assistant Secretary for
Information Resources Management



D. Mark Catlett
Assistant Secretary for
Management

Distribution: RPC 7006
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TRANSPORTATION AND TRAFFIC MANAGEMENT

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PART. 1 GENERAL PROVISIONS

1. **104 Insurance Against Transportation Hazards.** The policy of the Government with respect to insurance of its property while in the possession of commercial carriers is set forth in 48 CFR 47.102. The Government generally retains the risk of loss or damage that is not the legal liability of commercial carriers and does not purchase insurance coverage for property in the possession of commercial carriers. When special circumstances dictate a need for insurance coverage, the contracting officer will assure that there is no statutory prohibition and that funds are available. The authorization and need for insurance will be documented.

2. **108 Transportation Seminars and Workshops.** Transportation seminars and workshops for the benefit of VA personnel assigned functions relating to the movement of Government materials will be conducted upon request to OA&MM (90M). The primary forum for these presentations will be during scheduled Materiel Management Seminars. The objective of these presentations will be to broaden traffic management knowledge and enhance the skill level of employees responsible for the receipt and/or shipment of Government property.

3. **111 Maintenance of Tariff Files.** Tariff and tender files must be maintained by transportation specialists working in transportation operations or logistics environments. These files may be signed paper copies or authenticated electronic representations. Tariff libraries will be limited to tariffs and tenders required to meet operational needs. A master tariff and tender file will be maintained by the OA&MM (90M) Traffic Manager. The A&MMS and traffic management personnel at VA facilities will maintain a recent edition (15 years old or less) of the "National Motor Freight Classification," published by the National Motor Freight Traffic Association, Inc.

4. **112 Transportation Factors in the Location of Government Facilities**

a. Transportation rates, charges, and commercial carrier transportation services will be considered and evaluated before selecting new site locations and during the planning and construction phases of leased or relocated VA facilities or activities.

b. If changes in the location, relocation, or deactivation of VA facilities or activities will result in significant changes in the movement of property, OA&MM (90M) will be consulted to ensure that consideration is given to the various transportation factors.

5. 150-1 Application of Stopoff or Distribution Arrangements.

The consolidation of smaller less-than-truckload shipments into a truckload volume will generally result in the lowest transportation costs for each of the shipments and will expedite delivery service. All of the shipments must originate from one origin but may be delivered to intermediate points located on or near the shortest route to the final destination. The bill of lading may list four intermediate stops enroute to the final destination. When stopoff or distribution arrangements are applied, each intermediate delivery point will be given a copy of the bill of lading. Only one bill of lading will be issued for a truckload with stopoffs. Volume VA shippers will consolidate shipments with assistance from OA&\$M (90M) VATLC, as necessary.

6. 151 Valuation of Shipments

a. Generally, the Government does not insure its property while it is in the possession of commercial carriers and accepts the risk of loss or damage to its property that is valued in excess of the legal liability of the carrier (FAR 47.102).

b. Insured or registered mail will be handled in accordance with VA Manual MP-I, Part II, Chapter 6, or most recently issued document.

c. The National Motor Freight Classification provides released valuation class ratings for some articles. The released valuation to be annotated on the bill of lading will be based on the freight class that will provide the lowest freight rate and lowest overall total charges to the Government. In case of loss or damage, the Government will recover an amount not to exceed the released valuation of the articles even though the actual valuation of the articles may be higher.

d. Domestic shipments of transferee's household goods made by the GBL method or the commuted rate schedule (CRS) will be released for shipment at a value determined by the transferee. The carrier's liability is the released value of the item less any depreciation or the shipment valuation, whichever is less.

7. 152 Shipment of Veterans' Effects. Personal effects of veterans may be shipped at Government expense in accordance with 38 CFR 12.4, 12.6, and 12.9, as applicable, when the transportation charges do not exceed \$25.00. Use of a small package carrier is usually the most effective method of shipment considering overall service and cost. Parcel post may be used if shipments comply with postal regulations.

8. 153 Shipment of Remains of Deceased Veterans

a. The funeral director selected by a relative of a deceased veteran will be responsible for making arrangements with a funeral director at the destination point (national cemetery) to provide for secondary services and for the payment of such services.

b. The shipment of a deceased veteran's remains will be by either motor carrier or air freight/cargo on Government bills of lading (GBLs) issued by A&MMS personnel upon receipt of an authorization from the Chief, Medical Administration Service, on VA Form 2065, Funeral Arrangements. If the destination is not served by an airport, the shipment will be consigned to a funeral director at the nearest city served by an airport. A hearse will be used to transport the remains to the consignee or the secondary funeral director.

c. A&MMS will return one copy of VA Form 2065, showing the transportation cost, to the Chief, Medical Administration Service, along with one yellow memorandum copy of the GBL showing the scheduled date, time, place of arrival, name of motor carrier, or name of airline and flight number. It will be the responsibility of the Chief, Medical Administration Service, to advise the consignee or secondary funeral director of the arrival information.

d. When authorized by the Chief, Medical Administration Service, cremated remains of a deceased veteran may be shipped via the U.S. Postal Service or other small package carrier and will be consigned to the designated cemetery. Sufficient precautions will be taken to assure that the package containing the remains is properly sealed to prevent accidental opening.

e. The disinterment and shipment of a body will conform with applicable laws both of the place of disinterment and the point of destination. Expenses incidental to disinterment, shipment, and reburial will be paid by the person requesting the disinterment.

f. Preparation and shipment of remains in accordance with health and transportation laws are the responsibility of the funeral director. A&MMS personnel will assist in expediting the shipment of remains.

NOTE: Instructions pertaining to unclaimed remains of deceased veterans are contained in VAAR 837.7005.

9. **154 Export and Import Shipments.** Shipping arrangements for export/import shipments of general freight will be requested of the U.S. Embassy in the country in which the shipment is originating and/or in the country to which the shipment is to be sent. Information as to which embassy or embassies will be involved can be obtained by contacting the Department of State, Washington, DC. Shipping arrangements for shipments moving to, from, and between Puerto Rico, Hawaii, and Alaska may be requested from OA&MM (90M) VATLC Traffic Manager or from a GSA Regional Office as follows: New York, NY, for Puerto Rico; San Francisco, CA, for Hawaii; and Auburn, WA, for Alaska. Shipments of headstones and grave markers will be arranged through the Military Traffic Management Command Offices at the applicable

ports of embarkation. Export shipments from the Forms and Publications Depot will be arranged by its traffic management personnel.

10. 155 Preparation of Shipment. Shipments will be packaged and marked (labeled) in accordance with applicable regulations. The shipping ticket will bear a complete description and all particulars which apply to the shipment. One copy will serve as a packing list and will move with the shipment. All shipments covered by a GBL to any consignee who is not an official or agency of the Government will include on each package a VA Form 3226a, To Consignee-Pay No Charges, and a VA Form 1229, U.S. Government Shipment Tag or VA Form 3226, U.S. Government Shipment. The Forms and Publications Depot will use VA Form 3012d, Printed Matter Freight Label, in lieu of VA Form 1229 or VA Form 3226.

11. 155-1 Shipping Addresses

a. The current address and correct name of a consignee must be verified before insertion of the applicable shipping documents, shipping labels, and the bill of lading. The consignee's name and complete shipping address applicable to the method of transportation will be shown on bills of lading and shipping labels. All small package carrier shipments and less than truckload shipments will have a shipping label/tag attached to each package in the shipment. Packages in full truckload or carload shipments are not required to have shipping labels/tags.

b. Changes affecting shipments from the Forms and Publications Depot will be reported on VA Form 7675, Station Address for Printed Matter.

12. 156 Use of Imprest Funds to Pay

a. Imprest funds (petty cash) for transportation charges can only be used when the origin, destination, or both, are VA activities or facilities.

b. Imprest funds may be used to pay transportation charges of \$250 or less for domestic shipments, other than household goods, made on commercial forms (General Accounting Office letter TC-PP & IRS-50.007, dated January 22, 1975). Imprest funds may also be used to pay demurrage or detention charges.

c. Prior to using imprest funds for the advance payment of transportation charges, the carrier must mutually agree to this method of payment. Controls and procedures to prevent duplicate payments must be established.

d. Receiving medical centers are required to pay shipping charges on equipment received through the Regional Research Equipment Program (RREP) .

13. 157 Shipment Register. A register will be maintained of all facility/activity shipments made by use of GBLs. The GBL register will contain at least the GBL number; a general description of the shipment contents; the total weight; the name of the consignor, consignee, and carrier; and the date of shipment.

a. The use of a register at field facilities for shipments not covered by a GBL is optional.

b. The Forms and Publication Depot, Denver Distribution Center, Hines Service and Distribution Center, Somerville Asset Management Facility, OA&MM (90M) VA Transportation and Logistics Center, OA&MM (90M) Excess Property Program, and other volume shipping activities will maintain registers of all shipments made and received.

PART 2. HOUSEHOLD GOODS SHIPMENTS**1. 200 General Provisions**

a. The Chief, A&MMS, of the releasing or nearest facility; the Director, Denver Distribution Center; the Chief, Forms and Publications Depot Transportation Section; or the Chief, Supply Division in Central Office will be notified of an impending transfer by the Personnel Officer as soon as it becomes imminent so that shipping arrangements for household goods can be made. This includes transfers of personnel assigned to the Office of Facilities Management, Resident Engineer Staff, the Office of the Inspector General, and the Office of Data Management and Telecommunications. A&MMS will assist the transferee in completing Item 29, Estimated Weight of Household Goods, on VA Form 3918, Intra-Agency Transfer Request. As a guide, weight may be estimated on the basis of 1,000 pounds per room plus 1,500 pounds for basement, attic, or garage, or 40 pounds per each line shown on the descriptive inventory list. The 18,000-pound weight allowance will not be used indiscriminately as the estimated weight. At this time, the transferee will be counseled by A&MMS on the movement of the household goods.

b. Under a nationalized household goods program operated by a contractor on the behalf of VA, all functions relating to counseling a relocating employee and all functions relating to the movement of an employee's household goods will be accomplished by the contractor. The OA&MM (90M) program liaison will be responsible for contractor compliance with the nationalized program guidelines, rules, regulations, standards, restrictions, limitations, quality control, and program reporting.

2. 200-1 Guidelines and Counseling of Transferee

a. The pamphlet "Guide on Permanent Change of Station" (H-047-3) has been prepared for employees anticipating a permanent duty relocation. It discusses employee household goods shipments and related employee responsibilities. One copy must be provided to each transferee in conjunction with the initial counseling by A&MMS of the releasing activity.

b. VA Form 2277a, Request for Household Goods Shipment, and VA Form 2277b, Household Goods Shipment Counseling Checklist, were developed to assist A&MMS personnel in discharging their transferee counseling responsibilities. When properly completed, the checklist is a "profile" of the pending shipment used in planning, preparing documents, and providing a carrier with shipment characteristics. Space is provided for the transferee to indicate the amount of carrier liability they wish to establish for their household goods shipment. This amount is verified with the transferee's signature at the bottom of the form. The counseling checklist indicates household goods shipment topics that must be discussed with transferees.

The topics listed should be "checked off" as they are discussed. Upon completion of counseling, the counselor confirms that all items have been adequately covered and also signs the checklist. The transferee or spouse should also sign the completed checklist to indicate that the counseling has been satisfactory. After the forms are completed, a copy of each is given to the transferee. Originals will be distributed as indicated in paragraph c.

c. Originals of completed forms will be attached to the SF 1103-A, U.S. Government Bill of Lading Memorandum Copy, and will be filed in the bill of lading file. These forms and guidelines are specifically designed for use in connection with shipments made via the GBL method. They may also be used for counseling in connection with shipments made under the commuted rate schedule (CRS).

d. If a GSA program carrier is not used, the shipment is outside the bounds of the GSA Centralized Household Goods Traffic Management Program (CHAMP), and it is then the transferee's responsibility to make all arrangements with the carrier. It will not be incumbent upon nor will it be permitted that any VA facility will conduct any relocations outside of the GSA CHAMP program. A carrier that is not in the GSA CHAMP program can pose a significant risk to the transferee. Reimbursement will not exceed the amount that would have been paid to a carrier if selected by VA under the GSA CHAMP program.

3. 203-4 Cost Comparisons. As soon as possible before the move, the releasing A&MMS personnel will contact the Regional GSA Transportation Services Branch, Regional Customer Service Bureau Offices (see FPMR 101-40.101-1), via on-line computer link, telephone, or by use of a GSA Form 2485, Cost Comparison for Shipping Household Goods, to request a cost comparison between the GBL method and the commuted rate schedule (CRS). GSA will respond to the request by means consistent with the urgency of the move. When a cost comparison indicates that savings of \$100 or more can be achieved using the GBL method vs the CRS method, A&MMS will choose the GBL method to conduct the household goods move (41 CFR 302-8.3(c)(4)(i)). A&MMS personnel at the releasing facility must communicate with the authorizing official to inform them of the difference in the estimated costs (GBL vs CRS) before VA's financial obligation is established (refer to 41 CFR 101-40.203-4 for more specific requirements).

4. 203-5 Shipment of Privately Owned Vehicles. After authorizing officials have determined that a transferee's privately owned vehicle(s) may be shipped and have authorized the shipment, a routing request will be forwarded to the appropriate GSA regional office. Vehicles will be shipped using the GBL. Provide GSA with the following information: (a) Make of automobile; (b) Year and model; (c) Color; (d) Two-door or four-door, hatch back; (e) Weight; (f) Motor and/or vehicle identification number; (g) Accessories included in the automobile, e.g., heater, air conditioner, radio, tape deck, CD player,

tire jack, spare wheel and tire, tools, mirrors, wipers, hubcaps, floormats, lighter, seat belts, air bags, trailer hitches, child safety seat, other (specify); and (h) If the vehicle is being driven to port, to what port?

5. 203-6 **"Do-It-Yourself" Movement of Household Goods**

a. Transferees may request to transport their household goods via the "Do-it-yourself" method, accomplished by using rented or privately owned vehicles when temporary storage in transit is not required. Requests to use this method of transport will be made in writing to A&MMS personnel at the releasing facility. New appointees will make their requests to A&MMS personnel at the nearest VA -facility or as directed by their prospective VA employing facility.

b. The amount of VA's financial obligation will not exceed the estimate from VA's national move management contractor or the best value carrier estimate from the GSA cost comparison that VA would choose for a GBL move. Reimbursement for a "Do-it-yourself" move will be limited to the actual costs incurred for truck rental, packaging materials and boxes, rental of material handling equipment, gasoline, and toll charges, not to exceed the estimated costs of the VA selected best value carrier in effect on the date of shipment. Shipment weight will not be a factor when computing reimbursement for a "Do-it-yourself" move.

c. A transferee may choose to transport their household goods via the "Do-it-yourself" method and their privately owned professional books and equipment via the GBL method. Costs in excess of the Government estimate for moving the household goods and the professional materials will be paid by the transferee.

d. Transferees have a right to file for losses and/or damages under 31 U.S.C. 3701 and 3721, formerly the Military Personnel and Civilian Employees Claims Act of 1964, as amended, up to a limitation of \$40,000 for each claim. Payment will not be made for losses and/or damages due to the transferee's negligence. Transferees must exercise care in packing, loading, driving to the new residence, unloading, and during unpacking. In this way, the need to file claims will be minimized or eliminated.

e. Transferees are advised that if they are involved in a vehicular accident during the conduct of the "Do-it-yourself" move, it is possible that a claim may be filed against them, their insurance company, and/or the Government. Liability in such cases is determined under the law of the state in which the accident occurs. It has been held by many courts that Government employees operating privately owned or rented vehicles on change-of-facility moves are not acting within the scope of their employment. They are thus not protected by the Federal Tort Claims Act, 28 U.S.C. 2679(b). As a result, transferees may be held personally liable if they have inadequate insurance coverage

to satisfy all damages and third party injury or lawsuits resulting from the accident. The VA District Counsel's office having legal jurisdiction over the receiving facility must be notified of any accident as soon as possible. All expenses for insurance coverage on a rented vehicle will be paid by the transferee to the rental company prior to the date of shipment. In cases when a privately owned vehicle is used, the transferee is responsible for determining if insurance protection is adequate.

f. Any traffic violations, personal injury while engaging in the "Do-it-yourself" move, and/or damages to vehicles, as the result of improper loading or overloading, will be the responsibility of the transferee.

6. 209 Inspection for Gypsy Moths

a. The Department of Agriculture, Animal and Plant Health Inspection Service, has issued a regulation, effective October 3, 1983, with no expiration date, regarding the inspection of outside household articles being moved in interstate transportation from high risk gypsy moth areas into or through nonregulated areas. High risk gypsy moth areas have been identified to include all or part of the states of Maine, Vermont, New Hampshire, Massachusetts, Connecticut, Rhode Island, New York, New Jersey, Pennsylvania, Delaware, Maryland, and a small portion of lower Michigan in Isabella County.

b. Inspections can be made by the transferee or by a professional inspector. The cost for a professional inspector is reimbursable as a miscellaneous expense on the transferee's travel voucher. Expenses for extermination (cost of application of chemicals and the chemicals) are not reimbursable items.

c. A&MMS personnel located in the high risk gypsy moth areas should have the **Department of Agriculture pamphlet number 1329 "Don't Move Gypsy Moths"** for distribution to transferees who will be moving from the states listed above. Copies of the pamphlet can be obtained by contacting any one of the following offices: (1) State Department of Agriculture Information Office, (2) County Extension Agent, (3) APHIS Plant Protection and Quarantine Office, and (4) public libraries in the high risk areas. The pamphlet should be available in time to allow the transferee to make a self-inspection of all outdoor equipment and furnishings.

PART 3. FREIGHT RATES, ROUTES, AND SERVICES**1. 300 Scope**

a. All shipping offices will abide by the applicable regulations governing the shipment of household goods, freight, and small packages. The primary sources of these regulations are:

- (1) Consolidated Freight Classification (truck)
- (2) Uniform Freight Classification (rail)
- (3) National Motor Freight Classification (truck)
- (4) U.S. Postal Service Domestic and International Mail Manuals
- (5) Federal Travel Regulations
- (6) Federal Property Management Regulations
- (7) GSA's Express Small Package Contract Rules

b. This section contains guidelines for the determination of services required, the determination of rates, the selection of a mode of transport, and the selection of a carrier.

2. 301-1 VA Rate and Routing Services

a. Field facilities and the NCS Centralized Contracting Division may request routing assistance and instructions from the OA&MM (90M) VATLC or from the GSA zone office serving their geographic area.

b. A&MMS will take the following actions for purposes of coordinating and planning shipments of research project equipment:

(1) Coordinate with the Research Investigator to prepare a list of items to be shipped. For each item of grant or VA property, list the number of units, the unit weight, unit cube, and estimated total weight of the shipment. Also, indicate if crating, boxing, wrapping, palletizing, banding, or other packaging may be required for safe transport.

(2) Contact the receiving facility to determine if there is really a need to ship common use items such as office furniture and office equipment.

(3) Obtain the approval of the Research and Development Committee and/or the medical center director for the shipment of those items that are not available at the receiving medical center and that are required for continuation of the research project. Ship only what is necessary.

(4) Hold the approved list for subsequent use in documentation and adjustment of the accountable records and for the preparation of the GBL covering the shipment.

(5) Routing requests will include anticipated dates of shipment and delivery, the name and location of the destination medical center, the number of pieces to ship, and the estimated shipment weight. Shipments will be routed via the method which will meet the necessary service requirements at the lowest cost. If it is contemplated to use a household goods carrier for a shipment of research project equipment, prior approval from the RREP is required because of the potentially high handling and transport costs associated with household goods carriers. These costs may be several times the cost of a freight carrier for the same shipment.

3. 302 Standard Routing Principle. Carriers will be selected that can provide the level of service required at the lowest overall cost to VA. Shipments of small packages will be with the lowest cost small package carrier that meets all service requirements. Shipments of household goods using the GBL method will be with a carrier from the GSA Centralized Household Goods Program (CHAMP) listed on the cost comparison that provides the "best value" to the shipper or, as the first choice, VA's national move management contractor if one has been selected.

4. 303-1 Service Requirements. See 49 Code of Federal Regulations (CFR), Part 101-40.301.

5. 303-2 Aggregate Delivered Costs. The most economic routing of a shipment can be determined from an examination of an aggregate of all charges associated with the pickup, transport, and delivery of a shipment. Such cost factors as packing, inside pickup and delivery, additional labor, loading and unloading, crating, palletizing, and labeling are some of the possible aggregate elements. Costs at both the shipping and receiving points should be included in the aggregate cost evaluation. The carrier selected should be the one that can provide service at the lowest aggregate delivered price.

6. 303-3 Equitable Distribution of Traffic Among Carriers. When service can be satisfactorily provided and the aggregate delivered price is competitive, an equitable distribution of traffic will be a factor for allocating traffic among carriers. When more than one carrier can provide equally satisfactory service at the same aggregate price, the traffic will be distributed as equitably as is practical among the carriers. When socially or economically disadvantaged carriers and women-owned carriers are among the eligible competing carriers, positive action will be taken to include these carriers in the equitable distribution of traffic.

7. 304 Description of Property for Shipment

a. When property is shipped using a bill of lading, it will be described as specified by the carrier's rate tender, carrier's commercial tariff, or the governing freight classification. In the absence of a carrier's rate tender, the carrier's commercial

tariff will govern. If the carrier does not have a commercial tariff, the carrier's freight classification will govern the freight description. Commercial item descriptions or common generic descriptions will not be used.

b. Hazardous materials will be prepared for shipment and will be described on the bill of lading as specified in the Department of Transportation (DOT) Hazardous Materials Regulations, Subchapter C, Title 49 CFR. Failure to comply with these regulations could result in substantial fines for the shipper, individual employees, and the carrier. Call the OA&MM (90M) VATLC traffic manager, your GSA regional transportation office, or the DOT Research and Special Programs Administration for assistance.

c. Hazardous wastes, as described in 40 CFR part 261, for off-site disposal, treatment, or storage are subject to regulations of the Environmental Protection Agency (EPA) and the Department of Transportation (DOT). The key document for the transport, storage, or disposal of a hazardous waste is the "manifest" which accompanies the hazardous waste from its point of generation to its destination. VA shippers of hazardous wastes must comply with 40 CFR parts 260, 261, 262, and 271, and 49 CFR 171 and 172 as required.

a. 306 Acceptance of Rate Tenders, Rate Tender Format, and Distribution

a. Rate tenders are submitted by a carrier for use by the Department of Veterans Affairs and are issued under the provisions of section 10721 of the Revised Interstate Commerce Act (49 U.S.C. 10721). Tender rates are lower than those available to the general public and may be applied to shipments other than those made directly by VA provided the total benefits accrue to VA and VA pays the freight charges or completely reimburses the party that pays the freight charges.

b. Rate tenders submitted to VA will be on Optional Form 280, Uniform Tender of Rates and/or Charges for Transportation Services. Rate quotations in other written formats may be used provided they are valid for only short periods and represent an opportunity for VA to take advantage of a rate that would otherwise not be available.

c. The Forms and Publications Depot the National Cemetery System, VA Transportation and Logistics Center (VATLC) and the Hines Service and Distribution Center will evaluate and use freight rate tenders submitted by transportation companies if they are applicable and in the best interest of VA.

d. Prompt distribution of rate tenders must be made as follows:

(1) One signed copy to the General Services Administration (GSA), Attn: WFBT, 7th & D Streets, SW, Washington, DC 20407.

(2) Two copies (at least one signed copy) to GSA, Office of Transportation Audits (FW), Washington, DC 20405.

(3) One signed tender copy to be retained by the shipping activity. In cases where more than one activity can use the rate tender, one signed copy will be maintained at each shipping site.

(4) One signed copy will be sent to the OA&MM (90M) Traffic Manager to be maintained in a master file.

(5) Rate tenders applying to shipments of commodities purchased by the VA National Acquisition Center will be maintained by the OA&MM (90M) Traffic Manager.

e. Any controversial matter regarding the application of tenders or tariffs will be referred to the OA&MM (90M) Traffic Manager.

f. To qualify for the use of rate tenders, shipments must be made on GBLs, on commercial bills of lading (CBLs) marked for conversion to GBLs, on commercial bills of lading showing that VA is either the consignor or consignee and that VA will ultimately pay all charges. The carrier name, Standard Carrier Alpha Code (SCAC), and tender reference must appear on bills of lading.

9. 308 **Detention of Vehicles.** Charges for the detention or delay of a vehicle are incurred after the "free time" for either loading or unloading the vehicle has expired. These charges are generally assessed for each 15-minute time interval or portion of a 15-minute time interval after the passage of free time. Charges are determined from the governing tariffs. The base detention charge for a carrier subject to the GSA Standard Tender of Service (STOS) is \$10.25 per 15 minutes during normal business hours and is \$17.49 per 15 minutes between 5 P.M. and 7 A.M. Time will be computed from the time of arrival until the time of departure. Arrival time during normal business hours occurs when the driver presents his papers to a VA representative. Departure time occurs when the driver receives the completed documents from a VA representative. The weight used for establishing the duration of free time is the actual weight loaded or unloaded including pallet weight. Palletized shipments are generally allowed 2 hours of free time for loading or unloading. When 10 percent or more of an otherwise palletized shipment is floor loaded and is without the benefit of pallets or other unitizing materials, free time must be extended by an amount of time shown in the chart below. The bill of lading must be annotated to reflect that 10 percent or more of the freight is floor loaded.

a. Table of Free Time for Loading or Unloading Freight Shipments

From Mass	But Less Than	Free Time
1 kg	4,536 kg (10,000 lbs)	2 hrs
4,536 kg	9,072 kg (20,000 lbs)	3 hrs
9,072 kg	12,700 kg (28,000 lbs)	4 hrs
12,700 kg	16,330 kg (36,000 lbs)	5 hrs
16,330 kg	19,958 kg (44,000 lbs)	6 hrs
19,958 kg		7 hrs

b. The VA representative will mark the delivery receipt with the current date and the arrival and departure times and will sign it. Failure to do so permits the carrier to enter their comments and times. Detention records will be kept on file for a period of 90 days and then may be destroyed. Detention charges will be paid by the activity at which the detention took place. Regulated commercial carriers must be paid valid detention charges. Failure to pay valid charges is in violation of Section 1 of the Elkins Act.

PART 4. REPORTING AND ADJUSTING DISCREPANCIES IN GOVERNMENT SHIPMENTS

1. **700 Scope.** This part implements FPMR 101-40.7 and supplements the provisions of FPMR when transportation charges are payable by VA.

2. 701 Receipt of Shipment from Carrier

a. The carrier's delivery receipt, freight waybill, or the bill of lading will be used as verification of the receipt of a shipment. Upon delivery, a visual inspection-of shipping containers will be made to detect any damages. All overage, shortage, or damage discrepancies must be annotated on two copies of the freight waybill or bill of lading. Both copies of the freight waybill must be signed by the authorized VA employee and by the carrier's representative. Failure by a VA employee to sign the delivery receipt is interpreted as agreement with the carrier that the carrier's annotation, whatever it may be, is correct. One copy of the carrier's delivery receipt will be given to the carrier's representative, and the other copy will be retained by the receiving office. If a loss, damage, or overage is noted, it will be reported to the carrier on SF 361, Transportation Discrepancy Report.

b. The consignee has a legal duty to accept damaged shipments except when shipments are damaged to the extent the goods are practically valueless. Deliveries of controlled substances and articles free of Federal taxes will not be refused under any circumstances.

c. When shipments of controlled substances show evidence of having been tampered with; are damaged; or have been destroyed, stolen, or lost in transit, the consignee will immediately notify the commercial carrier or the local post office and the supplier. The shipper of record will file a DEA Form 106, Report of Theft of Controlled Substances, with the Drug Enforcement Administration office most local to the origin of the shipment.

d. When shipments of sensitive materials show evidence of having been tampered with or are damaged, stolen, or lost in transit, the consignee will immediately notify the commercial carrier or the local post office, local law enforcement agencies, and the supplier. The consignee will also prepare SF 361 to be filed with the carrier's inspection report and facility documents.

3. 701-1 Clarification of Steps for Documenting the Loss, Theft, Damage, and/or Destruction of Controlled Substances. The following actions are indicated for documentation and compliance with Drug Enforcement Agency (DEA) regulations and for filing necessary report forms, adjustment vouchers, and confirmation/explanation letters.

a. **In-Transit Loss or Theft of Controlled Substances**

(1) Any shortage (loss or theft) will be indicated on two copies of the Carrier's delivery receipt, the shipper will be notified immediately by telephone with a confirmation letter to follow that will identify the shipment and describe the circumstances and specific items involved. The shipper will file DEA Form 106.

(2) In the case of concealed losses, the shipper should be notified by telephone and then with a letter that summarizes the circumstances of the loss for the vendor. If the shipper does not correct the shortage, paperwork should be processed to correct all records. The receiving facility must file DEA Form 106 and submit it to the nearest DEA office, as required.

b. **In-Transit Damages.** If a shipment is damaged, the items should be accepted and two copies of the Carrier's delivery receipt must be annotated. The vendor/manufacturer should be notified by telephone, and disposition instructions should be requested. A follow-up letter must be sent describing the circumstances of the loss. If there are concealed damages, the vendor should be notified, and a follow-up explanation letter must be sent. Paperwork should be corrected after disposition instructions are received and/or fault is denied by the vendor. If damaged items are not replaced by the vendor/manufacturer, the receiving facility should proceed with either an amended purchase order or should process the damaged item for destruction if it cannot be used.

c. **Destruction of Controlled Substances.** When a controlled substance cannot be returned to stock or exchanged, destruction is indicated. Destruction procedures will comply with FPMR 101-45.9 and VA Directive 7345, Part 3, Section 309, as applicable. The destroying facility is required to file DEA Form 41, Registrant's Inventory of Drugs Surrendered, with appropriate DEA offices.

4. **702-1 Exception on Carrier's Delivery Receipt.** Exceptions on shipments of headstones and markers to national cemeteries will be handled in accordance with FPMR 101-40.702-1. Headstone and marker shipments to destinations other than national cemeteries will be accepted in accordance with instructions provided by the National Cemetery System. Consignees must be instructed to make the proper exception annotations on both copies of the carrier's delivery receipt and to forward the necessary documentation to the appropriate offices.

5. **702.-3.1 Preparation of a Discrepancy Report**

a. SF 361, Transportation Discrepancy Report (TDR), will be used by field facilities to report transportation discrepancies on shipments directed by VA or another Government agency.

b. A TDR will be prepared for a discrepancy on shipments of controlled substances and sensitive material regardless of value. If there is carrier involvement in a controlled substance discrepancy, actions described in Section 701, paragraph b, of this Handbook will be initiated. If the carrier is not involved, the shipping facility will be contacted immediately by telephone and will be requested to advise, within 24 hours, whether or not there was an error in shipment.

c. When transportation charges are for the account of VA, a TDR will be prepared in an original and four copies. The original, with the carrier's inspection report, will be forwarded to the office responsible for the payment of transportation charges. Two copies will be retained by the receiving installation and will be made a part of the receiving report and property voucher.

d. Losses, discrepancies, or damages of perishable subsistence shipments received from DLA will be reported and adjusted in accordance with the instructions and forms provided by the appropriate DLA Regional Headquarters.

e. When supported by appropriate documentation from the receiving facility, DLA will apply a credit to SF 1080, Voucher for Transfers Between Appropriations and/or Funds, for losses, discrepancies, or damages to shipments received. Supporting documentation must meet DLA requirements. The credit will be applied to a discrepancy whether or not the carrier is at fault. A percentage credit will not be applied for a retail stock loss allowance.

6. 703-2 Notification of Carrier. Within 24 hours of a verbal notification to a carrier or contractor regarding an exception to a shipment, i.e., loss, damage, contractor shortage or overage, or non-delivery of a shipment, a written request for an inspection or instructions for disposition will be made. When the 24-hour period is interrupted by a period of non-duty hours, written confirmation will be made during the next business day immediately following the verbal notification.

7. 703-2.1 Notice of Shortages. Normally it is sufficient to notify a carrier of a shipment shortage by noting the shortages on the carrier's delivery receipt at the time of delivery and by obtaining the signature of the carrier's representative on the delivery receipt. Whenever possible, notification of a shortage valued in excess of \$50 will be made promptly by telephone to give the delivering carrier an opportunity to verify and locate the reported shortage. Prepare SF 361, Transportation Discrepancy Report (TDR), immediately or as soon as possible. After a reasonable period for the carrier to locate the shortage, but not more than 7 business days, distribute the SF 361 to the carrier and elsewhere as required. In the case of possible pilferage or shortage of an entire shipment, regardless of dollar value, the carrier should be notified of an intent to file a claim for the loss. A reasonable period should be allowed

before filing a claim for a shortage but not more than 30 days from the time of shipment. The delay in filing a claim will afford the carrier an opportunity to locate the shortage.

8. 703-3 Notice of Concealed Loss or Damage

a. Notice of a concealed loss or damage to a shipment that does not exceed \$50 is made under a GBL or a commercial bill of lading to be converted to a GBL and is discovered within 15 calendar days of furnishing the carrier with a receipt.

(1) If the item is not a narcotic or controlled substance, it may be processed as an inventory adjustment in lieu of initiating a claim against the carrier.

(2) When the item is a narcotic or controlled substance, an inventory adjustment will not be processed. A claim will be filed, and DEA Form 106, Report of Theft or Loss of Controlled Substances, will be completed and distributed as prescribed in 21 CFR 1301.74(c).

b. When the carrier's liability for concealed loss or damage is not clearly evident, the loss or damage will be processed as an inventory adjustment, except when a narcotic or controlled substance is involved (see 703-3, paragraph a.(2) above).

c. Where equipment is involved and damage does not exceed \$50, repairs may be made, and no further action needs to be taken.

d. The \$50 minimum will not apply to domestic shipments via small package carriers such as UPS and RPS made on commercial forms under the provisions of VA Handbook 7241. Small package carriers provide a \$100 per package liability coverage at no additional cost to the shipper to protect against small losses. File claims against small package carriers for all losses.

9. 704-1.1 Transportation for Account of the Government.

a. Damaged property which is not perishable nor injurious to life, health, or other property will be held 15 days or for a period mutually agreeable with the carrier, if required by the carrier for completion of an investigation or inspection. During this period, all packaging materials and wrappings should be preserved as evidence of shipping and handling conditions.

b. Damaged property which is perishable or is injurious to life, health, other property, or the environment will not be retained more than 48 hours and may be disposed of immediately when circumstances require. If such property has not been inspected within 48 hours, it will be disposed of in an environmentally safe manner. Adequate measures will be taken to safeguard employees, the general public, and other property.

All actions will be completely documented and advance notice will be given to the carrier in each instance and to the contractor in those instances where the contractor is liable.

c. The consignee will submit a statement to Fiscal Service when the carrier has effected the satisfactory repair or replacement of the property.

d. Damaged Government merchandise that has become the property of the carrier as a result of a claim settlement may be disposed of by the most economical means when the carrier has made no effort to remove it within the agreed upon time limit.

10. **704-2 Transportation for Account of the Supplier.** If loss or damage occurs when transportation is performed by the carrier for the supplier, such as under an f.o.b. destination contract, documentation will be provided to the supplier to support the supplier's claim against the carrier. The delivery receipt will be annotated and signed by the carrier and VA representatives, an SF 361 will be completed, inspection reports or written inspection waivers will be collected, and photographs will be labeled to identify the shipment. All of these documents will be provided to the supplier promptly. Disposition of damaged property will be according to the supplier's request and at the supplier's expense. If, after the agreed upon period, the supplier has not recovered the damaged property, the damaged property may be disposed of within the time limits prescribed under 704-1.1 above.

11. **705 Disposition of Overages and Astray Shipments**

a. When quantities are received in excess of the quantity stated on a Government or commercial bill of lading and it has been determined that the overage is not associated with a corresponding shortage in another shipment, the transportation receipt will be annotated to show the actual quantity and weight of the excess packages. The carrier should be notified of the overage so they can possibly match it with another shipment in their possession or a shortage on a delivery to another consignee.

b. The contracting officer will be notified of the overage, citing bill of lading number, the overage quantity and weight, the applicable freight tariff, purchase order number, name of contractor, items involved (item number and nomenclature), and date received. Such notifications will include a request for disposition instructions. Complete an SF 361, Transportation Discrepancy Report.

c. If the contracting officer determines to accept the overage, they will notify the receiving personnel to accept the entire shipment and adjust the receiving documents.

d. When it has been determined by the contracting officer to return the overage to the contractor, they will furnish the receiving personnel with disposition and shipping instructions. When the overage occurs on f.o.b. origin shipments, a memorandum will be prepared and forwarded to the fiscal activity describing the amount of excess transportation charges attributable to the overage. The memorandum should contain the same information required in paragraph b. above.

e. Overage quantities on shipments from another facility will be reported on SF 361, one copy will be furnished to the shipper, and one copy will be attached to the receiving report and property voucher. Such overages will normally be accepted at the receiving facility. If there is no demand for the items and it is most economical to VA, arrangements for their return to the shipping facility will be made. If it is not economical or practical to reship the overage, other disposition arrangements will be made.

f. When it is necessary to return an overage, prior authorization must be secured.

g. Chapter 2, of the GSA handbook, **"Over, Short, or Damaged Shipments from GSA Supply Depots,"** provides instructions for overages on shipments from GSA supply depots.

12. 709-1 Time Limitations

a. The time limitation for initiating a freight claim against a motor carrier for a domestic commercial bill of lading shipment is 9 months from the date of receipt of the shipment or the date that receipt would normally have been expected if loss had not occurred.

b. The time limit for initiating a suit against a motor carrier for domestic commercial bill of lading shipment is 2 years from the date the claim was disallowed either in whole or in part.

c. The time limit for filing a claim against a motor carrier for a GBL shipment is up to 6 years after the issue date of the GBL or receipt date of the damaged shipment, whichever is later. Initiation of a suit against a specific claim will be as stated in paragraph b. above.

13. 710-1 Processing Claims Against Carriers. When freight carrier liability has been determined, SF 362, U.S. Government Freight Loss/Damage Claim, will be prepared in an original and four copies by A&MMS or the transportation activity of the installation that arranged for the shipment. One copy will be retained by the preparing office, and the original and three copies will be forwarded to the fiscal officer responsible for the payment of the transportation charges.

A claim against a carrier for loss or damage on a domestic shipment will be treated as a separate action and will not delay payment of the carrier's bill for the shipment. When submitting claims to the fiscal officer, request that the preparing office be notified when the claim is paid by the carrier and the amount paid. The preparing office will annotate their records accordingly.

14. 710-2 Processing Claims Against Carriers for Loss or Damage in Shipments of Employee's Household Goods

a. When loss or damage occurs in shipments of employee's household goods moving either under the commuted rate system or GBL, A&MMS at the employee's current duty station will advise the employee of their rights with regard to submission of claims. A&MMS will, with the consent and cooperation of the employee, assist in the preparation and processing of claims and related documents. Such actions will be:

(1) Limited to loss or damage occurring while the goods were in the possession of the carrier or storage company and for other than pre-existing damage as indicated on the carrier's "Inventory and Packing List."

(2) Taken with the same concern required in establishing any transportation claim on a Government shipment. Household goods claims will be prepared on the carrier's claim forms.

b. Claims against carriers will be made by letter prepared for the signature of the employee (see Illustration 9901). The letter will be forwarded to the carrier, accompanied by the carrier's claim form, immediately after completing the survey and obtaining the necessary supporting documents. One signed copy of the letter will be forwarded to the office responsible for payment of transportation charges for shipments covered by GBL.

c. Upon receipt of an offer of reimbursement from the carrier which is unsatisfactory to the employee, or where reimbursement is not received within 30 days of submission of a claim, the employee will be assisted in completing VA Form 4760, Employee's Claim for Reimbursement for Personal Property Damaged or Lost Incident to Employment, if such assistance is requested. The amount of any reimbursement offered as a result of claims against carriers or others will be indicated in block 8. The employee will also be advised to place an "X" in blocks 15 and 16 and to complete a formal assignment (see Illustration 9902) which will be forwarded with VA Forms 4760 and 4760a.

d. A memorandum prepared for the signature of the Chief, A&MMS, addressed to the receiving facility's Chief, Human Resources Services (in Central Office to the Director, Human Resources Service), will be forwarded with VA Form 4760 and related documents.

(1) This memorandum will state: "As required by VA Directive and Handbook 7240, the undersigned has reviewed the damage to or loss of household goods as reported on VA Forms 4760 and 4760a. To the best of my knowledge and based on my review of the attached report and supporting documents, the employee has a valid claim. A claim has been submitted by the employee to the carrier for reimbursement to the extent of carrier's liability based on the released valuation of the shipment. The employee in block 16 of VA Form 4760 has (or has not) indicated a willingness to assign such claim to the United States and cooperate in its prosecution." Indicate in the memorandum any other claims submitted and, if applicable, the amounts of reimbursement offered by carriers, etc., as shown in block 8 of VA Form 4760.

(2) Attachments will include VA Forms 4760 and 4760a; claims against carriers, brokers, etc.; Carrier's Inventory and Packing List; estimates for replacement or repair of lost or damaged articles; purchase receipts for articles lost or damaged; and any other data considered pertinent by the employee or the surveying official.

e. Payments for settlement of employee claims against other than the Government will be handled as follows:

(1) When a payment in the full amount of the claim or a lesser amount which is satisfactory to the employee is received, the Human Resources Officer to whom the personal claim was submitted will be notified. The notification will be in the form of a statement signed by the employee to the effect that a satisfactory settlement has been received and that they desire to cancel the claim against the Government. One signed copy will be forwarded to the office responsible for payment of transportation charges for shipments covered by a GBL. The payment will be released to the employee after the notification has been resigned.

(2) When an offer or a payment is received in an amount less than the claim and which is unsatisfactory to the employee, the offer or unendorsed check will be submitted to the Human Resources Officer with a written request, signed by the employee, that it be forwarded to the Chief Attorney for consideration in their review. No unsatisfactory payments are to be returned directly to the carrier by the employee.

PART 5. SPECIAL ITEM SHIPMENTS

1. 5000 **Narcotics.** VA field station pharmacies are authorized to ship prescription medicines by U.S. Postal Service, United Parcel Service, or other small package carrier to beneficiaries of VA when such medicines have been prescribed by a physician or a dentist. Return receipt or certified mail is required and will be utilized as proof of delivery. Shipping containers of controlled substances must be free from any identifying markings as to the contents of the cartons.

2. 5001 **Shipment of Mobile Offices.** When Office of Facilities Management mobile offices are relocated to subsequent job sites, they will be transported by mobile home transporters on a GBL. In order to reduce or eliminate damage to the mobile offices, A&MMS personnel will make certain that office furniture, filing cabinets, etc., can be safely transported in the mobile offices. It is generally advisable to remove furnishings and equipment from a mobile home and have it transported separately via a freight carrier after packaging it as freight. A&MMS personnel will make an accurate inventory and assessment of the physical condition of the mobile offices both at origin and destination. Special services requested of and furnished by the home transporters will be annotated on the GBL. Transportation and coordination assistance may be obtained from OA&MM (90M) VATLC and the OA&MM (90M) Traffic Manager.

3. 5002 **Technical Equipment and Supplies**

a. Delicate or fragile equipment and supplies require careful packing and proper labeling. Packages containing fragile articles subject to damage from rough handling and articles in glass or earthenware containers will be stenciled or plainly and durably marked: "FRAGILE, HANDLE WITH CARE." Other articles requiring special markings must be stenciled or marked as prescribed in the classification governing the selected mode of transportation.

b. The mode of transportation will be selected on the basis of the service requirements, cost, and maximum liability of the carrier as provided by the tariff. Motor freight carriers will generally handle such shipments at minimum rates and will pay actual value in the event of loss or damage at no additional cost. The carrier's risk and the shipper's risk will be decreased significantly when properly applied protective packaging is used. When equipment components are removed and packaged separately, the risk of transit damage is decreased.

c. Use of a household goods carrier may be justified if the aggregate costs of packing and/or crating are lower than freight transportation costs. (Refer to VA Handbook 7343, Part 4, Section 307-59, for shipments to the RREP.)

4. 5003 Antineoplastic Drugs (Cytotoxins - Biotoxins)

a. Orders for antineoplastic drugs should specify protective packaging adequate to protect against rough handling and transport risks expected for small package and freight shipments. Double wrappings of inner packaging materials is desirable. Appropriate hazard labels should be placed on two sides of outside shipping containers. Shipping papers should indicate the presence of a biohazard.

b. When a damaged shipment contains antineoplastic drugs, an assessment will be made by a qualified VA employee to determine the extent of possible contamination of the shipment and of other shipments in the carrier's conveyance. If the damage is self contained and does not pose an exposure threat to workers, the driver, or the conveyance, the shipment will be removed from the conveyance and processed for cleanup.

c. A carrier's conveyance containing damaged cartons of antineoplastic drugs which is determined to have contaminated itself and other shipments in the conveyance will be quarantined until an emergency response team can clean up the hazardous condition.

(1) The carrier will be notified that his equipment is under a biohazard quarantine until an emergency response team can clean up the hazardous condition. The biotoxic threat to people and the environment will be explained to the driver and to carrier officials.

(2) The equipment will not be moved until a competent authority has permitted the carrier to operate his equipment.

(3) VA employees performing as an emergency response team may perform the cleanup if it is in the best interest of the public and no other viable cleanup alternative is available within a reasonable period. Appropriate protective clothing and respirators must be used by the cleanup team. (See VA Handbook 7128, Part 1, Section 5005, paragraph e, for cleanup procedures.)

5. 5004 Hazardous Materials

a. Shipments of hazardous materials are subject to the Department of Transportation Hazardous Materials Regulations. Shipments of hazardous wastes are subject to the joint manifesting regulations of the Environmental Protection Agency and the Department of Transportation. (See VA Handbook 7241, Part 1, 302-4 (e), for specific requirements for the transport and documentation of hazardous materials.)

b. Because of the specialized technical requirements for documenting, preparing for shipment, labeling, and transporting hazardous materials and substances, field facilities will normally contact the OA&MM (90M) VA Transportation and Logistics Center

(VATLC), the Department of Transportation Research and Special Projects Division, or the product manufacturer for advice and assistance in making shipments of hazardous materials. The OA&MM (90M) VATLC will maintain the DOT Hazardous Materials Regulations on hand to assist field facilities with their hazardous materials transportation needs.

6. 5005 Recovered Silver Waste, Salvaged Silver Laden Films, Hypo Solutions, and Precious Metals. (See VA Handbook 7345, Part 4, 1003-50, for shipping requirements.)

7. 5007 Shipments Utilizing Carbon Dioxide Solid (Dry Ice). Airmail or air freight shipments of frozen medical specimens or medical items using carbon dioxide (dry ice) as a refrigerant, will conform to 49 CFR 173.217(e) by marking the package as follows:

**CARBON DIOXIDE SOLID or DRY ICE
MATERIAL BEING REFRIGERATED IS USED FOR
MEDICAL DIAGNOSTIC OR TREATMENT PURPOSES**

8. 5012 Loading/Unloading Carriers' Vehicles by VA Personnel

a. VA personnel may enter a carrier's conveyance for the purpose of either loading or unloading Government property when it is within the scope of the employees' duties to handle freight, it is advantageous to the Government to perform the work at a more rapid pace, or it is impractical for the driver to perform the task alone or without the assistance of powered equipment. VA supervisory personnel should be made aware of the desirability or necessity of providing assistance to the driver.

b. The safety of the VA employee must be considered as well as the safe handling of the property. The carrier's conveyance should be inspected to assure that powered equipment under load can be safely operated within the carrier's conveyance. No vehicle should be entered with powered equipment unless the wheels have been chocked to prevent movement.

PART 6. SMALL PACKAGE SHIPMENTS

1. 5104 **GSA Small Package Carrier Agreement.** The national agreement established between GSA and express small package carriers should be used when it is advantageous to VA. The agreement must be referenced to know the specific terms and conditions which apply to its application. For small package shipments with transportation charges that do not exceed \$250 per shipment and when the occasional shipment charge does not exceed the \$250 limitation by an unreasonable amount (e.g., \$25 per shipment), this agreement should be used. Additional regulations are found in FPMR 101-41.304-2 which describe the conditions that permit the limited use of commercial forms. When a small package carrier is not used and a freight carrier must be used, then the preferred method of shipment is by GBL. GBLs may be used when the transportation charges are \$250 or less and it is advantageous to the Government.

2. 5106 **Agreement for Shipments on Commercial Forms**

a. When determined to be advantageous to VA and the requirements of FPMR 101-41-304 are met, except that transportation charges may be \$250 or less, the use of commercial forms and procedures are authorized for small shipments.

b. Prior to using commercial forms and procedures with small package carriers, written agreements in the format shown in Illustration 9905 must be made. Such agreements may not be used when they conflict with a mandatory use contract already in place. A copy of all written agreements will be forwarded to OA&MM (90M), Traffic Manager, within 7 workdays after the agreements have been signed. Prior to making the first shipment via any carrier, the Chief, A&MMS, at the medical centers; Chief, Employees Services Division (032C) in Central Office; Depot Officer at the Forms and Publications Depot; Office of Memorial Programs (NCS); Director, Hines Services and Distribution Center, or their designees will contact the local carrier's agent to assure proper procedures are established and, if applicable, that any necessary forms are available.

PART 7. ILLUSTRATIONS

1. 9901 HOUSEHOLD GOODS CLAIM LETTER FORMAT

(Date)

(Name of Carrier)

(Address of Carrier)

Gentlemen:

Claim is presented by the undersigned for (insert loss and/or damage) in connection with a shipment from (name of consignor, city, state, and zin code) to (name of consignee city, state, and zi code) under (Government or commercial) bill of lading (-CBL number or PRO number) issued (date) by (issuincr officer and location) covering shipment of household goods.

The discrepancies in the shipment and amount claimed are indicated on the enclosed claim form. The total amount of claim is \$_____. Copies of estimates obtained for (repair and/or renlacement) of damaged articles are also enclosed. Remittance should be made payable to (emnlovee's name). Please mail your remittance or any correspondence to the undersigned in care of VA (hospital, domiciliarv, etc. address). Attention: Chief, (Accruisition and Materiel Management Service).

Sincerely yours,

Chief, Acquisition &
Materiel Management

(Sicrnature of Claimant)

Type claimant's full name.

Enclosures

2. 9902 CLAIM ASSIGNMENT FORMAT

POWER OF ATTORNEY AND ASSIGNMENT

For a valuable consideration I hereby assign to the United States of America to the extent authorized or required by the Military Personnel and Civilian Employee's Claims Act of 1964 (78 Stat. 767, 31 U.S.C. 240-243) all claims, demands, entitlements, judgments, administrative awards, and the proceeds thereof, and all causes of action which I now have, and which I may have hereafter, for damage to or loss of personal property incident to transportation or storage pursuant to orders or in connectidn with travel under orders.

I hereby irrevocably appoint the General Counsel of the Department of Veterans Affairs or designee, my attorneys-in-fact in the premises, to do all acts, matters, and things deemed necessary or desirable by any such authorized person, with full power and authority in my name, but at the cost, risk, and charge, and for the sole benefit of the United States of America to sue for, or compromise, and to recover and receive all or part of the amount hereby assigned; and irrespective of assignment, to collect and disburse such funds in my behalf, and to give releases for the same.

Dated this _____ day of _____ 19-

(Signature of Assignor)

Witness _____
(Signature of Witness)

3. 9903 **Selecting the Correct Discrepancy in Shipment Report Form.**
The SF 361, Transportation Discrepancy Report, is the only discrepancy report for VA use. See FPMR 101-40.4901-361-1 for instructions to complete this form.

4. 9905 CARRIER AGREEMENT FORMAT

(NAME OF CARRIER OR ASSOCIATION)
AGREEMENT NO. _____/STATION NO. _____
COVERING GOVERNMENT SHIPMENTS ON COMMERCIAL DOCUMENTS

1. **Applicability.** The provisions of this agreement apply to shipments via (name of carrier or association) offered by (name and location of shipping station) through use of commercial forms and procedures, rather than U.S. Government Bills of Lading, in accordance with the provisions of Federal Property Management Regulations (FPMR) 101-41.304-2 and provided there is no mandatory use agreement already in place.

2. **Terms and Conditions.** The shipments covered by this agreement are subject to the terms and conditions, except for billing carrier and prepayment, set forth in Standard Form 1103, U.S. Government Bill of Lading, and any other applicable contract or agreement of the carrier for the transportation of shipments for the United States on Government bills of lading.

3. **Billing Arrangements.** Shipments will be accepted by the carrier under this agreement only after arrangements have been made between the carrier and the Department of Veterans Affairs for billing and payment of transportation charges, in accordance with the provisions of FPMR 101-41.304-2(c) and (d).

4. **Effective Date.** This agreement is effective as of the date of acknowledgment by the (title of shipping official) of the Department of Veterans Affairs and will remain in effect until canceled by either the (name of carrier or association) or by (title of shipping officials of the Department of Veterans Affairs). Necessary changes may be made from time to time, as warranted, by supplements to this agreement.

Name and Title of (name of carrier or association corporation officials)

Acknowledged by:
DEPARTMENT OF VETERANS AFFAIRS

NAME

TITLE

Date: _____