



Roles, Rights, and Responsibilities When You Move

Centralized Household Goods Traffic Management Program (CHAMP)

Your agency has authorized you, the transferee, to receive household goods (HHG) and Unaccompanied Air Baggage (UAB) shipment services for your relocation to a new duty station. **Do not** make your own HHG and UAB moving arrangements. Your agency makes those arrangements for you and pays the moving company directly via a Bill of Lading (BOL). Make sure you have an accurate copy of the BOL.

Transferee Rights & Responsibilities

Communication: Communication between you, your agency-appointed move coordinator, and the Transportation Services Provider (TSP), a.k.a. the mover, is vital to the success of your move. If you have any questions, ask! If anything is wrong, contact your agency move coordinator immediately.

Professional Service: You have the right to have your HHG and UAB moved in a professional and timely manner by a mover GSA has approved to handle government employee personal property. The mover must have qualified, professional personnel pack, load, transport, unload, and unpack your HHG and UAB.

Review and Stop Work: You have the right to review and object to the way your property is coded on the mover's inventory at origin. You have the right to stop the mover's work at any time you believe that to continue will subject you or your possessions to harm. You must notify your agency-appointed move coordinator that the work is not being performed to your satisfaction.

Working Days and Hours: You have the right to stop work and rest. Working hours are from 8:00 AM until 5:00 PM Monday through Friday. However, you may continue to work beyond 5:00 PM, begin work before 8:00 AM, or work on Saturday, Sunday, or US holidays if a) days and hours are mutually agreed in writing between you and the mover, and b) days and hours worked are at no additional cost to your agency.

Storage in Transit: When your goods are placed in Storage in Transit (SIT), you have the right to have them stored within 50 miles of the destination municipality. If there are no SIT facilities located within 50 miles, your agency may approve SIT at an alternate location on the BOL. The mover must ensure that facilities or warehouses used for SIT are commercial facilities used for the normal receipt and storage of HHG. The mover must notify you of your HHG placement into SIT as soon as possible and must inform the agency-appointed move coordinator within five days after placement. Notification includes the name, address, and telephone number of the warehouse in which the HHG shipment is stored. Your agency will determine the number of days you are authorized for storage at government expense. Any period beyond this will be your financial responsibility.

Claims: It is your responsibility to report and submit a claim in writing for any loss/damage discovered at the time of delivery or found after delivery. Any loss or damage not readily noticeable at the time of delivery, such as broken glassware that was in a carton and not unpacked when goods were delivered, must be reported in writing to the mover within 75 days of delivery. After 75 days the burden of proof is on you to prove that the mover is responsible for the damage. The mover must provide you with all reasonable and necessary assistance to prepare claims, including repair estimates, at no cost to you.

Evaluation Report: You must complete the electronic GSA Household Goods Carrier Evaluation Report (GSA Form 3080), which will be sent to you electronically by the mover. The agency-appointed move coordinator will also complete an evaluation of the mover.

Packing, Shipping, and Unpacking	
Mover's Responsibility	Transferee's Responsibility
The mover must conduct an on-site, pre-move survey of your property to determine weight, packing material, and containers needed. Your agency BOL Issuing Officer (BLIO) may authorize the mover to conduct a virtual or telephone survey.	You must advise the mover of everything you intend to move and make all items you intend to move accessible to the movers. This includes items in the attic, garage, basement, storage shed, or storage facility.
	You must establish the dates on which your shipment will be packed and loaded with the mover.
Movers must use clean, modern packing materials. This includes packing containers of sufficient quality for the protection of your goods, such as barrels, boxes, wardrobes, cartons, all crating materials, and all padding materials and equipment. Excelsior or shredded paper is not acceptable packing material.	You are prohibited from shipping any lithium batteries in your household goods shipment. Lithium batteries must be removed from a household item prior to packing and may not be shipped. The Surface Transportation Board has classified lithium batteries as hazardous materials. If you include lithium batteries in your household goods shipment, you are liable for damage to your shipment, other shipments, storage facilities, vehicles, etc.
The mover must inventory all items in your shipment at origin, specify the actual condition of those items, and identify any loss or damage that is visible at delivery.	You must be present or have your designated agent present as your goods are packed and loaded to protect you and your agency's interests.
The mover must protect finished surfaces from scratching or marring.	You or your designated agent must verify and sign the inventory prepared at your old residence to ensure that it properly reflects the contents and condition of your HHGs.
The mover must furnish new cartons for mattresses, linens, clothing, draperies, and other similar articles. Fragile items such as glassware, chinaware, and other articles must be packed carefully using clean, modern materials. Kitchenware and lampshades must be wrapped and packed separately from other items. Ornaments, small toys, and other small items must be wrapped individually. Books must be packed in cartons, and each row of books must be separated with an intervening piece of solid or corrugated fiberboard.	You may request that articles such as electronic equipment be packed in the original containers if the containers are considered by the mover to be in good condition for shipping purposes.
	You are responsible for draining water hoses and draining/filling waterbeds. You must arrange for the disconnecting or reconnecting of gas and/or electric washers/dryers.
	You must disassemble the following items before your move: ice makers, swing sets, outdoor playground equipment, television and radio antennas, satellite dishes, storage sheds, and other similar items. You are responsible for reassembling these items.
The mover must service all appliances, e.g. remove washer kits, washer packs/locks, record player turntables, etc., that were serviced by the mover to ensure safe transportation of your shipment.	You must be present or have your agent present when your goods are delivered to your new residence to confirm from the original inventory listing that all boxes, furniture, and other items are accounted for and are received in the same condition as when they were picked up.
The mover must reassemble all property disassembled by the mover at origin, including beds, waterbeds, and sectional bookcases.	At your request, the mover will unpack and/or uncrate all property that was packed and crated for shipment. This may include a one-time placement of articles being unpacked into cabinets, cupboards, and shelving when convenient, and articles removed from hanging wardrobes. This does not include arranging articles in a manner desired by the property owner.
When a mover performs unpacking at delivery, it must remove all packing or related materials from the premises.	You must immediately notify the mover and list all loss or damage that is readily visible as your goods are unloaded on the mover's delivery inventory.

Relocation Financial Responsibilities	
Paid by Agency	Paid by Transferee
Cost of packing, loading, transportation, unloading, unpacking, and storage-in-transit (SIT) of household goods up to the weight limit authorized by your agency.	Cost of shipping household goods exceeding the weight limit authorized by your agency.
Cost to move your privately owned vehicle (depending on authorization).	Cost of moving airplanes, camper trailers, birds, pets, livestock, cordwood, building materials, property intended for resale or disposal, or property used as a business. Additional exclusions listed in GSA Household Goods Tender of Service, Section 1.2.3.
Full Value Service of household goods transport.	Increased base valuation of household goods as reflected on Bill of Lading (BOL). Notify your agency-appointed move coordinator in writing prior to shipment pickup that you wish to declare excess value above the base valuation on your shipment.
Authorized special servicing for transportation of specialty items such as grandfather clock, electronic equipment, wall units, pipe organs, hot tubs, pool tables, etc.	Unauthorized special servicing for transportation of specialty items such as grandfather clock, electronic equipment, wall units, pipe organs, hot tubs, pool tables, etc.
Cost to move professional books, papers, and/or equipment that are used in your government employment.	