

417TH BASE SUPPORT BATTALION



Welcome to the

TRANSPORTATION OFFICE *Inbound Section Information*

KITZINGEN

WUERZBURG

GIEBELSTADT

Location:

Larson Barracks, Kitzingen
Building 1, Room 221

Operational Hours:

Monday – Friday 07:30 – 16:00 hrs.

*Closed for lunch 12:00 – 12:30 hrs.
Closed on German and American Holidays*

Phone Numbers:

DSN 355-2395/ 2396
CIV 09321-7022395/ 7022396

Fax Number:

DSN 355-2397
CIV 09321-7022397

Problems during your move? Call Quality Control

Kitzingen Area:

DSN 355-2555
CIV 09321-7022555

Wuerzburg/ Giebelstadt Area:

DSN 351-4363
CIV 0931-2964363

After 16:00 hrs. call toll-free:

00800-4433444

1. INBOUND SHIPMENTS

At destination, your shipment has become an inbound shipment.

IT IS YOUR RESPONSIBILITY TO CONTACT THE DESTINATION TRANSPORTATION OFFICE TO LET THEM KNOW THAT YOU HAVE ARRIVED AND ARE EXPECTING A SHIPMENT.

If possible at all, accept delivery of your property as soon as it arrives. This will prevent additional handling and reduce the opportunities for possible loss or damage to occur, and eliminate or reduce storage.

In the event that you need more time to find quarters, or if you arrive at your destination later than your property, you are entitled to an initial storage period of 90 days. For important reasons, the responsible Transportation Office can extend this period.

YOU HAVE TO APPLY FOR STORAGE EXTENSION AND SUPPLY JUSTIFICATION. IF THE STORAGE PERIOD EXPIRES WITHOUT OR AFTER EXTENSION, YOU WILL BE CHARGED FOR ANY FURTHER COST ACCRUING DURING UNAUTHORIZED STORAGE.

When you receive your property at destination you are entitled to complete unpacking and removal of all cartons, crates, packing material and other debris associated with your move. You may elect to accept partial unpacking or none at all, but then you must arrange for the removal of the packing material from the portion or all of your shipment you choose to unpack.

1.A.FIREARMS:

1. Effective 26 Sep 00, the transportation of weapons from CONUS to Germany *is prohibited*. Soldiers and civilians are no longer allowed to ship or hand-carry privately owned firearms to Germany.
2. For handguns purchased in OCONUS, you need to obtain ATF approval. Note that issuance of ATF Form 6 may take 2 – 3 months and the document is valid only for six (6) months. Contact your MP Customs Office for details.
3. You may ship up to three (3) long guns purchased in Europe without ATF approval. Any additional long gun purchased needs ATF approval.

1.B. YOUR RESPONSIBILITIES

- a. You (or the person holding your power of attorney) must be at home on the day of delivery scheduled with the Transportation Office. You will be charged for attempted delivery if no one is available to receive the shipment.
- b. Know in advance where you want each piece of furniture placed. The mover is required to place each piece only one time.
- c. Check each carton off the inventory. Make sure everything that was picked up is delivered again. Ensure that moving company's representative notes any loss or damage on all copies of the inventory and on the "Joint Statement of Loss or Damage at Delivery" (DD Form 1840). Refuse to sign for services not performed.
- d. Call the Transportation Office if problems arise. Do not argue with the packers or moving company's representative. The Transportation Office can send Quality Control Inspectors, which will be able to solve your problems and make sure that you are being served in accordance with contract and your entitlements.

1.C. MOVING COMPANY'S RESPONSIBILITIES

THE CARRIER MUST:

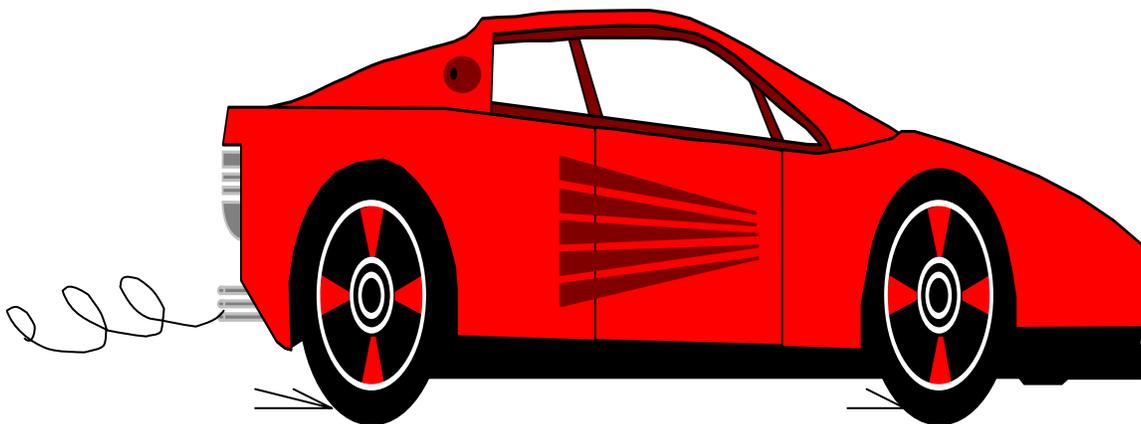
- a. Unpack and unwrap all cartons, boxes, crates and items.
- b. Place each item or carton in the room you indicate. This includes the placement of unwrapped articles in cabinets, cupboards or in kitchen shelving when convenient.
- c. Reassemble all furniture and equipment disassembled by the mover at origin.
- d. Remove packing and blocking from appliances. The carrier is not required to connect appliances to electric, gas or water outlets.
- e. Remove all packing material and debris resulting from unpacking.
- f. Jointly with you, make a written record of any loss or damage on the DD Form 1840, sign the document, obtain your signature and leave 3 (three) copies with you.

NOTE: *The movers are not required to go into areas not accessible by a permanent stairway and/ or do not allow a person to stand erect, like attic crawl space or similar storage areas.*

IT IS IMPORTANT THAT YOU DO NOT SIGN ANY DELIVERY DOCUMENTATION UNTIL THE CARRIER'S REPRESENTATIVE HAS COMPLETED THEM. HOWEVER, DO NOT REFUSE TO SIGN THESE DOCUMENTS AS LONG AS YOU HAVE NOTED LOSS OR DAMAGES ON DD FORM 1840.

**TRANSCAR – SCHWEINFURT
CONN BARRACKS, BUILDING 35
DSN 353-8010 CIV 09721-968010**

POV SHIPPING HOURS



Monday thru Friday

08:00 – 15:30 hrs.

Closed on German and American Holidays

To check the status of your Privately Owned Vehicle, you will need your order number (located in the "stow section" block on your DD Form 788) and your last name, then go to www.whereismypov.com

2. POV Processing Procedures

Once you have been notified that your POV has arrived and prior to pick-up, you need to obtain **Temporary** Registration plates from your local Registration Office at:

Kitzingen: Harvey Barracks, Bldg 138
DSN 355-8819/ 8622
Appointments & Walk-in roster
Last working day of the month, *closed* for inventory

Wuerzburg: Leighton Bks, Annex of Bldg 56
DSN 350-7472/ 7507
Appointments only
First working day of the month, *closed* for inventory

Documentation needed:

- a) Identification Card or Passport
- b) Two (2) copies of your PCS orders
- c) Valid USAREUR Drivers License
- d) Double white insurance card
- e) Proof of ownership (Shipping document)
- f) Power of Attorney, if POV is not picked up by owner
- g) Warning Triangle and First Aid Kit (if not already in the vehicle)

Important note:

- Pay attention to overleaf listed business hours!
- Temporary Registration is only valid for five (5) workdays.
- Use checklist provided and follow instructions given in our pamphlet.
- No POV will be issued during the last 30 minutes of listed hours.

3. ELIGIBILITY FOR POV SHIPMENT

If you have a leased POV: Lien holder must issue written approval stating that the vehicle may be exported. Additionally, you will need one certified (notarized) original of POV title and two copies. No leased POV will be shipped without this approval effective 26 Sep 00.

Do always remember that your entitlement is for **ONE** POV only. Subsequent dependent travel orders following your PCS order to Europe are not entitling you to ship a second POV, although dependent travel orders may authorize shipment. This authorization is only applicable if you have **not** shipped a POV already.

From USAREUR to CONUS: Effective 18 November 1998 the former restrictions on POV shipment at government expense of Foreign Made Privately Owned Vehicles (FPOV's) have been lifted. You are allowed to ship **ONE** POV regardless of where it was manufactured, assembled or bought.

Your POV still has to meet U.S. specifications and EPA emission standards. Do not buy vehicles not meeting the standards, refitting in CONUS may cost more than you paid for the car.

For Customs purposes, it is still advisable to retain your copy of the shipping document with which you shipped your POV to Europe, if applicable. Vehicles bought and/ or previously registered in CONUS can be returned from OCONUS without paying import taxes. It remains your responsibility to prove that your POV has been shipped from CONUS to Europe.

3.A. U.S. PORTS OF EMBARKATION

EAST COAST

Atlanta, GA
Baltimore, MD
Charleston, SC*
Harrison, NJ
Norfolk, VA
Orlando, FL

CENTRAL U.S.

New Orleans, LA
Pontoon Beach (St. Louis), IL
Dallas/ Ft. Worth, TX

WEST COAST

Los Angeles, CA
Oakland, CA
Seattle, WA

(*Delivery to airport possible)

3.B. TRANSIT TIMES

Alaska	87 Days	New Orleans	55 Days
Dallas/ Ft. Worth	52 Days	Orlando	52 Days
East Coast (Except Orlando)	45 Days	Pontoon Beach/ St. Louis	55 Days
Hawaii	80 Days	West Coast Ports	59 Days

4. CLAIMS FOR LOSS AND/ OR DAMAGE

In the event you sustain property loss or damage, it is **very important** to report loss or damage promptly. To make sure you have adequate time to check your property, you have:

- a) Seventy (70) days **from delivery** to report loss or damage to your Claims Office. Seventy-five (75) days **from delivery** is the limit on local moves and line haul under German tenders.

THE GOVERNMENT CANNOT FILE A CLAIM AGAINST THE CARRIER UNLESS YOU HAVE REPORTED YOUR CLAIM. IF A CLAIM IS FILED LATE, YOUR REIMBURSEMENT WILL BE REDUCED OR THE CLAIM MIGHT BE REJECTED ALTOGETHER.

- b) You are also entitled to file an inconvenience claim. If the carrier fails to pick-up or deliver household goods as scheduled, this could cause financial hardship to you and your family. You may file such claim directly against the carrier. The claim would be for out-of-pocket expenses caused by the carrier's failure to act on the agreed date. The claim can only be for living expenses over and above what will normally have been spent. The purchase of items/ articles must be reasonable and relieve a definite hardship. Receipts must be submitted for all expenses you claim.

YOU ARE RESPONSIBLE FOR FILING YOUR INCONVENIENCE CLAIM DIRECTLY WITH THE HOME OFFICE OF THE CARRIER. ASK AT THE TRANSPORTATION OFFICE HOW AND WHERE TO FILE THE PROPER CLAIMS.

INSTRUCTIONS FOR HOUSEHOLD GOODS/UNACCOMPANIED BAGGAGE CLAIMS

1. To avoid reduction of your claims payment, read and follow these instructions carefully!!!
 - a. At the time of delivery of your household goods/ unaccompanied baggage, the carrier will give you five copies of a two-sided pink form – DD Form 1840/1840 R. You must identify all damages and/ or loss you notice at delivery on the front side (Joint Statement of Loss of Damage at Delivery) of the DD Form 1840 by inventory number, name of item, and detailed description of the damage and/ or loss.
 - b. The carrier will leave you 3 out of 5 copies of the completed form, which you and the carrier must sign. (Both you and the carrier must sign all five copies). As soon as possible (but no later than **70 (seventy) days*** after delivery) you must examine every item in your shipment and record any additional damage or loss not noted or listed at delivery on the reverse side (Notice of Loss or Damage, DD Form 1840 R) of the DD Form 1840 by inventory number, name of item, detailed description of the damage or loss, and on the last line write down the estimated value of the damaged items. (DON'T FORGET TO REVERSE THE CARBON PAPER!) You must deliver those 3 copies of the completed DD Form 1840 to the claims office within **70 (seventy) days*** from the date of delivery. The claims office will keep 2 copies and return the third copy to you after they have processed it.
 - c. If you submit a claim against the United States Government for damage and/or loss of your household goods/unaccompanied baggage during shipment, and there are items on the claim which you have not identified on the DD Form 1840/1840 R, or the DD Form 1840/1840 R is not received by the claims office within **70 (seventy) calendar days*** of delivery, a reduction in the amount payable on your claim may result.
 - d. If, upon delivery of your household goods/unaccompanied baggage, you do not receive any copies of the DD Form 1840/1840 R, record loss and damage noted during delivery on you inventory. Immediately after delivery, go to your transportation office and get a copy of DD Form 1840/1840R.

*You must report all damages and/or losses of shipments originating in USAREUR with a destination within Germany or Central Europe no later than 75 (Seventy-five) days after delivery.

- e. Locations and phone numbers for the Claims Offices in our area:

Kitzingen, across from Harvey Barracks, at the BOQ/BEQ Area, Bldg. 170
Phone: DSN 355-8535, CIV. 09321-3058535

Wuerzburg, Leighton Barracks, Bldg. 47 A
Phone: DSN 350-7122, CIV. 0931-8897122

\$\$ DAMAGE TO QUARTERS \$\$

**FAILURE TO READ THE IMPORTANT
INFORMATION BELOW COULD COST YOU \$\$\$**

RECORDING AND REPORTING DAMAGE TO YOUR QUARTERS

In case the moving company's crew causes any damages at your delivery/pickup date, such as scratches on floors and/or walls or doorframes, make sure you list these damages on any of the following documents:

- DD Form 1840/1840R*
- Agent Survey Sheet
- Inventory
- DD Form 619 or 619-1*

After all annotations have been made, both you and a representative of the carrier must sign. If you cannot obtain a signature for the list of damages from the crew leader, contact Quality Control immediately at the numbers listed on *Page 1*.

It is mandatory that you report damages within 48 hours to the Transportation Office. If no report is received, you will be held liable for the damage. This applies to all kinds of quarters, on-post, off-post, and economy.