

**General Services Administration**  
**COMBINED FEDERAL CIVILIAN AGENCIES HOUSEHOLD GOODS RELOCATION/FREIGHT**  
**COMMITTEE**  
**Meeting Minutes**  
**February 5, 2002**  
**Washington, DC**

**Attendees:**

Angeley, Sherry, FAA	Hodges, Ed, GSA
Bachiller, Corinne, GSA	Holcombe, Bob, DOJ
Baily, R. Scott, USFS	Holley, Anita, NOAA
Ballantine, Rossana, DOE	Jacobs, Blaine, GSA
Bania, Noreen, DOS	Johnson, Schen, FAA
Baranski, Larry, FAA	Kauffman, Randy, DVA
Bardwell, Bill, DVA	Kellhofer, Brian, GSA
Barnett, Bruce, FEMA	Lindsay, Connie, FAA
Bennett, Robyn, GSA	Loewner, Rocky, FEMA
Blazey, Les, HHS	Meyers, Evelyn, FAA
Blue, Velvet, GSA	Mixon, Norman, DOJ
Brown, Betty, GSA	Mooney, Michael, GPO
Brown, Danita, SSA	Osborne, Jacquelin, HHS
Bucksell, Ralph, GAO	Paige, Charles, DVA
Christ, Jim, DOT, USCG	Pate, Constance, GSA
Cicala, Tony, GSA	Price, Ray, GSA
Clayton, Robert, GSA	Purdy, Gorman, GSA
Davis, Ed, GSA	Roque, Luis, DOS
Delmonico, Tauna, GSA	Satterthwaite, Marlene, NASA
Demarki, Al, EPA	Southall, Denard, DOL
Donnelly, Diane, TREAS/ATF	Stone, Essie, GPO
Eckroth, Sharon, GSA	Thomas, Ivan, FAA
Evans, Jakob, FBI	Thompson, Brenda, FAA
Fant, Sheila, EPA	Thompson, Larry, FAA
Gaither, Beatrice, SSA	Tucker, Larry, GSA
Graige, Donna, GSA	Washington, Darrell, DOI, USGS
Henle, Joe, DVA	Whitson, James, NARA
Hill, Charlie, NOAA	Woodland, Patricia, NARA
Hoffman, Dick, GSA	Woods, Angela, GPO

## **WELCOME AND OPENING REMARKS**

Larry Tucker, Chief, Transportation Programs Branch, GSA, opened the meeting at 9:10 a.m. and welcomed Freight and Household Goods Committee representatives. He then introduced Tauna Delmonico, Director of GSA's Travel and Transportation Management Division, and the GSA Zone Managers in attendance. Larry advised Committee Members that the meeting was being held jointly because both Committees had common topics of interest to discuss and because GSA freight and household goods Zone Managers who would be making some of the presentations were in town to attend other meetings during the remainder of the week.

## **INTRODUCTION OF SPEAKERS**

Dick Hoffman, Program Expert, Travel and Transportation Management Division, GSA, summarized agenda topics and introduced the following presenters: Sharon Eckroth, GSA Region 9 Zone Manager, San Francisco, CA; Brian Kellhofer, GSA Region 6, Property and Traffic Management Division, Kansas City, MO; Donna Graige, GSA Central Office (Denver based), Transportation Programs Branch; Robyn Bennett, GSA Region 6, Property and Traffic Management Division, Kansas City, MO; and Gorman Purdy, Transportation Programs Branch, GSA Central Office.

## **DISCUSSION TOPICS**

### **Retirement of the Government Bill of Lading (GBL) and Use of the GSA-Developed Transportation Service Order (TSO)**

Sharon Eckroth provided the committee the following information on GBL retirement and use of the GSA-developed TSO:

#### Retirement of GBL and Transition to CBL:

- The GBL is scheduled to expire March 31, 2002, as specified in 41 CFR 102-117.90.
- Former GBL terms and conditions to protect the Government's interest now are published in 41 CFR 102-117 and 118. This regulation must be referenced in any GBL successor documents.
- Agencies must begin using a CBL for domestic shipments by the GBL expiration date, and must annotate each CBL with the agency's unique reference number. Agencies may order their unique reference numbers from the GSA Ft. Worth, TX office from which they formerly obtained GBL stock, or they may develop their own unique numbering system. An agency should coordinate with its own finance office (as well as other affected offices) in establishing its unique reference numbering system; an agency must get approval of GSA's Transportation Audits Division to implement its own internally-developed unique numbering system. For information regarding submission of a request for approval of an internally-developed unique numbering system contact Jim Fitzgerald, Director, Transportation Audits Division, GSA, by phone at 202-501-3000 or by e-mail at [james.fitzgerald@gsa.gov](mailto:james.fitzgerald@gsa.gov). Agencies that wish to obtain their unique numbers from GSA's Ft. Worth, TX office must contact Ms. Lenore Fleming by phone at 817-978-2508, or by mail at GSA, General Products Commodity Center (7FXM-WS), 819 Taylor Street, Room 6A024, Fort Worth, TX 76102. If an agency continues to use unique numbers from GBL stock it has on hand following expiration of the GBL for domestic use, it must properly destroy all hard copies of each GBL. The new optional GBL form may be used only for international shipments.

A Committee Representative inquired whether GSA has statutory authority or other written authority from OMB to retire the GBL. Sharon referred the question to Ed Davis of GSA's Office of Governmentwide Policy (OGP), who was in the audience (OGP is the GSA organization responsible for retiring the GBL). Mr. Davis indicated he was not aware of any statutory, or OMB-issued written, mandate to retire the GBL--that he was aware only of an OMB verbal request to retire the GBL. Mr. Davis further indicated that impetus for the action stemmed from the Paperwork Reduction Act and enactment of statute requiring prepayment audit of

transportation bills. Mr. Davis stated he would further investigate the issue and get back to Sharon with additional details.

Another member inquired how to handle bill of lading correction notices upon retirement of the GBL. Sharon replied that each agency would be responsible for issuing its own corrections. If an agency chooses to use the GSA-developed TSO, it could clearly indicate on the face of the TSO, "correction" and insert the date. GSA standard form 1200, Correction Notice, must not be used after expiration of the GBL.

Larry Tucker then joined Sharon and presented information from a Traffic World Magazine article that may offer agencies another alternative for preparing bills of lading and transmitting ordering information to the TSP. In summary, a company named "ANZDL" has launched a new on-line service intended to permit shippers to give their trading partners access to key shipping documents and information. Freight forwarders, consignees, and other logistics providers can get fumigation certificates, bills of lading, and arrival notices on-line. The new on-line service, known as Relationship Builder, was designed to automate the distribution of information and instructions required by vendors and consignees. Shippers already have access to documentation on-line through e-mail notification; with Relationship Builder documents can be distributed directly to a shipper's selected trading partners. Additional information may be obtained by e-mailing Tom Gallagher, the author of the article, at [tgallagher@trafficworld.com](mailto:tgallagher@trafficworld.com).

#### Use of Transportation Service Order:

- Copies of the draft freight and household goods TSO's (the formats GSA is developing for agencies to transmit transportation service orders to TSP's) were attached to the meeting agenda presented to each Committee representative upon arrival at the meeting. Sharon encouraged representatives to review the draft formats and provide comments by February 14, 2002, to Brian Kellhofer or Ed Hodges, GSA Region 6, at 816-823-3646 or by e-mail at [brian.kellhofer@gsa.gov](mailto:brian.kellhofer@gsa.gov) or [eddie.hodges@gsa.gov](mailto:eddie.hodges@gsa.gov).
- The TSO's once finalized will be available in ITMS and may not then be modified by an agency. Agencies may electronically transmit or print and fax the TSO to a TSP, or use the TSO as a model to create the agency's own individualized TSO.
- Contact information for TSP's will be available in ITMS.
- Each agency must determine what transportation order information it wants to document; set up its unique reference numbering system (with numbers ordered through GSA's Ft. Worth office, or internally-developed and approved by GSA's Transportation Audits Division); identify what finance needs for payment (e.g., perhaps a CBL with TSO attached); and coordinate the appropriate information to the TSP.

#### **TMSS Update**

Donna Graige provided a brief history of GSA's Transportation Management Services Solution (TMSS) project. She indicated that GSA has observed demonstrations of Government transportation systems, including DOD's Global Freight Management System (GFM); DOD's Transportation Operational Personal Property Standard System (TOPS); and DOE's Automated Transportation Management System (ATMS). GSA found that these systems would not meet agency-specific requirements; would not be compatible with ITMS or the envisioned TMSS; do not interface with commercial industry systems; and would require significant customization.

GSA also observed demonstrations of commercial off-the-shelf software (COTS) which could be used to build a transportation solution; application service provider systems (ASP's) which offer an already integrate transportation solution; and an audit and payment provider system. Each of the systems had pros and cons and GSA is weighing these now in comparison to advantages/disadvantages of building the system in-house. We expect to have a decision soon.

#### **Development of Transportation Service Provider (TSP) Evaluation (Quality Control) Process for Freight**

Robyn Bennett presented an overview of GSA's Centralized Household Goods Traffic Management Program (CHAMP) TSP participation approval and performance evaluation process which will be used as a starting point for developing a similar quality control process for the Freight Management Program (FMP). GSA evaluates and approves HHG TSP applicants under a much more rigorous process than currently is used for freight TSP applicants. Thus the process is invoked only once a year for HHG TSP applicants and occurs on a continuing, albeit much more abbreviated, basis for freight TSP applicants. Following are the rigorous step-by-step procedures a HHG TSP must follow when applying for participation in CHAMP:

- Submit via floppy disk the following hard copy documents along with its CHAMP participation application:
  1. General request to participate in CHAMP and agreement to abide by CHAMP's terms and conditions;
  2. Trading Partner Agreement (TPA);
  3. Copy of letter from the National Motor Freight Traffic Association assigning the TSP a SCAC Code; and
  4. GSA Form 527, Contractor's Qualifications and Financial Information Statement.
- Provide worksheet information including TSP name, address, telephone number, operating authority numbers, and information pertaining to other moving companies with which the TSP does business.
- Provide business statistics such as number of shipments the TSP handles annually under its own individual operating authority; number of shipments it handles annually as agent for its principal TSP business partner; and claims information.
- Provide information about its commercial customer accounts.
- Answer a tender of service questionnaire and a process control questionnaire.
- Provide information relating to its actual traffic for the past five years.

Robyn emphasized that while the above is only an overview of the CHAMP TSP approval process, it provides a good starting point for developing a similar type approval process for freight TSP's. Robyn asked for volunteers to participate in a team that will develop a more stringent FMP TSP approval process. This affects you as a GSA customer, so please contact Robyn by phone at 816-823-3646 or by e-mail at [robyn.bennett@gsa.gov](mailto:robyn.bennett@gsa.gov) and volunteer.

#### **Shipments of Boats as Household Goods**

Larry Tucker informed the Committee that OGP, which is responsible for the Federal Travel Regulation (FTR), informed him that the entitlement for a relocated employee to ship a boat of 14 feet or less was published in the Federal Register November 19, 2001 (Amendment 98 to FTR Chapter 300 [41 CFR part 300-3.1]) effective February 19, 2002. Further OGP has drafted an additional amendment to FTR Chapter 300 to allow boats of unlimited (i.e., reasonable) size as well as boat trailers, mounted or unmounted. OGP hopes to publish the new amendment in the Federal Register sometime in April.

#### **Availability Date of GSA-Issued Employee Guide, "Shipping Your Household Goods"**

Gorman Purdy advised the Committee that GSA's Region 5 (Chicago) National Marketing Communications Office is working on the final proofs for the Guide. Once the proofs are approved, it will take approximately 4 weeks to print the publication. GSA anticipates the Guide will be available by March 15, 2002.

#### **Miscellaneous Topics**

Brian Kellhofer provided the Committee the following information on several miscellaneous topics:

##### **Converting HHG Virtual GBL to CBL:**

Elimination of the GBL will not affect the virtual GBL program. Users simply will affix their unique reference number to a CBL instead of a GBL. Agencies that have large quantities of paper GBL's may log and use the GBL numbers as their unique reference numbers, but must properly destroy all hard copies of the GBL's.

**Last Date When HHG TSP Evaluation Forms (3080's) Will Be Accepted For Calendar Year 2001:**

The last date GSA will accept Forms 3080 for Calendar Year 2001 is February 28, 2002. Agencies should submit all pending 3080's (for both domestic and international shipments) to GSA as quickly as possible since GSA will calculate new Customer Satisfaction Indexes (CSI's) and post them to the GSA Web Site in June or July. Forms 3080 submitted by a van line or a third party are not acceptable and will not be factored into a TSP's CSI.

**Whether to Adopt the American Moving and Storage Association's (AMSA's) New Electronic Rate Tariff as the Rate Basis for HHG Shipments:**

Brian reported that he and Larry Tucker recently met with AMSA representatives to gain a better understanding of advantages to transitioning from the current AMSA hard-copy Government Rate Tariff 415-G to a new electronic rate tariff as the CHAMP rate basis. Brian shared the following information learned at the meeting relative to adopting a new electronic rate basis tariff:

- It would be more advantageous to work with AMSA in developing a Government-unique electronic rate tariff, based on numbers that reflect Government shipping characteristics, than it would be to adopt AMSA's new electronic Commercial Rate Tariff 400N. Were GSA to adopt Rate Tariff 400N, the Government would be bound by tariff changes and increases agreed to by commercial industry.
- GSA would be able to continue the ITMS capability to execute HHG shipping cost comparisons for agencies.
- GSA could convert from the hard copy 415-G tariff to an electronic rate tariff easily and economically.
- Use of an electronic rate tariff would simplify prepayment audits.
- Flat accessorial charges easily could be increased or decreased based on analysis of traffic profiles. Any revisions would be based on data TSP's furnish AMSA and GSA would have access to the data.
- Rates would be zip code to zip code with an underlying mileage application (based on Rand McNally instead of PC Miler) that would be transparent to the user and not shown on the screen.

AMSA indicated it would provide all the assistance and information GSA needs in deciding whether conversion to the electronic rate tariff would indeed benefit GSA customers. Several members asked Brian, and he agreed, to arrange for AMSA to attend the next quarterly meeting now that the new electronic commercial 400N has been implemented and provide Committee representatives more in-depth information about benefits to Government of converting to an electronic rate basis tariff. One member commented that he believed it would be essential to display mileage on the computer screen.

**Two Percent (2%) HHG Surcharge Effective January 15, 2002:**

AMSA docketed and approved, with a January 15, 2002 effective date, a 2% HHG shipment surcharge to be assessed as a separate line item covering post-September 11, 2001 escalating insurance costs. GSA took exception to this surcharge and issued notice that it will be allowed as a billable item on Government HHG shipments only between January 15, 2002 and April 30, 2002. As of February 1, 2002, CHAMP participating TSP's have opportunity to submit adjustments to existing rates under GSA's supplemental rate filing which will become effective May 1, 2002. If a TSP wishes to recoup the 2% surcharge after April 30, 2002, it must build it into rates it submits for May 1, 2002 implementation.

**Tracker—Number of HHG Shipments Reported by TSPS Versus Number of Shipments Reported by Agencies:**

In answer to Charlie Hill's (NOAA) question regarding where GSA derived the statistic reported at the last quarterly meeting of 13,572 CY 2000 CHAMP shipments (only 1,158 of which were reported by agencies), the 13,572 figure is the actual number of shipments TSP's reported to GSA for CY 2000.

Following Brian's comments, Larry Tucker queried Committee representatives regarding as to when they wanted to hold the next quarterly meeting and whether they wanted to again combine the HHG/freight meetings or hold separate meetings. A majority voted for a combined meeting on May 14, 2002.

The meeting adjourned at approximately noon. The next quarterly combined meeting, reflecting the Committee's majority vote, will be Tuesday, May 14, 2002, at GSA in Room C-43, Crystal Mall Building 3 (lower level) from 9:00 a.m. until approximately noon.

