

Transportation and Property Management



RATING PERFORMANCE OF MOVING COMPANIES

Yes, there is a form that should be used to rate the performance of the moving company that moves a relocation employee's household goods.

The General Services Administration (GSA) Centralized Household Goods Traffic Management Program (CHAMP) has contracted with approved carriers to transport civilian Government employee's household goods. To monitor how these moving companies are performing, a "Household Goods Carrier Evaluation Report" (GSA Form 3080, dated 10/93) should be provided to each employee being moved. This Form provides a major tool for evaluating these carriers.

As household good shipments are delivered to the new duty station, relocated employees and traffic managers complete GSA Form 3080. Data from completed reports form the basis of carrier customer satisfaction by measuring the satisfaction of the relocating employee and the responsible traffic manager against the average level of satisfaction of all participating CHAMP carriers. Because this measurement is done on Forms collected during a calendar year, it is very important to have these evaluations completed in their entirety and returned to GSA promptly. These reports should not be held up until after a loss/damage claim has been settled.

The GBL Issuing Officer should provide the relocating employee a GSA Form 3080 at the time of their household goods move or shortly thereafter. After the relocating employee fills out their portion, the Form is mailed back to the GBL Issuing Officer for them to complete their portion of the evaluation and submit to GSA, Transportation Management

Division (6FBD-X), 1500 East Bannister Road, Room 1076, Kansas City, MO 64131. **GSA will not accept any GSA Forms 3080 mailed by a carrier.**

To assist GSA in processing the Form in a timely manner, please make sure that you are using the latest version of the GSA Form 3080, dated October, 1993. Old versions should be discarded as they do not evaluate the same service elements. Don't forget to include your Interagency Traffic Management System User-ID number in the block marked "Federal Agency ID Number".

Stand up and be counted. With your support and input, GSA will continue to provide the quality of service required by your fellow Federal employees relocating in the near future.

For more information, please contact:

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WHAT HAPPENS IF A CARRIER AGENT DOES NOT HAVE THE EXPERTISE TO BUILD A CRATE FOR A HOUSEHOLD GOODS SHIPMENT?

Most likely, the carrier will go to a 3rd party for this service. In some instances, a 3rd party charge for this service can be excessive. Therefore, below is a clarification statement of crating services within GSA's Centralized Household Goods Traffic Management Program (CHAMP).

In the event that a 3rd party is used to provide crating services and the charges are above those provided in the Government Rate Tender (GRT), the transportation officer has the authority to waive and negotiate the additional crating charges in whole, or in part, based on the circumstances of the use of 3rd party services. Please note that regardless of possible use of a 3rd party service for crating, crating services will be quoted, billed and paid as provided in the GRT.

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TRANSPORTATION SERVICES AVAILABLE FOR FEDERAL CIVILIAN CUSTOMERS!!!

GSA offers the following services for Federal Transportation customers through the National Accounts Management Program (NAMP):

- Publishing and maintaining the GSA Standard Tender of Service (STOS)
- Tailored requirements
- Reduced rates and services
- Representation
- Automated services*

*GSA's development of automated freight transportation capabilities, such as rate solicitation and acceptance, provides agencies contributing to the support of the general freight program with access to special offers from carriers and pricing that applies to particular routes.

Use of GSA's Inter-Agency Transportation Management System (ITMS). The ITMS is a PC-based system using CD-ROM technology, no more dial-up. The ITMS has the same functionality as the previous household goods and freight systems and more. This totally automated system helps agencies ensure that they receive the most accurate, up-to-date, rate information in a timely manner via its automated cost comparison system. **ITMS is now available via the web at <http://itms.gsa.gov/itmsupdate/>.**

Under NAMP, your agency will be assigned a specific Zone Office which will have national responsibility for ensuring that all of your Federal activity's freight transportation service requirements, regardless of mode and origin, are met.

To arrange for your agency to start receiving quality transportation services at reasonable rates, call GSA's Travel and Transportation Management Office, Atlanta, GA (404) 331-5121.

N E W S F L A S H

2000 MarkeTips Advertising Specifications

We will be happy to send you a copy of our specifications.

Send us an email at: gsa.marketips@gsa.gov.

Please include your name and fax number.

Note: You must have approval from your Contracting Officer at GSA before an ad can be placed. MarkeTips reserves the right to placement of ads as well as any and all changes that are deemed necessary.

FEDERAL DISPOSAL SYSTEM (FEDS) FREQUENTLY ASKED QUESTIONS

What is FEDS? FEDS is the General Services Administration's (GSA's) electronic system for recording, tracking and controlling the nationwide inventory of Federal excess, surplus and exchange/sale property. It is a real-time system with an on-line database. Batch processing is utilized by agencies for convenience in reporting large volumes of property. FEDS processes customer transactions and provides status on the transactions immediately. For those customers transmitting property reports in batch rather than on line, FEDS processes the transactions during an overnight cycle which is run Monday through Friday.

How is FEDS used? FEDS provides agencies a means of electronically reporting their unrequired personal property to GSA. FEDS is also used as a source of supply by customers seeking property that has been reported and is available for transfer. Agencies may search GSA's inventory through a process known as *screening*, and they may select property for transfer by *freezing* specific items.

Who uses FEDS? The property system is available to three groups of users: (1) Federal agencies, (2) authorized non-Federal recipients, and (3) surplus customers. Non-Federal recipients are activities which receive excess property through a Federal sponsor but are themselves neither a Federal agency nor a donee (e.g., a Federally recognized Indian tribe sponsored by the Department of Interior, Bureau of Indian Affairs). Surplus customers include public airports and State Agencies for Surplus Property (SASP) who in turn redistribute property to donees.

How can you find FEDS? You can access FEDS through the FSS Personal Property Home Page at: www.fss.gsa.gov/property. FEDS is in hypertext as a bullet under the major category of "Systems." You can also access FEDS without going through an internet service provider by dialing 1-888-377-2122. Direct dial will require a modem and communication software with VT100 emulation. Users have access to FEDS from 7 a.m. through 8 p.m. Eastern time, Monday through Friday, and 24 hours per day on most weekends.

Do you need a password or other security information to log-on to FEDS? Yes. You will have two separate log-ons for security purposes. The first log-on requires a User Code and Password. This will connect you to the GSA computer. The second log-on requires an Access Code and Password. This will connect you to FEDS. Requests for a user code and access code must be made in writing by your agency's National Utilization Officer (NUO). A list of NUOs is available on the FSS Personal Property Home Page. Your access code will determine whether you will be able to search only or search and freeze property. This permission level is determined by your NUO at the time you request your log-on codes. All passwords are determined by the user.

How can you get help in using FEDS? Refer to the FEDS User Guide on the Personal Property Home Page. You may also seek the assistance of any of our Area Property Officers (APOs) or regional or Central Office personnel, all of whom are listed on the FSS Personal Property Home Page. If you are already a registered user, please refer to the "Help" pages on each FEDS screen. You also may use "FEDS Practice" to enter as many trial transactions as desired without the worry of corrupting our database.

For more information, please contact

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TRAVEL MANAGEMENT CENTER SERVICES



GSA Awards New TMC Contracts

GSA's new master contracts for travel management services are phasing in as current contracts expire. With the new contracts, you have the flexibility to determine your requirements, select a Contractor, and award a task order for the services required to meet your agency's travel needs. Federal agencies must have a task order in place to receive travel management services under the new contracts.

GSA's web site: www.region9.gsa.gov/fss/tmcservices offers a How-To Guide for setting up a task order. You will also find a complete list of contractors for your geographic area, pricing and services offered.

Once you have selected your own provider(s) based on pricing and services offered, you must submit a written task order to the contractor in order to receive services. There are two types of task orders – the Standard Task Order and the Tailored Task Order. Tailored Task Orders are issued when your requirements need specific clarification and pricing, such as on-site services.

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Trend Towards Nationwide Service

GSA has awarded new contracts for travel management services. The new contracts cover 50 contract line items (CLINs) for service on a nationwide basis or by various geographical areas. Contract effective dates vary, with new contracts phasing in as current contracts expire.

The new contracts have changed the way Federal agencies are managing their travel programs. There has been a shift towards ordering travel management services nationwide. That is, many Federal agencies are awarding task orders on the nationwide contract line item (CLIN 1). Federal agencies are paying a fee for each transaction and they are taking a closer look at how their travel dollars are spent. Many agencies have reduced their transaction fees by leveraging their buying power and ordering services on a nationwide scale.

For a complete list of task orders awarded by Federal agencies under GSA's Master Contracts, go to:

www.fss.gsa.gov/transtrav/taskOrders.cfm/

GSA Points of Contact

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Nationwide Task Orders

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National Customer Service Center

WE CAN HELP!

Call and speak to one of the friendly, helpful people at the FSS National Customer Service Center.

Our job is to help you with questions or problems about any of the products or services available from the Federal Supply Service.

Contact our Acquisition Centers and speak to knowledgeable experts about items you want to purchase as well as product information, pricing, placing an order and status.

Select option (2) on the menu.

HELP LINE

DSN
465-1416

1-800-488-3111

 **GSA** ★
Federal Supply Service