

**DEPARTMENT OF DEFENSE  
PERSONAL PROPERTY STORAGE**

**Non-Temporary Storage (NTS)  
Contractor's Handbook**

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Department of the Army  
Surface Deployment and Distribution Command  
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## FOREWORD

This Handbook provides information necessary for you to properly carry out your responsibilities as a storage contractor in the Department of Defense (DOD) Personal Property Non-Temporary Storage Program.

Contents of this Handbook do not address or impact entitlements of military service members, since this is the responsibility of the individual military services.

The information in this Handbook covers the latest changes in the Defense Transportation Regulation (DTR) (DoD 4500.9R, Part IV), Federal Acquisition Regulation (FAR) and the Basic Ordering Agreement (BOA). Future changes or additions will be furnished by means of replacement or additional pages, as required. Recommendations for changes to procedures or format to this Handbook should be submitted to your servicing RSMO.

## **CHAPTER I THE BASIC ORDERING AGREEMENT**

### **DEFINITION:**

The Basic Ordering Agreement (BOA) is a written instrument of understanding between the Government and the Contractor. It can be likened to an open-end contract with no minimum guarantees on the part of either party. The service order, after being issued by the Ordering Officer, and when accepted by the Contractor, becomes the contract. All performance under this contract (the service order) is subject to the terms of the BOA (against which the service order was issued). The service orders may be likened to a "Call" against an open-end contract.

### **WHAT IT PROVIDES:**

As the BOA is a contractual type document, an understanding of its provisions is important to all concerned. The only satisfactory way to become familiar with what it provides, and equally important, what it does not provide, is by a thorough study of the various provisions, terms and specifications.

### **AUTHORITY TO NEGOTIATE FOR THE GOVERNMENT:**

All Government procurement is subject to the rules and procedures contained within the Federal Acquisition Regulation (commonly called FAR and in the case of the Military Surface Deployment And Distribution Command (SDDC), the FAR Supplement). All actions of the Contracting Officers at the RSMO are governed by these regulations. This authorization is also applicable to any changes covering terms and conditions, specifications for services, rates, or any other matter directly concerned with the BOA.

### **TERMS OF THE AGREEMENT:**

The BOA is valid, until terminated.

### **PREPARATION AND DISTRIBUTION:**

The BOA and certain changes are prepared by the RSMO and are sent to the contractor for signature. Upon receipt of the copies signed by the contractor, the RSMO makes distribution of information copies to all the Using Activities (Ordering Offices) that are likely to use the contractor's facilities. It is not necessary for you to notify any Using Activity that you have a BOA, nor is it necessary for you to notify them of any changes.

### **CANCELLATION:**

It should be noted that the BOA does not contain a cancellation clause other than for "Termination" under I-17, I-43 and I-44.

### **CHANGES:**

Changes to the BOA are made by means of a Supplemental Agreement signed by the RSMO Contracting Officer and the Contractor. Generally, terms and condition changes are not authorized, except upon direction of the Federal Acquisition Regulation (FAR) or SDDC.

### **TRANSFER OF AGREEMENT:**

A Transfer Agreement is a potential solution when a NTS Contractor no longer desires or is able to continue to participate in the NTS Storage Program and is currently storing NTS lots against their BOA. A Transfer Agreement can only occur between two NTS Contractors. A Transfer Agreement must occur at no expense to the Government to include the movement of the affected NTS lots from the losing contractor to the gaining contractor. Should you find yourself in this position, contact your servicing RSMO and discuss your options.

### **CHANGE IN MANAGEMENT:**

Changes of management or majority stockholders of a corporation do not require recognition by means of a supplemental agreement. However, for record purposes, all changes in management of your business should be reported to the RSMO and should provide current minutes of corporation that reflect election of corporate officials.

### **NOVATION AGREEMENT:**

Should you sale your company or incorporate, the transfer of a Government contract to a third party is prohibited by law (41 U.S.C. 15). However, the Government may recognized a third party as the successor in interest to a Government contract where the third party's interest is incidental to the transfer of all the assets of the contractor or all that part of the contractor's assets involved in the performance of the contract. Where it is consistent with the Government's interest to recognize successor in interest, the RSMO will execute an agreement with the original contractor and the new owner of the business. This is done by means of a Novation Agreement, which ordinarily provides in part that:

- a. The new owner assumes all the obligations of the contract, including liability for those lots released prior to the sale.
- b. The original owner waives all rights under the contract against the Government.
- c. The original owner guarantees performance of the contract by the new owner.
- d. Nothing in the agreement will relieve the original owner or the new owner from compliance with any Federal Law.

As a contractor, you have the responsibility of notifying the RSMO of intent to sell your business **in writing, 30 days prior to the effective date of the sale**. Failure to notify the RSMO of an actual sale does not relieve the contractor of the liability he held prior to the sale. Reference paragraph BOA C-7f.

In addition, failure to notify the RSMO of a sale automatically leaves the new owner(s) of the warehouse in an illegal situation with respect to billing for and accepting payment for any services performed by them.

To accomplish a Novation Agreement certain information is required from both the seller and the buyer. Failure to provide the required documentation and its acceptance by the RSMO will result in termination of the seller's contract for default.

**CHANGE IN NAME:**

A change of name of a company should be **reported in writing, 30 days prior to the effective date**, to the RSMO. When only a change of name is involved, with no change in the rights and obligations of either party, the Government will recognize the change by means of a Supplemental Agreement (Reference FAR 42.1205 and BOA C-7f). The Contractor shall forward the following to the RSMO Contracting Officer.

- (1) A copy of the instrument by which the change of name was effected, authenticated by a proper official of the State having jurisdiction;
- (2) Opinion of counsel for the contractor as to the effective date of the change of name and that it was properly effected in accordance with applicable law; and
- (3) A list of all contracts and purchase orders which have not been finally settled among all Departments concerned and the transferor, and the transferee showing the contract number, the name and address of the purchasing office involved, the total dollar value of each contract as amended, and the balance remaining unpaid.

**CHAPTER II  
ADMINISTRATIVE INFORMATION**

**GENERAL:**

There is no guarantee that holding a BOA will result in business for you. Simply stated, three (3) factors determine the issue. The **first** is that there must be something to store. The **second** is that your rate schedule must result in the lowest overall cost to the Government, when compared with all warehouses in a position to provide the necessary services. The **third** is that you are eligible, as determined by the Contracting Officer at the time a shipment is offered.

**ORDERING SERVICES AND SERVICE ORDERS:**

Services are ordered by means of a Service Order (DD Form 1164), BOA Attachment #2. These orders are a contractual document and are issued by an Ordering Officer, who is usually a member of the Installation Transportation Office (ITO) at a military installation. The determination to use a public warehouse is the responsibility of the Ordering Officer. With that is the responsibility of selecting the proper warehouse.

In general, it is the Ordering Officer's responsibility to offer any given lot to the contractor with the lowest overall cost to the Government. If the lowest overall cost contractor declines to accept the offer, the contractor with the next lowest cost is then contacted. Selective acceptance of service order offers by weight or zones are a violation to the BOA.

In determining which contractor has the lowest overall cost, the ordering officer adds the cost of packing, drayage, handling-in and handling-out. To this is added the cost of storage, based on the estimated time the lot is expected to remain in storage.

The following would be a typical computation comparing costs between three contractors, for a 2,000 lb. lot expected to be in storage 2 years:

	A	B	C
Packing	\$3.50	\$3.35	\$3.40
Drayage	\$3.25	\$3.60	\$3.60
Handling-In	\$1.35	\$1.25	\$1.40
Handling-Out	\$ .25	\$ .25	\$ .15
<b>Total labor cost per CWT</b>	<b>\$8.35</b>	<b>\$8.45</b>	<b>\$ 8.55</b>
Storage @ \$.85 per month	\$20.40		
Storage @ \$.80 per month		\$19.20	
Storage @ \$.75 per month			\$18.00
<b>Total cost per CWT</b>	<b>\$28.75</b>	<b>\$27.65</b>	<b>\$26.55</b>
	x 20 CWT	x 20 CWT	x 20 CWT
<b>Total 2 year cost</b>	<b>\$575.00</b>	<b>\$553.00</b>	<b>\$531.00</b>

In the examples shown, the lot would first be offered to contractor C. The offer may be made by phone or in writing. In most cases the telephone is used. If Contractor C accepts the offer, a Service Order is issued. If Contractor C declines, the lot would then be offered to Contractor B.

A contractor is not obligated to accept an offer; if he does accept the offer, either verbally or in writing, a lot number is assigned at this time and he is obligated to perform all services called for on the initial Service Order and Supplemental Service Orders applicable to it. **Failure to perform services on a given lot, after receipt of the Service Order, is cause for declaring the contractor in "Default" under I-44 of the BOA.** In such cases, he is liable for all costs in excess of those, which would have resulted if he had performed the services.

There is one exception to the above, which the BOA will recognize, and in which it will support the contractor for refusing to perform services after accepting an order. This involves a lot that is found to be infested with vermin while performing an inspection prior to the actual pickup of the lot. In such cases, the contractor should notify the Ordering Officer of the condition, and decline to accept the lot until it has been fumigated. There is no way by which fumigating or disinfecting costs can be paid for under the BOA. In the event an infested lot is accepted, without a prior, and preferably written understanding as to who will pay the fumigating costs, such costs must be borne by the contractor.

The rates applicable to a lot are those in effect on the date the offer is accepted. The rates remain in effect as long as the lots stay in storage, up to four years, with renewal at the option of the Government.

Because Service Orders are your legal authority for providing services and obtaining reimbursement, you should be certain that they show which services you are expected to provide and the rate applicable to each service. You should also be certain you have a copy of the Service Order applicable to each lot you have in storage. Regulations require the ordering officer to furnish you a written Service Order before the services are performed.

You are not required to perform any service not shown on a Service Order, not to reimburse anyone for a service provided without your expressed consent. A case in point is unpacking at destination after a line haul movement from your warehouse. Your responsibility for the lot ends when you obtain a receipt from the line haul carrier. If he/she or his/her destination agent unpacks the shipment, it is the responsibility of the ITO to make reimbursement for unpacking directly to the carrier. **DO NOT UNDER ANY CIRCUMSTANCES PROVIDE OR PAY FOR UNPACKING UNLESS CALLED FOR ON A SUPPLEMENTAL SERVICE ORDER.** Supplemental Service Orders call for Unpacking (Item VIII) only in those rare instances when you deliver a lot out of your warehouse, by your equipment operating under your own authority, to one of the zones shown on your Schedule of Services and Rates for Personal Property.

### **RATES FOR SERVICES:**

Rate Types:

- **Loose HHG's Rates:** Used for picking-up loose HHG's from and delivering to, including storage, a member's residence. These rates are required for every BOA.
- **Unit Move Rates:** Used for picking loose HHG's from and delivering to, including storage, a member's room in the barracks when the unit or a minimum of five or more individuals are deployed. The requirement to file these rates is dependent on the needs of the military base that the service is to be provided.
- **Retrograde/Containerized Rates:** Used for storing DPM HHG's in NTS, which are returning to CONUS without a delivery address. These rates can only be applied for after loose HHG's rates have been filed and accepted. The requirement to file these rates is only to service certain military installations situated on the East and West Coast.

The RSMO does not attempt to influence rates, other than to offer assistance in converting the contractor's general rate schedule to the CWT (100 pound) method used in the BOA. It is considered ethical to advise a contractor that a proposed rate is seriously out of line. To accept a rate that is very high or very low, without bringing this to the attention of the warehouseman, would only result in a charge as soon as the result became apparent to the contractor. The Contracting Officer may negotiate with the contractor or return the rate as unacceptable.

Non-Temporary Storage rates offered by contractors in the BOA are considered to be a matter of public information, similar to a proposal received in negotiation. For this reason, the RSMO does makes competitors' rates available to concerned contractors when requested in compliance with the Freedom of Information Act (FOIA). Rates can also be reviewed on the SDDC home page, <http://www.sddc.army.mil>. Go to the SDsC home page, then to Personal Property, then to Non-Temporary Storage, then to rates.

In establishing a rate schedule, contractors should maintain a normal relation between the various Labor items. It serves no practical purpose to make one rate very high and another very low. In fact, such rates often result in difficulty for the contractors.

There is an advantage to a contractor that can offer a low storage rate. This is due to the fact that this is a continuing rate assessed monthly. The computation on the preceding pages illustrates the point. Contractor C, with the highest overall rates for the labor services, has the

lowest overall cost when the low storage rate is projected over several months. In the example shown, if the lot was to stay in storage one month, it would properly go to Contractor A. If it were estimated at 2 months, all three contractors would be equal. Thereafter, Contractor C would be lowest in overall costs.

**RATE CHANGES:**

Pricing concepts of FAR apply to all rate change proposals. In general, prices are expected at fair and reasonable levels, with the Government as a preferred customer, and only independent price determinations offered. This means by cooperative venture whenever rates are submitted that appear to be unreasonable or inconsistent, you will be contacted to negotiate the matter. Whenever rates are submitted you will be required to complete a Certificate of Independent Price Determination (IPD), BOA Attachment #1.

Rate increases may only be filed to be effective 1 May and 1 November, and must be post marked by midnight 15 March and 15 September respectively. You may not increase any rate item except during the two increase periods. Decreases in rates will be accepted during any of the 12-month periods of the year.

All proposed rate changes will be prepared on the Schedule of Services and Rates for Personal Property (Section B of the BOA) and signed by an authorized official of your firm. Bids will be submitted for all items of service with your statement of operating authority. Zones and counties without operating authority will be notated NOA (No Operating Authority) or Areas that do not have location or counties will be notated as NA (Not Applicable). You will receive a Standard Form 30, Amendment of Solicitation/Modification of Contract, as executed by unilateral signature of the RSMO Contracting Officer, effecting the change of rates.

The following time frame is established for the postmark and effective date of accepted rate changes:

<b><u>Change request Postmarked by:</u></b>	<b><u>Effective Date</u></b>
15 January	1 March
15 February	1 April
15 March *	1 May
15 April	1 June
15 May	1 July
15 June	1 August
15 July	1 September
15 August	1 October
15 September *	1 November
15 October	1 December
15 November	1 January
15 December	1 February
* Rate increases are acceptable	

When proposed rate changes result in prolonged negotiations, the above time frame may not be effective and may be subject to delay. In order to meet administrative needs, RSMO Contracting Officers are obligated to accept or reject the rate change in order to allow time for

input into the TOPS program. An inability to do this will change the effective date to the 1st day of the next succeeding month. Holidays will NOT affect the above schedule.

When you are serving two or more Using Activities out of one warehousing location, the rates will be identical in all Items of Service, except Item III, Drayage and Item VII, Delivery. These items refer to zones and distances and are used to compensate variances as may apply.

### **STORAGE PERIODS:**

The BOA does not provide that any lot will stay in storage for a minimum or maximum length of time. The length of the storage periods depends on a variety of circumstances. The estimated period of storage shown on a service order is based on information available at the time of preparation and is subject to change.

The majority of lots placed in storage are done so while the owner is on overseas assignment. In such cases, the estimated storage period is based on the normal tour of duty at the particular overseas station. These usually range from one to three years.

There are about 15 authorized reasons for storage at Government expense. These include attendance at a service school for at least 20 weeks, extended hospitalization under certain circumstances, retirement, and non-availability of adequate storage space in assigned Government quarters. In some instances, change in orders or duty assignment result in a change in the storage period authorized.

### **INSURANCE REQUIREMENTS:**

Provision C-7h (2) of the BOA requires all storage contractors to purchase and maintain coverage in minimum limits of \$1.25 per pound times the total weight of NTS at each location. In those instances when there is more than one warehouse the amount of insurance coverage should be based on the total weight in each individual warehouse.

Certificates of Insurance, BOA Attachment #3, are to be furnished to the RSMO Contracting Officer. The certificate must show the name of the insurance company, policy number, address of each warehouse, the limits of liability coverage for each warehouse, and the deductible amount shall not exceed \$100.00 per occurrence.

Certificates of Insurance must confirm by a statement thereon that the insured's warehousemen's legal liability coverage is in force for property accepted and stored by the contractor under any Government contract.

Each insurance certificate must include an endorsement that the certificate holder will be notified 30 days in advance of any change or cancellation. Your servicing RSMO will be listed as the certificate holder.

An authorized agent of the insurance company must sign copies of the insurance certificate as an original. **Reproduced signature copies are not acceptable.**

Contractors that fail to maintain adequate insurance coverage will be considered in default by the RSMO Contracting Officer, and a "Cure Notice" issued.

### **WAREHOUSEMEN'S LIABILITY:**

The legal liability of a contractor storing under a BOA is limited to \$1.25 times the net weight (in pounds) of the lot for any loss or damage to personal property caused by the failure to exercise the care of a reasonably prudent owner or similar property.

In acting on claims submitted for a ruling, the RSMO has consistently held that loss or damage to military household goods while in the custody of a contractor automatically implies an omission or careless act on the part of the contractor or his employees and that this results in the contractor being liable within the monetary limits referred to in Provision H-6 of the BOA.

Any objection by the contractor must clearly show that the loss or damage was not attributable to an omission or careless act on its part. If such a showing cannot be sustained, the contractor is required to make a financial settlement.

### **LOSS AND DAMAGE CLAIMS:**

With the increase in the number of lots being removed from storage, the number of claims for loss and damage is increasing. In most cases, when the goods are delivered with damage or shortage, the owner assumes the warehouse is reasonable and so states in his claim. The carrier unusually disclaims the responsibility on the basis that he "delivered the goods in the same condition as received". The RSMO has taken the stand that in general; the holder of a clear receipt is not liable.

Thus, the warehouse operator must be able to produce a receipt in which indicates the alleged lost or damage item or items were received by the carrier and in substantially the same condition as when received by the warehouse. In such cases, the warehouseman has been relieved of liability. Where the warehouse could not produce such a receipt, the warehouseman was held liable.

There have been several cases in which the warehouse contractor has obtained a clear receipt from the driver of the van line making a pickup after storage and then signing the driver's inventory acknowledging that certain losses or damage exist. In such cases, the RSMO will hold the warehouse contractor liable, unless substantial proof is submitted that the loss or damage was not attributed to the warehouse.

Failure on the part of the storage contractor to obtain a receipt from the carrier, showing the true condition of the lot, could be considered a violation of good operating practice on the basis that he is not exercising the same degree of care as would be exercised by a reasonably careful owner. Certainly a reasonably careful owner of the goods will not release his goods to the warehouse without an inventory. It follows; the storage contractor should act accordingly when turning the goods over to the carrier or back to the owner. When he does not, he cannot justifiably claim lack of liability for reported loss or damage.

### **INVENTORIES:**

BOA Provision C-5a of the "Technical Provisions" provides that an inventory will be prepared at the time of pickup of a lot. The inventory form should be similar to that shown in Attachment #4 of the BOA. An important feature of this form is the condition and location symbols shown. The use of these symbols, without deviation, is mandatory. It is the responsibility of the contractor to ensure that his

employees use an acceptable inventory form and in doing so, use the condition and location symbols prescribed and properly identify each piece.

It is not necessary that your inventory form be the same size or the identical format as the model. The latter is presented to show the correct preparation of a completed inventory. Regardless of the format used the inventory must contain all the information referred to by the circled numbers of the model. Captions relative to each number are on Appendix B-1 & B-2 of the BOA.

With reference to the entries of items and condition, note the method used on the model. As an example, an entry of "chair" is not sufficient. The word "chair" should be followed by further description, such as "dining". Likewise, it is not proper for any entry to read "4 chairs, dining", each followed by the condition symbol. An entry, "bed, complete" is not acceptable. A correct entry would be "3.0 carton, linens or "3.0 carton, kitchen utensils", as the case may be. Likewise, an entry of "3 cartons" is not correct. Each carton must have a piece number and be listed individually. All cartons must list contents, and the same for suitcases, footlockers, toolboxes, trunks, and wooden crates, or otherwise empty, "CP", for carrier (contractor)-packed, must also be annotated on the inventory. "PBO" (packed by owner) is not acceptable.

Using Activities have been instructed to report any contractor who does not submit inventories in accordance with the provisions of the Agreement. If warehousemen will follow the model and explanatory notes, the necessity for such action will be eliminated.

#### **WAREHOUSE RECEIPTS:**

Provision C-7c of the BOA provides that the contractor shall furnish a non-negotiable warehouse receipt for each lot. It also provides the original and one copy will be furnished the Using Activity not later than seven (7) working days after receipt of the lot.

The warehouse receipt must be in form and substance satisfactory to the RSMO Contracting Officer. As the Contracting Officer has checked the format used by each contractor, it may be assumed that all legal requirements have been met. However, the manner of preparation varies with the warehouse and, as a result, some warehouse receipts do not meet the requirements of the Agreement.

With reference to any standard form of warehouse receipt, contractors should be aware of the provisions of the third sentence of C-7c of the BOA.

Using Activities have been instructed to return any warehouse receipt that does not comply with provisions of C-7c. If contractors will follow the model and explanatory notes in BOA Appendix C-1, C-2, C-3, the necessity for such action may be eliminated. Using Activities occasionally report that certain warehousemen are not complying with the requirement that warehouse receipts be submitted within at least seven working days. The RSMO may assist chronic violators in bringing their paperwork up to date by removing them from the eligible list until the problem is solved.

Contractors are entitled to receive the original warehouse receipt from the Ordering Officer upon completion of handling-out of a lot.

### **WEIGHT CERTIFICATES:**

Provision C-7c of the BOA provides weight certificates be furnished with the non-negotiable warehouse receipt.

Such weight certificates/scale tickets must be obtained from a licensed or qualified weigh master or a certified public scale.

Using Activities have been instructed to hold up payment of any lot, which is not covered by a weight certificate or scale ticket. A model of the latter is shown in Appendix D-1 of the BOA.

### **WEIGHT ALLOWANCE:**

Each service member is authorized a weight allowance of household goods to store or move, or combination of the two, at government expense. The allowance is based on rank. Costs of storing and/or moving in excess of the authorized weight allowance must be borne by the service member.

Professional books, paper and equipment are a separate entitlement, when authorized, to be stored and moved at Government expense without regard to weight limitations. For this reason, they are to be weighed and listed separately as provided for in BOA provision C-4e of the "Technical Provisions".

The authorized storage weight allowance, exclusive of professional books and papers, when authorized, is indicated on the Service Order. It is the weight shown in the printed line starting with "Maximum weight chargeable to the Government: If a lot exceeds the authorized weight, bill the Government for the total weight. (NOTE: This billing requirement may vary from each military installation). Collection of excess costs from the member will be processed by the ordering activity in accordance with the existing policies and regulations.

### **CONTRACT DISPUTES ACT OF 1978:**

Disputes over BOA provisions and performance can arise in a contract situation and, of course, this is true with government contracts. The existence of a dispute does not, in the majority of cases, represent bad faith on the part of either party. No matter how carefully the BOA was written, how the RSMO Contracting Officer administers the Agreement, or how sincerely storage contractors perform, disputes may occur which require resolution. Frequently, resolution takes the form of mutual agreement, but on occasion, agreement is not possible. Where the dispute is not resolved by agreement, other means must be used to resolve it.

While the current Disputes Act, FAR 33.202, primarily concerns questions of fact, it does not preclude the consideration of law questions related to the factual dispute.

When you, as a storage contractor and the RSMO Contracting Officer cannot agree as to some contract provision or as to adequacy of performance, a dispute exists which by contract agreement may be decided by the Contracting Officer. It is your prerogative to request a decision on the matter in dispute. The RSMO Contracting Officer is then required to make a final decision and notify you in writing of the decision and advise you of the procedures for appeal. The final decision is binding and final unless you file a timely appeal or suit contesting

the decision. The Act provides a contractor 90 days from the time of the receipt of the RSMO Contracting Officer's final decision in which to notify the Contracting Officer of an appeal. This must be in writing and submitted to the RSMO Contracting Officer, advising which alternative you are appealing to, the Armed Services Board of Contract Appeals or the Court of Claims.

It is the Government policy to resolve all disputes by mutual agreement at the RSMO Contracting Officer's level, without litigation, whenever possible.

### **FINANCIAL RESPONSIBILITY:**

One of the RSMO's responsibilities is to determine that the contractor is financially able to perform his duties under the BOA. This determination is based on the contractor's general financial position, the type of protection he has to enable him to survive a major loss and his general reputation for integrity.

The contractor's financial statement is obtained before the BOA is entered into. However, a satisfactory financial condition at that time does not assure that the same condition exists a year or two later. For this reason, each contractor is annually called upon to submit a recent financial statement. The RSMO realizes that such statements are of a confidential nature and acts accordingly.

### **ANNUAL REVIEW:**

The Federal Acquisition Regulation requires that all contracts be reviewed on an annual basis. When this occurs the contractor is sent a request for information regarding their company. Continued performance and eligibility to receive new non-temporary storage lots depends on the returning and acceptance of this information by the RSMO Contracting Officer.

### **UNUSUAL OCCURRENCES:**

**Check the BOA section on Unusual Occurrences (paragraph C-7d) for additional information and direction.**

Contractors should immediately report unusual occurrences, fires, flood, break-in, etc., to the RSMO and the ITO. In this, your attention is specifically invited to BOA paragraph C-7d of the BOA and the following guidelines:

A. The following procedures are designed to aid the contractor and/or the employees in the event of an unusual occurrence (disaster/emergency/loss to non-temp storage or any non-temp facility or vehicle). The following is a list of unusual occurrences; however, you are advised that any unusual loss/damage involving non-temp storage should be treated as an unusual occurrence unless otherwise directed by the servicing RSMO.

B. Types of situations that are considered to be unusual occurrences:

1. Break-in or attempted break-in at the warehouse/office/truck or van.
2. An incident involving missing weapons.
3. Any incident involving missing items such as TVs, stereos, cameras, etc.
4. Lost lot within the warehouse.

5. Any incident involving water damage.
6. Structural failure to the warehouse/office.
7. Any fire/smoke incident inside/outside the warehouse/office/parking lot.
8. Insect or rodent infestation of the warehouse/office.
9. Dropped vault/collapsed rack.
10. Storms producing damage or potential damage to stored household goods.

C. Upon discovery of any of the above situations, the contractor must comply with the Basic Ordering Agreement, Section C, C-7d and contact the servicing RSMO immediately and be prepared to answer the following questions:

1. Contractor's Name \_\_\_\_\_  
Warehouse Address \_\_\_\_\_
2. Caller's Name \_\_\_\_\_  
Title/Position \_\_\_\_\_  
Telephone Number \_\_\_\_\_
3. Type Unusual Occurrence \_\_\_\_\_  
Date \_\_\_\_\_ Time \_\_\_\_\_  
Discovered by \_\_\_\_\_ Title/Position \_\_\_\_\_  
Date \_\_\_\_\_ Time \_\_\_\_\_
4. Probable Cause \_\_\_\_\_
5. Number of lot affected \_\_\_\_\_ Weight \_\_\_\_\_  
Number of lots in storage \_\_\_\_\_ Weight \_\_\_\_\_
6. Unusual occurrence reported to the Using Activity  
Date \_\_\_\_\_ Time \_\_\_\_\_  
Person Contacted \_\_\_\_\_

D. The items listed below must be provided in written form by the contractor, unless otherwise directed by the Contracting Officer (RSMO).

1. A written report within ten (10) working days (or as otherwise directed by the Contracting Officer) of all known facts and events concerning the occurrence, in chronological order. This statement must include dates/times/places/names of all employees involved and all actions taken by management.

2. A written statement by each employee involved as to their complete knowledge of the situation and actions taken. The employee should sign this statement.

3. Complete list of lots involved, to include:

- Member's Name and Rank
- Social Security Account Number
- Service Order Number
- Weight of the lot

4. Documents that must be provided to the Contracting Officer (RSMO) are:

- Copy of the Original Inventory.
- Rider or exception sheet showing damaged items by Inventory Number
- Copy of the Original Service order placing lot in storage
- Other documents as directed by the Contracting Officer.

E. Contractors shall telephonically notify the Contracting Officer of an unusual occurrence upon discovery.

#### **OWNER DEFAULT:**

When the owner of household goods, stored under a service order, owes the contractor for such items as insurance, weight of household goods beyond the authorized weight allowance, or any proper charge not ordered by the Government, the contractor is entitled to apply the usual warehousemen's lien in compliance with Uniform Commercial Code and/or State laws. Under such circumstances, the goods may be held until the owner pays for the services he ordered or is responsible for. With reference to lots that exceed the authorized weight, the owner is responsible for all charges on the overweight portion of his lot.

When a furniture or appliance dealer attempts to repossess a part of a lot stored under a Service Order, the matter should be referred to the RSMO and the Ordering Activity for guidance. For the information of the holder of the chattel mortgage or sales contract, this office will take steps to secure payment or a release from the service member. If this is not possible, receipt of a Court Order, a certified true copy of the Sales Agreement, or a similar document by this office will usually result in an order to release the property. The Government will continue to pay for storage of the property until the issue is settled.

#### **INVOICES, BOA Provision G-2:**

Government furnished Transportation Operational Personal Property Standard System (TOPS) invoices must be used when provided by the PPSO. Invoices shall be submitted in original and 4 copies to the Ordering Officer unless otherwise directed by the Ordering Officer. TOPS invoices shall be provided (a) monthly with respect to pre-storage, handling-in, handling-out and post-storage services and (b) quarterly with respect to storage. If you don't receive a TOPS invoice from the PPSO within a reasonable time (5 days) contact your servicing RSMO for assistance.

#### **PAYMENT:**

The Prompt Payment Act Amendments of 1988 (PL 100-496, 102 Stat. 2455 (1988))

requires federal agencies to pay their bills on time or pay interest penalties when payments are made late. Pursuant to policies and procedures outlined by the Office of Management and Budget for the receipt, processing and payment of contractor invoices, the following guidance is furnished concerning invoices for the payment of Non-Temporary Storage (NTS) service performed under the Basic Ordering Agreement (BOA) and related transportation contracts. Payment must be made within 30 days of receipt of a proper invoice from the contractor. Improper invoices must be returned to the contractor within seven (7) days after receipt. Notification of improper invoices shall be made in writing and shall document the date of such notification. The payment period will commence from the date of receipt of a corrected invoice. Invoices should be date stamped by the Personal Property Shipping Office (PPSO) upon receipt and upon release to the Defense Finance and Accounting Service office. The PPSO must process invoices in an expeditious manner to allow the payment office adequate time to complete the payment cycle and avoid interest penalties. Procedures should be established to provide the paying office the invoice within 5 (five) days after receipt. The date of the check is the concluding date and should be mailed to the contractor on or about the same date it is dated. If payment of a proper invoice is not made in the allotted time, not to exceed 30 days from the date of receipt at the PPSO to the date of the check, interest begins on the 31<sup>st</sup> day after initial receipt. Interest on principal is added to the principal on 30-day increments. The rate of interest is derived from the Renegotiation Board Interest Rate that is published semiannually on or about 1 January and 1 July of each year. No modification of the Basic Ordering Agreement is necessary due to the Prompt Payment Act.

#### **NTS PAYMENTS – HOW TO TRACK DFAS PAYMENTS:**

As a result of the consolidation of Department of Defense (DoD) payment offices in the late 1990s, many Non-Temporary Storage (NTS) Contractors began experiencing serious NTS Invoice payment problems. The consolidation process created Defense Finance and Accounting System (DFAS) Offices located at various locations around the United States.

This is no longer the way that the DoD is doing business regarding the payment of NTS Invoices. Due to the creation of DFAS Offices and the Federally Mandated elimination of some paper products Contractors no longer have access to local personnel regarding payment problems nor do they receive vouchers after each NTS payment.

But, there are avenues and tools that can be taken to resolve delinquent payment problems as well as determine if and when NTS Invoices are paid. That is what this pamphlet is intended to do. That is, give Contractors and Using Activities tools assist in these areas.

In 1998 and 1999 meetings were held by SDDC, HQ DFAS, the four Regional Storage Management Offices, HQ, Air Force, HQ Army, HQ Marine Corps, HQ Navy, HQ Coast Guard and Transportation Operational Personal Property Standard System (TOPS) in an effort to solve the problems experienced by Contractors and delinquent NTS Invoice payments. As a result of these meetings the following actions were initiated.

1. All Using Activities (the Personal Property Shipping Offices) were directed to use only TOPS generated Invoices for Handling In/Out and Quarterly NTS invoices. In addition, each Invoice was to be given a special Invoice Number. Currently TOPS is automatically assigning these Invoice Numbers. Services other than the above would be processed as

previously established. Attached, as Appendix “A” is the message generating these changes. Note that pages 3 and 4 give the addresses and phone numbers of the major DFAS Offices.

2. Appendix “B” is a Western RSMO sample of a letter that the RSMO’s sent to all Contractors in their Areas of Responsibility outlining the procedures to be used to assist in the timely payment of NTS Invoices. Additionally, guidance is given regarding the procedures to follow for delinquent NTS Invoices. These procedures are still current and should be used as circumstances warrant.

### **How do I Check on Invoices and how can I contact DFAS for help?**

The questions regarding a Contractor trying to determine if an Invoice has been paid and how to get assistance from a particular DFAS Center are some of the most common questions received at the RSMO.

The Defense Finance and Accounting Service has established a very intense and extremely user-friendly web site. The address is [www.dfas.mil](http://www.dfas.mil). Appendix “C” is the current main page that you will see when you enter this web site. Though it was designed for use by all DFAS customers, many topics do not apply to a NTS Contractor trying to get payment information.

In bold black type on the upper left portion of this screen is ‘**Money Matters**’. The third selection is [Vendor Pay Inquiry System](#). This is the central repository for most of the points of access a Contractor needs to access.

Appendix “D” is a copy of the screen that appears once you enter Money Matters from the DFAS Home Page. One of the first questions that comes to mind is; what is MOCAS or a MOCAS System. This anachronism is not defined at this point. A clarification is warranted as MOCAS stands for Mechanization of Contract Administration Services. As MOCAS is for DCMA Contract Administration Office issued contracts this section does not apply to NTS Contracts. Also, VPIS stands for Vendor Pay Inquiry System.

The first selection on this screen, under **Non-MOCAS (Mechanization of Contract Administration Services) System**: is entitled [Vendor Pay Inquiry System Help](#). This section explains how to use the DFAS web based program, how to make inquires regarding your NTS Vouchers, their Status as well as asking for assistance using E-Mail. We have incorporated this section of the DFAS home page as Appendix “E” for your use at this time. Please make sure you check this section regularly as any changes and or updates in the program’s choices or new options will be found in this section.

While at this location if you look above **Vendor Pay Inquiry System (VPIS)** you will see **Contacts** this section is presented as Appendix “F” and lists the phone numbers for the various Vendor Pay locations throughout the DFAS System. Here is where you can get the phone number to contact personnel designated to assist with question or inquiries you may have. There is a wealth of information here that should make getting information from a particular DFAS Office a lot easier than in the past.

If all else fails regarding your payment process, do not hesitate to contact your servicing RSMO. That is one of the reasons there is a RSMO to serve the NTS Contractors that are our Customers. If we cannot help, we will find out who can and will help.

## **COMPENSATION OF BOA:**

The Government reserves the right to award the contract for transportation of any lot of household goods stored with a contractor to any carrier the Government may select. The Contractor shall promptly, and in accordance with the direction of the appropriate ordering office, make lots available to the receiving carrier on a properly protected loading area of the contractor in a condition satisfactory to be received by such carrier. The contractor shall permit any such carrier to inventory and load goods from its facility without any charge to the receiving carrier or the Government and will acknowledge the receiving carrier's exception sheet or rider, noting the damage and/or shortages.

In the event the carrier does not pick up the lot on the specified date, the contractor shall notify the Ordering Officer and continue to store, protect, and be responsible for the property. Appropriate compensation will be made for restoring the shipment, upon approval of the Ordering Officer. The Ordering Officer will take action to annotate the Service Order for Personal Property (DD Form 1164), to require set-off action against the carrier on the applicable Government Bill of Lading by the service's finance center for extra charges attributed to the carrier for not picking up the storage lot as scheduled.

When it is desired to remove all or part of a lot from the contractor's warehouse, the contractor may be unable to deliver some items to the carrier because of inability to locate them. In the event that the contractor subsequently finds these items in the warehouse, the contractor shall be responsible for all shipping charges (in excess of what it could have cost the Government had the item(s) moved with the main lot) from the storage facility to the Base, Installation, or home address where the military/civilian is located. In the event the wrong lot or items are shipped/delivered, the contractor will be responsible for shipping cost of returning the erroneous lot or items and delivering the correct lot or items. Compensation to the contractor will not be over and above what it would have originally cost had the correct lot or items been delivered.

When the contractor attempts to pickup at residence on the date specified on the DD Form 1164, and the member/member's representative is not available at residence, the contractor, upon approval of the Ordering Officer, shall be paid the drayage rate (Item 3, Schedule of Services and Rates for Personal Property) on a 500-pound shipment (minimum weight).

When the contractor attempts delivery at residence on the date specified on the DD Form 1164, and the member is unable to accept the shipment at residence, and the contractor returns the shipment to his warehouse, the contractor, upon approval of the Ordering Officer, shall be paid the delivery rate (Item 7, Schedule of Services and Rates for Personal Property) on actual weight, handling in rate (Item 4) and continued storage (Item 5).

When ordered on a DD Form 1164, the contractor will prepare an inventory for high/extraordinary value items and such "special services" shall be payable according to the rates set forth in Schedule of Services and Rates for Personal Property. The Ordering Officer must annotate the requested special services on the DD Form 1164.

## CHAPTER III QUALITY CONTROL

### WAREHOUSE STANDARDS AND INSPECTIONS:

As a contractor, you may assume that your warehouse and methods of operation met the minimum standards required for participation in the program at the time the BOA was entered into. Whether it continues to meet the standards is another matter.

To assure that proper standards are maintained and specifications complied with, the RSMO personnel will make periodic inspections. The Warehouse Inspection Report, DD Form 1812, shown as Appendix E-1, is used. Because it is an inspection report, all warehouse personnel should be trained to assure that every entry would pass at the time of inspection.

The DD Form 1812, and its system of rating are simple in operation. The type of inspection and date are marked, as applicable. The Contractor/Carrier Agent is named and the address of each approved warehouse is listed by fire class and number of lots and weight in place under the BOA. The BOA number and its present status are indicated. A check is made to determine if a current copy of the BOA is on file with the contractor and made available to the employees.

There are five numbered examination sections on the DD Form 1812 that descriptively follow performance requirements of the BOA. The Pre and Post Storage Services items may be cited by ITO Quality Control personnel or be cited by the RSMO upon reports from the ITO affecting the BOA. In all other aspects, the findings of an on-site personal property warehouse inspection would apply.

The numbers assessed for a particular warehousing fault are: (1) meaning something minor; (2) as an intermediate, more serious matter; and (3) for serious concern. These will appear in the space provided for each item. For example: 3E, lots stored against exterior walls; an item or two within a lot touching the wall is deemed minor (1); whereas a whole lot touching the wall is intermediate serious (2); and more than one lot touching the wall is serious (3). This can be termed progressive gravity whereby any fault is given a response factor by the person making the review.

At the conclusion of a personal property warehousing inspection, the assessed individual fault numbers (demerits) are added together to produce a rating score. The report has four categories of ratings: **A for Zero demerits; B covering 1 to 8 demerits; C for 9 thru 16 demerits; and D with 17 or more demerits.** These categories are aligned for response action as noted in Block 6 of the report. A, B, and C are self-explanatory. D relates to a declared ineligible status interrupting the BOA in respect to additional new business. E is a continuation of a D rating when corrective action is not taken.

Jurisdiction to take a remedy action or interrupt the BOA is restricted to the RSMO Contracting Officer. All action against the Tender of Service is the responsibility of the ITO. The RSMO/ITO combination can share reports to effect a unanimous action when deemed appropriate.

The report and its method of use represent both numerical demerits and personal judgment. The factor of judgment can conditionally override the collective demerit score result. For example, inspection items with an asterisk (i.e. 2D, 3A, 3H, 3J, 3K, 3R, 4B, 4C, 4E, 4M, 4N, 5A,

5H, and 5I) present key risk matters where a citation can serve to interrupt the contract regardless of total demerit score. Inversely a collection of minor faults resulting in a score of 17 or more demerits can be amended by judgment to a priority attention matter in lieu of a contract interruption. Priority attention means a correction of the faults within a 10-day period.

Blocks appear for listing paperwork checked by lot number and lots examined in the warehouse. This does not serve to restrict the scope of the inspection for comments deemed necessary.

When required, the remarks blocks can be used for supplemental coverage of instructions. The Contractor is to respond to each line item wherein assessed points appear regarding corrective action taken, except for A and B ratings. In those cases, no response is required. Failure to respond within the prescribed time is due cause for additional remedial action and/or termination.

On the reverse side of the report, mention is made within the instructions of a Guide to Severity of Deficiencies, Appendix E of DOD 4500.9-R. These are the guidelines the inspector will use to rate your facility.

Distribution of the completed report puts the original with the preparing agency, RSMO or ITO; duplicate center copy to Contractor, and last copy to either ITO or RSMO.

The DD Form 1812, Warehouse Inspection Report, is a management tool for personal property warehousing. It must coincide with absolute communication between the parties to be effective in its end results.

Recommend management, daily, weekly, etc., use the DD Form 1812 to critique your facility to ensure your operation is in compliance with the terms and conditions of the BOA.

One increasing violation of good storage practice is the tendency to accept more lots than can be received and properly stored in the three (3) working days allowed under C-7a of the BOA. This brings about an unsafe operation that inevitably results in loss or damage. Because of this, the RSMO has on occasion found it necessary to assist the contractor to clear its docks and aisles, by removing it from the list of eligible contractors until the situation is remedied. Contractors can prevent this by accepting only those lots that can be received and stored within the proper time.

Sections C-2e and C-7a of the BOA address pickup and drayage requirements. One key item to remember is that the contractor shall begin performance of handling-in services upon the arrival of the property at the warehouse. This action, to include placing the goods within the facility, should be completed immediately, but must be completed no later than the third (3) working day. The contractor has three (3) working days from the date of pickup to complete the remaining handling-in service.

Contractors who find they are being offered more lots than they can properly handle should decline to accept some of them. If the warehouse is loaded close to capacity and likely to remain so for some time, notify the Using Activities (copy to RSMO) to discontinue offering you new lots until further notice from you. This voluntary action will not be to penalize you in any way (Reference H-3b of the BOA).

The failure of the RSMO to inspect does not relieve the contractor of his responsibility to properly carry out his obligations of the BOA.

It is a violation of the BOA to store Government personal property in any warehouse not listed in Provision C-7i of the BOA.

### **LOCATOR SYSTEM:**

Inventory control is an important part of personnel property warehousing, since stored items must ultimately be retrieved for release to owners.

The basis of effective control is an effective locator system. That sounds simple -- and it is simple. But sometimes its very simplicity generates carelessness, with all the attendant problems which lack of alertness brings. The relative seriousness is apparent in the fact that property cannot be returned to the owner if it cannot be found. It is also apparent that searching warehouses for missing property is an expensive matter of business.

The RSMO and individual installation Ordering Officers have a responsibility to ensure that contractors indeed provide the locator systems and lot identification required by C-6d of the BOA.

To be effective, records of the locator systems must be duplicated, that is, lot identification information must be available in the warehouse as well as in the office jacket file. Should the locator system records be destroyed within the office, the duplicate remains functional within the warehouse, and vice versa.

A copy of the Locator sheet is to be in the office jacket file and a copy in either the warehouseman's files, if physically maintained in the warehouse, or on each pallet in the warehouse. Each should reflect all pallets used by number and location and the full reading of segregated items and location. A segregated item tag is to be on all segregated items, filled out completely. In this manner, the item should never be lost, even if the location is changed and the change is not noted on the Locator Sheet. The resultant search is made far simpler when relocated segregated items are properly tagged.

### **STORAGE RELEASES:**

The contractor will receive a minimum of five days' advance notice of a lot to be released. Some difficulties have been reported where all items of a shipment coming out of contract (non-temp) storage are not made available for pickup by the carrier from the storage warehouse. If a contractor is unable to locate items in a lot the ITO shall notify the Contracting Officer, who may withhold further business until such items are located or a thorough warehouse search is accomplished. When failure to make such items available is the storage contractor's fault and when the items are later located, the contractor will be instructed to forward the items at his expense by a mode that will most nearly meet the owner's need. The ITO will maintain close surveillance of contractor's actions in order to assure the manner of shipment is in the best interest of the member. In cases where the contractor fails to forward the shipment in accordance with the instructions of the ITO, he (the ITO) will make the shipment of the located items on a GBL by the mode necessary to most nearly meet the requirements of the owner. A demand in writing will then be placed upon the contractor for payment of the excess charges of the two shipments over what would have been the Government's cost had all items been forwarded in the initial shipment. A copy of the demand will be provided the RSMO. If a contractor fails to remit the amount of the excess within the time specified by the ITO, the matter will be referred to the RSMO Contracting Officer for action under the BOA Provision H-5c.

## **STORAGE REQUIREMENTS FREQUENTLY NOT PERFORMED:**

The BOA, Handling and Operating Requirements:

**Paragraph C-4a (2)**, reads: "All nuts, bolts, and screws removed from personal property in preparation for drayage or storage shall be placed in a suitable bag, properly labeled and securely attached to the article from which removed. Component parts of a master item, removed for any reason, shall be securely wrapped into package form, identified as to contents, numbered and cross-referenced on the inventory to the master item from which removed."

**Paragraph C-4b**, Appliance Servicing, states in part: "When an appliance has been serviced at origin, such appliance shall be tagged, labeled, or clearly marked to indicate what must be done to replace the item in working condition at destination. In the event that servicing is not required as per manufacturer's recommendation, a tag or label shall be affixed to indicate, "No servicing required". Any and all servicing shall be the responsibility of the Contractor, whether such servicing is accomplished by the Contractor or by a servicing activity engaged by the Contractor.

**Paragraph C-6a (3)** states: "The member shall ensure that power driven equipment has been drained of all gasoline at residence. The contractor shall tag or label to verify that no gasoline is present. The member, except for those lots identified as remaining in storage for less than one year, shall remove all batteries. However, whenever the battery remains in the piece of equipment the cables must be disconnected from the battery terminals and the cable ends must be taped.

**Paragraph C-6c (7)** requires that all household goods be stored on skids, dunnage, pallet bases, elevated platforms, or similar storage aids, maintaining a minimum two (2) inch clearance from the floor to the bottom portion of the stored property. This includes storage on mezzanines. Height of household goods properly stacked loose cannot exceed 10 feet. Also, household goods cannot be stored in contact with exterior walls. Trash cans, extension ladders, lawn mowers, TV antennas, swing sets and other like items are excluded from these requirements. The applicable clearance distance should be set to prevent any transfer of moisture from the wall to the household goods and satisfy the local Fire Department requirements for hose stream input in case of fire.

## **LIABILITY FOR CARE OF PROPERTY H-6d:**

This provision requires that military household goods be stored only in warehouses that have been approved by the RSMO. Contractors should not use a building not previously approved on the supposition that it will be approved. Such an action could result in an order to remove all the military lots to an approved warehouse at the contractor's expense.

## **SUB-CONTRACTING H-9:**

Prohibits sub-contracting without the prior written consent of the RSMO Contracting Officer. Sub-contracting is when individuals other than your paid employees perform the required functions covered in your BOA

## **REQUIREMENTS FOR SERVICE:**

The following synopsis of requirements is an extract of the BOA for Non-Temp Storage, the work crew through inventory, pack and pickup of a storage lot. It should be made available to all personnel and especially new hire and part time personnel to assure minimum proper contract performance. Topics are underlined, followed by the required specifications for accomplishment. This needs to be with the employees at the job site, as well as at warehouse and offices.

**Paperwork needed** - Inventory and Warehouse Receipt, heading blocks completed (Owner's name, social security number, rank, Basic Ordering Agreement Number, rate modification number, service order number, pick up address, lot number, and any special instructions), rustproof wire tags or equal with minimum information completed (owner's name, lot number, and piece number), item stickers with lot number, appliance servicing tags and packing materials lists. All paperwork being sent to the Transportation Office is due within seven (7) working days.

**Vehicle** - Clean, good condition, with adequate packing materials, pads, tarps, and handling equipment, chains, dollies, hand truck and straps.

**Weight** - Use certified scale nearest origin of shipment, pads and handling equipment on, put service order number, name and rank of member on weight ticket, get weigh master signature. Contractor may substitute a certified platform scale to obtain net weight.

**Inventories** - Use page numbers. Use inclusive item numbers. No ditto marks. No PBO. Show condition and contents on each item; also make, model and serial number on guns and appliances, where applicable. For upholstered pieces, rugs and pads show type, style, color or pattern and size. Parts to any master item will be wrapped into package form, numbered and entered by cross-reference. Declared articles of extraordinary or high value items shall be individually inventoried and packed separately upon prior approval by the Ordering Officer. High-value items listed in specific terms such as: "12 forks, 12 spoons, one clock: Professional books and equipment shall be inventoried separately.

**Cartons** - New or sound condition, adequate for specific use, dry and clean. New cartons must be used for mattresses, box springs, linens, bedding and clothing. On 200 pound burst strength, width and depth will not exceed 75 inches or 65 pound load. On 350 pound burst strength the load is limited to 120 pounds, and not exceeding 157 inches combined measurements. Packed to withstand and provide normal transport and storage. **Sealed, caution marked, (TOP, THIS END UP, FRAGILE) as needed.** Previous identifying markers should be obliterated or removed on used cartons.

**Packing Books** - Packed in cartons or boxes. Pads of solid or corrugated fiberboard inserted between rows, wedge with pads of paper. Vertical inset cushions are to be used between rows, two high only.

**Packing Chinaware, Glassware, Kitchenware** - Modern dish pack, cell or wrap, in tiers, heaviest items on bottom, flatware on edge, stemware bottom side up. Containers shall be a minimum of five cubic feet, shall contain no more than 120 pounds and have a sidewall bursting strength of 350 pounds.

**Packing Linen, Clothing, Draperies and the Like** - Closet bags are unauthorized. Items are to be placed in **new** cartons and completely sealed at the residence. Flat wardrobe cartons will be used for clothing. **Remove hangers.** The use of upright wardrobes, with hangers, requires prior authorization by the Ordering Officer. Remove all items from drawers except "overseas later" lots where lightweight non-breakable items are allowed.

**Packing Mirrors, Pictures, Paintings, Glass or Marble Tops** - Wrapped and cushioned into container or a crate made for the purpose, not to exceed four to any one container (glass or mirror pack). Marble tops are to be packed separately. All marble pieces are to be stored on edge. Small units may be packed and cushioned into cartons and sealed.

**Packing Lampshades, Ornaments, Toys, Etc.** - Items easily crushed will be wrapped and placed in cartons, cushioned from carton walls and other items. **Cartons shall be marked FRAGILE.** Lampshades require individual wrapping with clean paper plus the cushioning to prevent shifting and damage.

**Packing Silverware, Silver Pieces and Brass Ornaments** - Each item is to be wrapped with "non-tarnish" tissue paper (pitchers, bowls, forks, knives, spoons, etc.), and placed in a carton with cushioning to protect the items. Salt will be emptied from any items prior to packing.

**Handling Firearms** - Each firearm will be individually inventoried as a single line item, showing make, model and serial number, caliber or gauge, wrapped, padded and placed within the center of the stack or pallet for storage. Hand Guns will be wrapped and packed in cartons and so annotated on the inventory. According to the most recent Federal Law, cartons containing weapons **WILL NOT HAVE THAT FACT INDICATED ON THE CARTON ITSELF.** For instance, "Books, papers, pistol – CP" is not acceptable. The location of the weapon will be indicated on the inventory next to the size of the carton and as part of the general contents including the required specific information relating to the weapon noted above.

**Electrical or Electronic Equipment** - Such equipment shall be completely wrapped and packed in a carton with padding to prevent contact with another article and to eliminate movement within the carton.

**Mattresses** - All mattresses and box springs except hide-a-beds and sofa beds must be placed in proper sized cartons and completely sealed at the residence. All cartons must be new, with 200 pound bursting strength, including any improvised to fit odd size or shape mattresses. Foam rubber and cotton mattresses are to be stored horizontally.

**Upholstered Pieces** - Should be handled carefully, right side up, padded at the residence, with cushions in place, and placed on racks on their legs and covered at the warehouse. Appropriate insecticide applied to defend pieces from any contamination. Hide-a-bed and sofa bed mattresses stored with piece. Rustproof wire tags or equal affixed, showing the owner's name, item number and lot number to identify the piece. Place the tag on a leg or similar firm position, not damaging the piece, while at the residence. All upholstered pieces are to be elevated two (2) inches from decking, mezzanine or floor.

**Rugs, Pads, and Carpets or Equivalent** - Rustproof wire tags, or equal, placed on the rug at the residence and later on the outside of the wrapping, showing the owner's name, item number, and lot number. Appropriate insecticide used at the warehouse to protect the rug, pad or carpet, which, when wrapped in 60 pound Kraft paper will be stored flat on racks (not more than two (2) high) or in special tubes, elevated a minimum of two (2) inches from the floor.

**Phonograph Records, Tapes, Video Cassettes, Computer Diskettes and Compact Disks** - Packed and stored vertically with cushioning and tier separators to minimize movement and pressure.

**Items with Finished Surfaces, Wood or Metal** - All items not packed must be protected by pads and wrapping at the residence and at the warehouse.

**Nuts, Bolts and Screws** - Placed in a bag, properly marked and secured to the master item. Component legs or other major parts removed, numbered and entered on the inventory by cross-reference.

**Appliances** - Will be serviced when necessary, for safe transportation and storage and a label attached and marked as "SERVICED". Otherwise labeled as "NOT SERVICED". Nothing will be packed therein. Tape applied at the residence to secure doors or lids will be removed prior to storage. Lawnmowers and other gas engine items will be drained of gas at the residence and label applied accordingly, also rust proof wire bound tag or equal, applied with owner's name, lot number, and piece number. Lawnmowers must be stored in the base of the lot or in a separate area.

**Marking of Items** - All items require a tag, tape or written marking the same as the line entry on the inventory. No markings or tapes will be made or placed on front finished surfaces. Each item must bear its lot number. Carton will be marked as needed to define the contents (GLASS, FRAGILE, UP, etc.) and member's name. Contents of the cartons marked on the outside in general terms.

**Articles of Extraordinary Value** - Request instructions from your company.

**Owner Packed Goods** - Open all such containers to verify proper packing and that the contents can be placed into storage and that the container is acceptable. Replace carton or repack as required and annotate inventory as carrier packed. (CP). Unauthorized items for storage will not be picked up. Locked containers will be opened and examined as stated herein, or rejected for pickup. If the member refuses to permit inspection, the contractor shall request instructions from the Ordering Officer.

**Motorcycles** - To be drained of gas. Oil remains in engine. Gas tank, carburetor, control cables lubed. Drain radiator. Disconnect battery. Put cap on positive terminal. (Remove battery for long-term storage). Key goes to Contractor. Key is to be kept in member's file. Key is returned in bag fastened to handlebar by rust proof wire or equivalent. Motorcycle remains in upright position with nothing touching or pressing on it. Requires full cover. Servicing is member's responsibility prior to acceptance by contractor.

**Items not Acceptable for Storage** - Cell batteries, plants, fruits, explosives and flammables (matches, cleaning fluid, gasoline, oil, flash bulbs, fireworks, flints, acids, chemicals, gun powder, ammo caps, loaded ammo, aerosol cans, etc.).

**Personnel** - Treat all items as if they were yours and the owner as if he were you. Should a problem arise, call both your company and the Installation Transportation Officer (ITO) for assistance.

**Security** - Vans are to be secured by padlock or surface key lock. Shipments are not to be left on trucks in an unsecured area. No Smoking while at the residence, loading or unloading truck, nor in the warehouse. Warehouse aisles not to be used to process lots in or out.

**Boats** - Boats on trailers will be stored on the trailer. Small boats not on trailers can be stored in racks or a separate area in such a manner so as to prevent damage. All items not permanently affixed to the boats shall be removed and packed to include inventorying and tagging as appropriate. Member is obligated to, and contractor shall, ensure that gas tanks are empty and the batteries removed (except batteries in boats stored for 1 year or less may remain, provided the cables have been disconnected and ends taped). The member shall remove the drain plug and if not permanently attached to the boat, it shall be placed in a cloth bag or equivalent and tied to the boat. Identification will be in compliance with provision C-6d (3).

**CHAPTER IV**  
**FIRE PROTECTION AND SECURITY STANDARDS**

A far-reaching warehouse fire prevention program, fostered and developed by MTMC and the warehousing industry over a period of years, has kept the number of fires down.

**Warehouse Classification Standards:**

Minimum fire protection standards are based on fire protection systems, fire insurance rates, and other factors. Warehouses, which do not meet these minimum standards, will not be approved for participation in the program.

	Limitation (pounds)
<b>Class 1</b> Fully automatic supervised sprinkler system (SSP)	1,500,000
<b>Class 2</b> Fully automatic unsupervised sprinkler system (USP)	1,000,000
<b>Class 3</b> Supervised detection and reporting system (D & R)	600,000

**Note:** Fire protection systems will meet the requirement for insurance rate credit by the recognized fire insurance rating organization. Written evidence of the recognition of the installed fire protection system shall be obtained by the contractor/agent from the cognizant fire insurance rating organization through the contractor's/agent's insurance company. Periodic inspection by the Contracting Officer will verify that the warehouseman is having the system properly maintained.

All classes of warehouses will have an adequate source of water for firefighting purposes and a responsive fire department. Adequacy of the water supply and fire department will be based upon statements by the appropriate fire insurance rating organization, municipal fire department, or local authority having jurisdiction.

Weight limitation pertains to a warehouse or a fire separation thereof.

**Fire Prevention Measures:**

Properly managed fire prevention programs can be the strongest asset for the sound personal property warehouse operation. The following standards referenced in the BOA, C-7 and C-6c are considered minimum requirements to assure reasonable protection and prevention of a serious warehouse fire; however, the following is recommended:

Employees are "key" in any fire prevention - security program. They should be instructed in all aspects of fire prevention/security throughout the warehouse operation. Management personnel, however, must supervise and "lead" in order for any such program to be totally successful.

Procedures in the event of a fire should be well known by all employees and a fire fighting/evacuation plan should be clearly written and prominently displayed. An annual inspection by fire department personnel is recommended to insure compliance with local fire codes.

Smoking is prohibited during all phases of the storage program. This includes while working inside the warehouse, on dock areas and loading/unloading vans, etc. Employees must be diligent in observing and enforcing this restriction.

"No Smoking" signs will be conspicuously displayed near all entrances to the warehouse, around dock areas, inside all vans and throughout the warehouse itself.

Designate exactly where, within your complex, smoking will be allowed. This approved area will be furnished so as to minimize the ever-present risk of fire.

This entails:

1. Adequate number of container type ashtrays and/or sand buckets in place.
2. Metal container type waste receptacles, with metal lids, for use and collection of all smoking materials.
3. Only fire resistant furniture in use.
4. Any carpeting must be of a fire resistant nature.
5. Break rooms, lunchrooms, and offices must be checked prior to closing each evening to insure that all smoking materials have been properly disposed of.
6. The warehouse must also be checked daily for security and fire violations prior to closing.

Check the warehouse frequently (back aisles, corners, crating areas and near dock areas) for evidence of smoking and/or any types of fire hazard.

Metal trashcans with metal lids are required for trash disposal. DO NOT allow trash/debris to accumulate inside or outside the warehouse.

Use of any flammable liquids (including paint) inside the warehouse is prohibited.

- A small quantity of operational paint/thinner is allowed within an approved warehouse provided it is stored within a fire safe metal cabinet away from ignition sources.

- Liquefied petroleum (propane, butane, ethane, ethylene, propylene, etc.) cannot be stored in the warehouse.

Gas must be drained from all motorized items and such items tagged accordingly.

Hazardous items/materials will not be stored within lots, spray cans, ammunition, gunpowder, primer caps, paint, etc.

Recharging of batteries in the warehouse is prohibited during non-business hours, and without adequate ventilation to disperse the explosive gases generated.

Oil fired space heaters, "salamanders", are not permitted inside the warehouse.

Use of any U. L. approved portable electric heater increases fire risk and must be closely monitored.

Extension cords/trouble lights will not be used in lieu of permanently approved wiring. "U. L." 3 wire approved extension cords can be used with hand operated power equipment (drills, saws, etc.), but must be unplugged when not in use.

Electric/heat/water systems must be maintained in good repair and inspected on a regular basis.

Insure fire detection and sprinkler systems are maintained in proper working order.

Do not place any obstructions within 18 inches of the sprinkler heads. Adequate aisle must be maintained for access to sprinkler controls.

Fire extinguishers are required on all warehouse handling equipment - fully charged and readily accessible. Extinguishers should be of the proper type and quality, highly visible, readily accessible and in proper operating condition. Extinguishers must be inspected and tested on a yearly basis. All contractor personnel should be trained in the proper use of the fire extinguishers.

Adequate main aisles (generally not less than 8 feet) and cross aisles are necessary to provide means of egress and manual fire fighting - keep all aisles free of storage and other materials which could restrict free movement.

Parking of gasoline and electrical powered material handling equipment should not be permitted inside the warehouse unless suitable non-hazardous locations, readily accessible to a building exit, are used and such location does not conflict with other local applicable fire regulations.

Not less than 5-foot clearances should be maintained between parked equipment (forklifts, etc.) and any combustible material. Aisles and exits for immediate removal of equipment in case of emergency should be kept clear at all times.

Parking of gasoline and electrical material handling equipment, trucks, tractors, trailers, and vans, and storage of packing material, pallets, containers, and other combustible material on or near the loading docks, under awnings, canopies, or within 20 feet of the warehouse is not permitted during non-business hours.

Parking areas and driveways approaching the warehouse must be maintained to allow easy access by fire fighting personnel.

In the event of fire, smoke, or associated water damage to stored Government household goods, the contractor must follow directives set forth in the Basic Ordering Agreement and Part II of this handbook.

Location of portable fire extinguishers within the warehouses must be clearly visible, with elevated signs. All fire extinguishers must be properly mounted. Extinguishers must be inspected and tested on a yearly basis.

## **DEFINITIONS APPLICABLE TO FIRE PREVENTION STANDARDS**

### **Fully Automatic Supervised Sprinkler System (SSP):**

One which, in the event of a fire, will be set in operation without direct or indirect action on the part of anyone. Upon being set in operation, an alarm will sound at a central point which is manned 24 hours a day. Such a point could be an ADT office, or the local fire or police station. An alarm sounding at a home, or watchman station, or a system that merely sounds an alarm mounted outside the warehouse, does not qualify as being supervised. In addition, the sprinkler system requires a sprinkler inspection (utilizing NFPA 13A guidance) performed by a licensed contractor on a quarterly basis, within a 90-day period. The alarm part of the system requires an inspection by a licensed contractor on a monthly basis within a 30-day period.

**Fully Automatic Un-Supervised Sprinkler System (USP):**

One which, in the event of a fire, will be set in operation without direct or indirect action on the part of anyone, but which will not sound an alarm at a central point. Automatic Sprinkler Systems (Un-Supervised) are required to be inspected by a licensed contractor on a quarterly basis, within a 90-day period.

**Supervised Detection and Reporting System (D&R):**

A detection system working on a smoke or temperature rise principle which is activated automatically and which sounds an alarm at a central point manned 24 hours a day and recognized by the ISO or fire rating agency. Fire Detection and Reporting Systems require inspection of electronic monitor by a licensed contractor monthly, within a 30-day period.

**Fire Area:**

An area in which Government household goods are stored.

The key to this entire set of standards is the weight limitation applied to each fire area. Thus, it is important that each contractor fully understands the meaning of the term as it applies to his operation. Below are several examples of fire areas. To attempt to describe all probable types is impracticable. If these examples leave you in doubt as to your warehouse, feel free to contract the RSMO for a ruling.

\* A one story building, regardless of type of construction or size, with but one general storage area, is a single fire area.

\* In a one-story building, regardless of type of construction, with a standard firewall dividing the general storage area into two or more parts, each such part is a separate fire area. A standard firewall can be constructed of masonry brick or cement block or studs and gypsum board taped and sealed depending on the fire resistance rating desired. Firewalls cannot have breaks or openings in them.

\* In an all masonry building, with multiple floors, the entire building is one fire area.

\* In a mill type structure, the entire building is one fire area.

When in doubt as to the fire areas in your building, ask yourself the following question:

" Is it probable that a fire in any part of my warehouse will be contained in the same area for one hour because of the construction of the building?"

If the answer is "YES", then that area is probably a separate fire area. In asking the question, bear in mind that fire protection engineers do not consider that a sprinkler system in a mill type building will necessarily prevent a fire from spreading between floors.

**Weight Limitation Per Fire Area:**

At no time shall the total weight stored exceed the weight limit in pounds indicated for each location. In order to ensure that limits indicated for each location are not exceeded, a record will be maintained for each location reflecting the number of lots and total weight of lots stored by the Government under this and other agreements.

These standards were established to limit the exposure, and therefore the monetary loss to military lots in public storage, in the event of fire.

The RSMO maintains controls over the amount and weight of military household goods stored in a warehouse or fire areas. However, this will not relieve the contractor from his/her responsibility to limit the Government weight stored in fire areas to that shown on page 24 of this Handbook.

**Multiple Occupancies:**

Multiple occupancy of a warehouse exists when there is no one-hour rated solid wall used to separate a BOA contractor from another activity within the warehouse. By simple definition, it is two or more firms occupying the same four walls of a warehouse. This is construed as an uninsurable risk.

**The Following Examples Require a Solid Wall Separation:**

**A. Carrier/Agency and Carrier/Agency (SIT)**

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ABC Mov Co Carrier/Agent	DEF Mov Co Carrier/Agent (SIT)
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SOLID WALL REQUIRED

**B. Non-temp storage contractor and carrier/agent that are separate companies.**

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GHI Whse & Non-Temp Contractor	JKL Mov Co Carrier/Agent
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SOLID WALL REQUIRED

**C. NTS Contractor who is also a Carrier/Agent and another Carrier/Agent.**

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NOP Mov & Whse Co Non-temp Contractor & Carrier/Agent	KIM Mov Co Carrier Agent
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SOLID WALL REQUIRED

**D. NTS Contractor and NTS Contractor Carrier/Agent.**

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ORS Whse & Tfr Co Non-Temp Contractor	TUV Whse Co Non-Temp Contractor & Carrier/Agent
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SOLID WALL REQUIRED

**E. NTS Contractor and Carrier/Agent and other leased space not under exclusive control of NTS Contractor**

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WXY Whse & Tfr Co Non-Temp Contractor & Carrier/Agent	Space leased to E-Z Comm Co.
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SOLID WALL REQUIRED

**F. Carrier/Agent and other leased space not under exclusive control of Carrier/Agent.**

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ARF Moving Co Carrier/Agent	Space Leased to BOX Match Co.
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SOLID WALL REQUIRED

**G. NTS Contractor and NTS Contractor.**

---

ABE Whse Non-Temp Contractor	BCD Whse Non-Temp Contractor
---------------------------------	---------------------------------

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SOLID WALL REQUIRED

**H. NTS Contractor and other leased space not under the exclusive control of the NTS Contractor**

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ABG Whse Non-Temp Contractor	Space leased to TOW Mfg Co.
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SOLID WALL REQUIRED

**The Following Examples DO NOT Require a Solid Wall Separation:**

- A. 

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NTS Contractor/Carrier Agent, Same Company

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- B. 

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Non-Temp Contractor who also provides Storage of other types but retains exclusive control of all areas.

---
- C. 

---

Carrier/Agent Company who also provides Storage of other types but retains exclusive control of all areas.

---

It is important to note that adequate protection against the hazards of other functions is always required.

The solid wall has been defined as a closed structure reaching from wall to wall without openings or apertures, and extending from floor to roof, except that sufficient space may be allowed to permit the operations of a central controlled fire detection and sprinkler system. As a minimum, construction must be of not less than 2" x 4" framing, (wood or metal studs) on no greater than 16 inch centers, fire stopped, covered solidly on both sides with not less than 5/8-inch thick sheetrock, type "x" gypsum board (taped and sealed), or other similar fire resistant materials, providing for permanent type construction. Existing walls or construction of walls exceeding these requirements are acceptable for both Storage-in-Transit and the Basic Ordering Agreement storage facilities.

The "one-hour" fire resistant certification will be obtained from the responsible state insurance services office or state/local fire authority.

Volume 1, Chapter 2, of the Nineteenth Edition of the National Fire Protection Association Handbook applies to fire safety in building design and construction. Fire resistance periods and fire resistance rating are based on the results of tests made IAW the NFPA No. 251, Methods of Tests of Fire Endurance of Building Construction and Materials.

### **Security Measures:**

Considering security, storage contractors must be alert to three common risks, unlawful entry, pilferage and vandalism. Distinction must be maintained between the various types of thievery, since a system that prevents one, may be ineffective against the other.

A mass theft usually involves successful defeat of an electronic protection system; however, such theft may be deterred in several ways.

It is recommended that lights and locked fenced areas be used to supplement all other measures.

Access walk-in doors, warehouse doors and warehouse windows that may be subject to entry by simply breaking the glass, therein, require additional protective measures. It is required that heavy gauge metal mesh such as chain link fence or equal, be placed on the interior sides to precluded any simple entry. Bars or other hardware can also be used. Installation of a burglar alarm to protect these openings negates the requirement for wire or bars.

Lockup systems for the warehouse will be of a type that is defended from breach by applied bar leverage or cutting tool. All doors require double locking mechanisms, as a minimum, with padlocks inserted in the lock bar or track of overhead doors. Electric controlled overhead doors; metal pins or snap fasteners are not recognized as second locks on doors. Burglar alarm systems are acceptable as a second security locking system. Any door from the administrative office to the warehouse should be secured with a double lock system. Warehouse doors will be kept closed when not in use. All doors mentioned, must have security hinges or the hinges must be modified to prevent the removal of the hinge pins.

Doors on vans should be secured with heavy duty reinforced padlocks or surface key locks. Vans will be kept within locked, fenced areas whenever possible. Goods will be off-loaded from vans at the first available opportunity, preferably the same day as pick up.

Firearms must be listed on the inventory by make, model, serial number and caliber or gauge according to clause C-5b. The weapons must be stored within the bulk of the lot. It is the obligation of the contractor to immediately report any theft or loss to the RSMO via the quickest means of communication.

### **Security Preparedness:**

Security preparedness covers a wide range of subjects, from the prevention of simple break-ins to protection from common weather elements. A responsible employee should accomplish the following inspection "checklist" on a daily basis. Review by management personnel on a weekly or bi-weekly schedule is strongly recommended.

#### **DAILY SECURITY AND MAINTENANCE CHECKLIST**

##### **Exterior Checks:**

- Check outside Security - Security fences, exterior lighting, windows and doors. Maintain all electronic security systems in proper working order.
- Check warehouse for deterioration, including walls, doors, windows and roof areas.
- Dock area should be neat, clean, and free from congestion.

-30-

#### **DAILY SECURITY AND MAINTENANCE CHECKLIST**

##### **Exterior Checks:**

- Check outside Security - Security fences, exterior lighting, windows and doors. Maintain all electronic security systems in proper working order.
- Check warehouse for deterioration, including walls, doors, windows and roof areas.
- Dock area should be neat, clean, and free from congestion.
  
- Trucks are not to be parked within 20 feet of the warehouse at the close of business. They can provide easy access to roof areas and upper floor windows and block access to the warehouse, in addition to the obvious fire hazard.
- Insure all exterior locks are in place and functioning properly.
- Check that the alarm system is activated prior to departure at night.
- Constantly examine the entire outside of the warehouse for possible ways a burglar or arsonist may attack - then take steps to defend against such an attack.
- Check all van doors for security/intrusion.
- Check doors for tight fitting weather stripping and no physical damage.
- Possible water leaks - water stains around skylights, air vents, support beams, and ceiling. Water puddles on pallets or warehouse floors are positive indications of water leaks and must be dealt with immediately. (See Part III)
- Insure aisles are clear and exit doors are not blocked unless approved by the fire department and so marked. In addition to the daily checklist, management personnel should be aware of and accomplish the following:
  - Counsel all employees on the importance of total warehouse security.
  - Trucks and vans should be kept locked with heavy-duty padlocks at all times.
  - All warehouse doors should be closed when not in use.
  - Control of keys is extremely important. Locks are of little value if keys are not kept in a secure area.
  - “Double locking systems are required” on all warehouse doors to deter simple entry by applied bar leverage or cutting tool. Padlocks placed in the overhead door track are acceptable as a second lock.
  - Hinges on personnel doors should not be exposed to the outside unless they are burglar- proof.
  - The office door leading to the warehouse should be solid wood or metal with double locks to prevent entry from the office to the warehouse.
  - Windows and glass doors should be fitted with interior grid of heavy metal mesh (chain link fence quality) to prevent simple entry, or burglar alarmed.
  - Insure all storage is elevated minimum of two inches from the floor.
  - Periodic lock changes are an excellent means to increase warehouse security.
  - Seek local law enforcement agency assistance and recommendations to supplement your own analysis and efforts.
  - Insurance agents can be a valuable source of crime prevention information. Most agents are more than willing to inspect facilities for weak security/fire prevention area.
  - Burglar alarm systems are always recommended.
  - Transient personnel in the warehouse must be positively controlled at all times.









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SUBJECT: NONTEMPORARY STORAGE (NTS) INVOICES

1. REFERENCE DEFENSE TRANSPORTATION REGULATION, PART IV, PERSONAL PROPERTY (DOD 4500.9-R), APPENDIX BH (BASIC ORDERING AGREEMENT FOR STORAGE OF PERSONAL PROPERTY AND RELATED SERVICES), AUGUST 1999.

2. HQ MTMC HAS HOSTED SEVERAL MEETINGS WITH REPRESENTATIVES FROM THE DEFENSE FINANCE AND ACCOUNTING SERVICE (DFAS), THE MILITARY SERVICES, THE REGIONAL STORAGE MANAGEMENT OFFICES (RSMOS), THE DEPLOYMENT SUPPORT COMMAND (DSC), AND THE TRANSPORTATION OPERATIONAL PERSONAL PROPERTY STANDARD SYSTEM (TOPS) TO DISCUSS NTS PAYMENT PROBLEMS. GUIDANCE PROVIDED HEREIN IS FURNISHED FOR THE PURPOSE OF DEVELOPING STANDARDIZED POLICY AND PROCEDURES AS A MEANS OF ELIMINATING THESE PAYMENT PROBLEMS. THIS IS A COORDINATED MILITARY SERVICES, DFAS, AND MTMC MESSAGE. ALL PARTIES ARE WORKING TOGETHER TO RESOLVE NTS PAYMENT

ISSUES.

3. COMMENCING FIRST QUARTER FY 00, NTS INVOICES, TO INCLUDE QUARTERLY, HANDLING IN, AND HANDLING OUT, ARE TO BE GENERATED THROUGH TOPS. NTS QUARTERLY INVOICES WILL BE AVAILABLE FOR THE CONTRACTOR BETWEEN THE FIRST AND FIFTH WORKING DAY AFTER THE END OF THE QUARTERLY BILLING CYCLE. IF THE CONTRACTOR HAS NOT RECEIVED THE INVOICE BY THE FIFTH WORKING DAY, HE/SHE MAY NOTIFY THE RMSO FOR ASSISTANCE. IN TURN, THE RMSO WILL NOTIFY THE SERVICE CONCERNED OF RECURRING DELAYS. SHIPPING OFFICES ARE REMINDED THAT TIMELY PROCESSING/SUBMISSION AND ACCURACY OF INFORMATION ON NTS INVOICES ARE VITAL TO THE PAYMENT PROCESS.

4. IN ADDITION TO NORMAL INVOICING PROCEDURES, THE FOLLOWING PROCEDURES WILL BE USED:

A. SHIPPING OFFICES WILL MANUALLY ANNOTATE INVOICE NUMBERS ON THE TOPS GENERATED FORMS UNTIL A FORMAL CHANGE TO TOPS AUTOMATES THIS FUNCTION. INVOICE NUMBER WILL BE 13 ALPHA/NUMERIC CHARACTERS. INVOICE NUMBER WILL BE WRITTEN AS FOLLOWS H\_-YMM-GBLOC-SERIAL NUMBER. (H FOR HANDLING AND EITHER I/O/Q FOR

IN/OUT/QUARTERLY (2 CHARACTERS); YMM-YEAR/MONTH (LAST DIGIT OF FISCAL YEAR/FIRST TWO NUMBERS OF THE MONTH) (3 CHARACTERS); GBLOC (4 ALPHA CHARACTERS); AND SERIAL NUMBER (4 CHARACTERS); I.E., HI-908-BKBD-0001. SHIPPING OFFICE WILL CREATE SERIAL NUMBER.

B. ALL TOPS GENERATED INVOICES (MONTHLY AND QUARTERLY) WILL BE SORTED BY CONTRACTOR THEN BY BRANCH OF SERVICE WITH AN INDIVIDUAL INVOICE NUMBER ASSIGNED TO EACH INVOICE, (EXAMPLE: XXX MOVING AND STORAGE'S QUARTERLY COULD HAVE FIVE DIFFERENT INVOICES CONSISTING OF ONE INVOICE FOR ARMY, ONE FOR NAVY, ONE FOR AIR FORCE, ONE FOR MARINE CORPS, AND ONE FOR THE COAST GUARD. THESE COULD BE FIVE DIFFERENT INVOICE NUMBERS, ONE FOR EACH MILITARY SERVICE FOR EACH TYPE SERVICE PROVIDED (I.E., HANDLING IN, HANDLING OUT, AND QUARTERLY.)

C. ONCE RECEIVED FROM CONTRACTOR, THE SHIPPING OFFICE HAS FIVE (5) WORKING DAYS TO CERTIFY AND FORWARD INVOICES TO THE APPROPRIATE PAYING OFFICE (OPERATING LOCATION (OPLOC); COAST GUARD, CHEASPEAKE, VA; OR MARINE CORPS, ALBANY, GA.

NOTE: THE PROMPT PAYMENT ACT STARTS ON THE FIRST DAY THAT THE VERIFIED INVOICE IS PRESENTED TO THE SHIPPING OFFICE. RECEIPT DATE MUST BE STAMPED ON THE INVOICE. COPIES OF ALL DD FORM 1164'S (SERVICE ORDER FOR PERSONAL PROPERTY) AFFECTING PAYMENT MUST BE SENT TO THE APPROPRIATE PAYING OFFICE).

D. DUE TO RESUBMISSION PROBLEMS IN THE PAST, WE RECOMMEND THAT INVOICES TO PAYING OFFICES BE MAILED BY TRACEABLE MEANS (E.G., SMALL PACKAGE COURIER, CERTIFIED MAIL, ETC.). A TRANSMITTAL SHEET LISTING CONTENTS OF THE PACKAGE (I.E., INVOICE NUMBER, NAME OF CONTRACTOR) MUST BE USED NO MATTER HOW INVOICES ARE MAILED. THE TRANSMITTAL DOCUMENT MUST BE PREPARED IN ORIGINAL AND THREE (3) COPIES. DISTRIBUTION OF TRANSMITTAL DOCUMENT IS AS FOLLOWS: ORIGINAL AND ONE COPY WITH INVOICES TO PAYING OFFICE, ONE COPY TO THE CONTRACTOR, AND ONE COPY RETAINED BY SHIPPING OFFICE. SHIPPING OFFICE WILL MAINTAIN A FILE COPY OF TRANSMITTAL SHEET(S) IAW INDIVIDUAL SERVICE RECORDS KEEPING SCHEDULE.

5A. FORWARD ALL MARINE CORPS FUNDED INVOICES TO: COMPTROLLER, TRANSPORTATION VOUCHER CERTIFICATION BRANCH, 814 RADFORD BLVD, SUITE 20318, ALBANY, GA 31704-

0318.

5B. FORWARD ALL COAST GUARD FUNDED INVOICES, BY TRACEABLE MEANS, TO:  
COMMANDING OFFICER, COAST GUARD FINANCE CENTER, ATTN: HHG SECTION, 1430A,  
KRISTINA WAY, CHEASPEAKE, VA 23226-1000.

5C. SEND ALL OTHER MILITARY SERVICE FUNDED INVOICES TO YOUR SERVICING PAYMENT  
OFFICE.

6. DFAS HAS WEBSITES WHICH WILL PROVIDE PAYMENT INFORMATION ON INVOICES THAT  
HAVE BEEN PAID FOR A PERIOD OF 30 DAYS AFTER THE PAYMENT DATE. UNPAID INVOICES  
WILL NOT BE LISTED. DFAS WEBSITES ARE [HTTP://WWW.DFAS.MIL/MONEY/VENDOR/EFT.HTM](http://www.dfas.mil/money/vendor/eft.htm)  
OR [HTTP://WWW.DFAS.MIL/MONEY/VENDOR/](http://www.dfas.mil/money/vendor/). BASIC ORDERING AGREEMENT(BOA) NUMBER  
WILL BE NEEDED IN ORDER TO CHECK PAYMENT STATUS ON THE DFAS WEBSITE. SHIPPING  
OFFICES SHOULD PROVIDE ASSISTANCE TO CONTRACTORS FOR UNPAID INVOICES 60 DAYS  
AFTER SUBMISSION BY THE CONTRACTOR. IF AFTER 60 DAYS, THE PAYING OFFICE AND/OR  
THE SHIPPING OFFICE CANNOT DETERMINE THE STATUS OF THE ORIGINAL INVOICE, A COPY  
OF THE ORIGINAL INVOICE SHALL BE RECERTIFIED AND RESUBMITTED TO THE PAYING  
OFFICE FOR PAYMENT. RESUBMITTAL INSTRUCTIONS WILL BE PROVIDED IN A SEPARATE  
MESSAGE.

7. DFAS OPLOCS (PAYING OFFICES) CONTACTS:

A. DFAS-IN, DNO: DEFENSE FINANCE & ACCOUNTING SERVICES; DFAS-INDIANAPOLIS  
CENTER (DNO-CBA); 8899 E. 56<sup>TH</sup> STREET, MAIL STOP #3275; INDIANAPOLIS, IN 46249-  
3275; TELEPHONE: 888-332-7366

B. DFAS-KANSAS CITY: DFAS-KC; 1500 E. BANISTER ROAD; KANSAS CITY, MO  
64197-5000; TELEPHONE: 816-926-7786

C. DFAS-DENVER: (THESE SHOULD BE THE NORMAL BILLING ADDRESSES FOR DENVER  
OPLOCS.)

(1) DFAS-DE/SAN BERNARDINO, 1111 EAST MILL STREET, SAN BERNARDINO, CA

92408-1621; TELEPHONE: 800-779-1903

(2) DFAS-DE/SAN ANTONIO, 500 MCCULLOUGH AVENUE, SAN ANTONIO, TX 78215-  
2100; TELEPHONE: 800-478-5636

(3) DFAS-DE/OMAHA, P.O. BOX 7010, BELLEVIEW, NE 68005-1910; TELEPHONE:  
800-300-8168

(4) DFAS-DE/LIMESTONE, 3 ARKANSAS ROAD, LIMESTONE, ME 04751-1500;  
TELEPHONE: 800-390-5620

(5) DFAS-DE/DAYTON, 1050 FORRER BLVD, DAYTON, OH 45420-1472  
TELEPHONE: 800-373-3184

(6) DFAS-DE/"O" DIRECTORATE, 6760 E. INVINGTON PLACE, BLDG 667, DENVER,  
CO 80279; TELEPHONE: 800-898-0887

D. DAFS-INDIANAPOLIS: MAIL TO THE SAME PAYING OFFICE ADDRESS THAT INVOICES  
ARE NORMALLY MAILED TO: LAWTON-FORT SILL (888-373-3184); LEXINGTON (606-293-  
4344); ORLANDO (407-646-4523), PAY INQUIRES (ARMY/AIR FORCE) 800-950-9784; ROCK  
ISLAND (888-332-7742); ROME (800-553-0527); SEASIDE (800-582-8780); AND ST.  
LOUIS (877-782-5680).

E. DFAS-CLEVELAND: MAIL TO THE SAME OPLOC ADDRESS THAT INVOICES  
ARE NORMALLY MAILED TO: CHARLESTON (800-755-3642), NORFOLK (800-209-1628),  
OAKLAND (888-839-5199), PENSACOLA (800-337-6792/800-328-9371), SAN DIEGO (800-  
731-8096), AND THE PACIFIC (888-222-6950).

8. THIS IS THE FIRST ADVISORY ADDRESSING NTS PAYMENT PROCESSING PROCEDURES.  
THE DOD WORKING GROUP WILL REVIEW AND CONSIDER OTHER CHANGES IN AN EFFORT TO  
IMPROVE NTS PAYMENT PROCESSING PROCEDURES.

9. IF YOUR OFFICE IS EXPERIENCING TOPS RELATED PROBLEMS, PLEASE HAVE YOUR  
SYSTEM ADMINISTRATOR CONTACT HQ MTMC TOPS HELP DESK, 1-800-331-7348. IF  
EXPERIENCING PROBLEMS WITH RATES OF THE BOA, CONTACT THE RSMO IN YOUR AREA OF  
RESPONSIBILITY.

10. RETAIN THIS MESSAGE UNTIL RESCINDED OR CANCELLED BY THIS OFFICE.

## **Appendix B**



**DEPARTMENT OF THE ARMY**  
Surface Distribution And Deployment Command  
WESTERN REGIONAL STORAGE MANAGEMENT OFFICE  
ATTN: MTDC-PPW  
10 Delta Street  
Concord, CA 94520-5113  
FAX (925) 246-4245

December 27, 1999

SUBJECT: Non-Temporary Storage (NTS) Invoices

TO: All Basic Ordering Agreement (BOA) Contractors in Arizona, California, Hawaii, Idaho, Nevada, New Mexico, Oregon, Utah, and Washington.

On July 27, 1999, **Surface Distribution And Deployment Command (SDDC)** hosted a meeting with representatives from Defense Finance and Accounting Services (DFAS), the Regional Storage Management Office's (RSMO's), Transportation Operational Personal Property Standard System (TOPS) and the Military Services to discuss NTS payment issues. Several subsequent meetings were held over the last few months to work out procedures to streamline NTS payments.

In order to assist contractors in receiving timely payments for all types of NTS invoices, the following procedures must be followed for all future invoices:

- a. The TOPS generated invoices **MUST** be utilized for ALL types of NTS billings.
- b. Central Contractor Registration (CCR) information **MUST** be correct and current. CCR overrides all data input at DFAS.
- c. All Contractors **MUST** be registered for Electronic Funds Transfer (EFT) not later than December 31, 1999 or they will not be paid.
- d. Contractors who pick up shipments within the last 7 days of the quarterly billing cycle **MUST FAX** copies of the weight tickets on the day of pick-up or otherwise insure the weight tickets and paperwork has reached the Installation Transportation Office (ITO) **PRIOR** to the last day of the billing cycle. Failure to do so will compromise the date the Quarterly Invoices is sent to you.

Any Contractor who has previously submitted invoices which have not been paid, and are over 60 days old, should resubmit those invoices to the ITO as indicated below:

- a. Resubmit a **COPY** of the **ORIGINAL** invoice using the same invoice number and indicating any parts that have been paid.
- b. The invoice **MUST** contain the following statement: DUPLICATE INVOICE RSMO to insure expeditious processing.
- c. All invoices (New and Duplicate) **MUST** contain ALL of the information listed on the attached sheet.
- d. The invoice **WILL** be sent to the ITO for certification and forwarding to DFAS. **INVOICES ARE NOT TO BE FORWARDED DIRECTLY TO DFAS BY THE CONTRACTOR!**

The ITO will resubmit you invoices to the appropriate payment office.

Interest due under the Prompt Payment Act will be computed 30 days from the date the original invoice was received by the ITO. All invoices should be processed within 60 days; however, and **RESUBMITTED** invoice not paid within 60 days of **RESUBMISSION** should be brought to the attention of the appropriate RSMO for assistance.

Contractors who have internet access may check the status of their payments for 30 days after payment using either the INVOICE or BOA numbers at: <http://www.dfas.mil/money/vendor/>.

If there are any questions you may contact this office at 1-800-852-8242 or FAX 1-925-246-4245.

//SIGNED//  
Michael H. Morroney  
Director, Western Regional  
Storage Management Office  
Contracting Officer

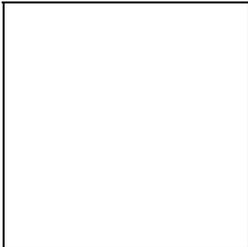
## REQUIRED INFORMATION ON ALL INVOICES

1. Basic Ordering Agreement (BOA) and applicable rate Modification number.
2. Service Order Number.
3. Period of storage for which payment is claimed.
4. Item designation of services for which payment is claimed from the Schedule of Services and Rates for Personal Property.
5. Contractor's lot number.
6. Weights as determined in Section C-4i.
7. Member's name(s), grade(s), or rank(s), and Social Security Number(s).
8. The fund citation(s) appearing on initial or supplemental service order(s).

### In addition to the above DFAS requires the following data on ALL invoices:

1. Name and address of the Contractor.
2. Invoice date.
3. Contract Number/BOA.
4. Name and address of contract official to whom payment is to be sent (must be the same as that on the contract or in proper notice of assignment).
5. Name, title, phone number, and mailing address of person to be notified in the event of a defective invoice.
6. Invoice Number.
7. The complete accounting classification and dollars for each line item.

### Appendix C

<b>Defense Finance and Accounting Service</b>				
<a href="#">HOME</a>	<a href="#">MONEY MATTERS</a>	<a href="#">NEWS</a>	<a href="#">E-COMMERCE</a>	
<a href="#">LIBRARY</a>	<a href="#">CAREERS</a>	<a href="#">CONTACTS</a>	<a href="#">ORGANIZATION</a>	<a href="#">SEARCH</a>
<a href="#">DFAS' Annual Report</a>			<a href="#">Director's State of DFAS</a>	
<p><b><a href="#">Money Matters</a></b> <a href="#">Leave &amp; Earnings Statements myPay,</a> <a href="#">Travel</a> <a href="#">Vendor Pay Inquiry System,</a> <a href="#">W-2 Info and 1099 Info Procedures</a></p>			<p><b><a href="#">DFAS News</a></b> <a href="#">DFAS Mission, Press Releases,</a> <a href="#">DFAS Business Lines,</a> <a href="#">Contractor Payment</a> <a href="#">Information Handbook,</a> Commercial Pay Corner [<a href="#">64KB Text</a> <a href="#">Only</a> or <a href="#">12MB PDF</a>], <a href="#">Business/Contract Opportunities</a></p>	
<p><b><a href="#">Careers</a></b> Military and Civilian Jobs</p>		<p><b><a href="#">Contact DFAS</a></b> Key Points of Contact Customer Contact Center</p>		

## **Electronic Commerce**

Web Invoicing, EDA, EDI, EFT

## **Reference Library**

Guides, Regulations,  
PM Tools, External Links

## **Legislative Affairs**

[Search](#)

U.S. Government Computer System: See our [Privacy and Security Notice](#)  
[Contact DFAS](#).

Last updated: February 24, 2003 at 11:13

### **Appendix D**

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## Vendor Pay Inquiry System (VPIS)

### **New VPIS Pre-registration:**

Step 1: [Print these instructions](#)

Step 2: [Pre-register](#)

### **Vendor Pay Information News Updates**

- [Sample Download in PDF](#) (PDF - 87 KB)
- [Sample Download in Excel](#)
- [Status Code Definitions for VPIS](#) (PDF - 70.5 KB)
- [Updated Status of New VPIS Development](#)
- [Q&A On New VPIS](#) (PDF - 16.7 KB)
- [Correction to Proposed New Download Format](#) (PDF - 23 KB)
- [Important Information for Foreign Vendors](#) (PDF - 16 KB)
- [New VPIS Demo](#) (PDF - 941.8 KB)

**Non-MOCAS System:**

- [Vendor Pay Inquiry System Help](#)
- [Send an inquiry or feedback about the Vendor Pay Inquiry System](#)
- [Query by Contract Number](#)
- [Query by EFT Trace Number](#)
- [Query by Check Number](#)
- [Query by Duns Number](#)
- [Query by Cage Code](#)

**MOCAS Vendor Pay Inquiry System:**

- [MOCAS VPIS Help Guide](#) (PDF - 9 KB)
- [Query by CAGE Code](#)
- [Query by CAGE Code - Process Date](#)
- [Query by CAGE Code - Dollar Amount](#)
- [Query by CAGE Code - Returned](#)
- [Query by CAGE Code - Payable](#)
- [Query by CAGE Code - Paid](#)
- [Query by CAGE Code - Contract Number](#)
- [Query by CAGE Code - EFT Number](#)
- [User Registration](#)
- [Change Password](#)
- [Reason and Remark Code Document](#) (November 19, 2002 PDF - 184.3 KB)

**Download Information:**

- [Download Instructions](#) (PDF - 726KB)
- [File Layout](#) (PDF - 10 KB)

**General Information:**

- [Contractor's Request for Progress Payment](#) (PDF - 70 KB)
- [PBP Blank Form](#) (MS Excel)
- [Commercial Pay Corner Newsletter](#) (January 2003 PDF - 12.7 MB)
- [Commercial Pay Corner Newsletter - Text only version](#) (January 2003 PDF - 60.8 KB)
- [Contract Payment Booklet](#)

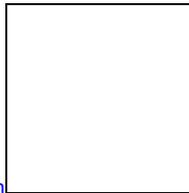
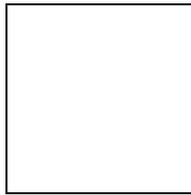
- [DCMA Contract Administration Phone Directory](#)
- [Central Contractor Registration \(CCR\)](#)
- [Updated Prevalidation Information](#) (January 2001)

**DFAS Vendor Reference Tool:**

- [DFAS Vendor Reference Tool](#)

**More about DFAS Electronic Commerce Initiatives:**

- [Electronic Commerce & Electronic Data Interchange](#)
- [Web Invoicing System \(WInS\)](#)



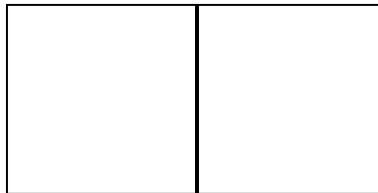
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[Send an inquiry or feedback about the Vendor Pay Inquiry System](#)

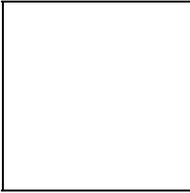
Last updated: February 20, 2003 at 18:12

**Appendix E**



<a href="#">HOME</a>	<a href="#">MONEY MATTERS</a>	<a href="#">NEWS</a>	<a href="#">E-COMMERCE</a>
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			<a href="#">SEARCH</a>

## DFAS Vendor Pay Inquiry System Help



The Vendor Pay Inquiry System (VPIS) is an application developed for the convenience of contractors doing business with the Department of Defense (DoD). VPIS interactively provides information on invoices submitted against DoD contracts that the Defense Finance and Accounting Service is responsible for paying. VPIS consolidates the contract data obtained from DFAS sites into one central repository which contains all open contracts, plus any payments made within the last 90 days.

VPIS does not contain the status of transportation Government Bills of Lading (GBLs). With a couple exceptions, VPIS also does not contain the status of invoices paid outside of DFAS. If you have a question regarding a payment made more than 90 days ago, please contact your paying office directly.

You can use VPIS to perform several activities such as:

- Research the status of a recently filed invoice, and determine when payment will be issued or if something is lacking for payment processing;
- Obtain information associated with a check you have received to include contract number, invoices covered, interest or freight included in the payment, or tax or discount withheld; or
- Obtain the same background information for an electronic funds transfer payment.

You can query the system in one of the following ways:

- [Contract number](#) (or contract number along with call/delivery number and/or invoice number);
- [Check number](#);
- [Funds transfer trace number and date](#);
- [Duns Number](#) (or Duns Number along with date range); or
- [CAGE Code](#) (or CAGE Code along with date range).

You may also elect to download the results of group queries by Duns Number or CAGE Code. After your initial query has been processed, you may also request additional follow-up action by selecting the "E-mail Assistance" link from the options at the bottom of the screen. The inquiry system may be accessed by entering the following Web address (URL) in the location field: <http://www.dfas.mil/money/vendor/>. You may bookmark this or other VPIS screens by clicking on the "Bookmarks" pull-down menu at the top of the page of your Web browser, and then on the "Add Bookmark" option. Once a bookmark is established, you may instantly return to that address by clicking on "Bookmarks" and then selecting the appropriate screen name from those listed. The following pages will provide you with step-by-step instructions for performing VPIS queries.

### **Query by Contract Number**

1. When located at the URL for the VPIS website (i.e., [www.dfas.mil/money/vendor/](http://www.dfas.mil/money/vendor/)), scroll down toward the middle of the page and select "Query by Contract Number" by clicking once on this hypertext link.
2. Click once in the "Contract Number" field, and omitting all special characters (i.e., - dashes and / slashes), enter the contract number and if applicable, "Delivery Order/Call Number" or "Invoice number" that you wish to query. (NOTE: not all processing sites track your delivery order number. If you have trouble retrieving your information with this sub-sort; try your query again using the contract number alone.)

3. Scroll down to the bottom left side of the page and click once on the "Find Payment" button to start the query.
4. If a security warning message appears, click once on the "Continue" button to proceed.
5. If no payment information exists at that time for the given contract, the message on the screen will read "No Records returned".
6. At this point, the following options are available:
  - Click on the "New Query" hypertext link and enter another contract number;
  - Click on the "DFAS Vendor Pay" hypertext link to return to the information page;
  - Click on the "E-mail Assistance" hypertext link to send mail;
  - Click on the "Help" hypertext link for explanation or assistance; or
  - Use other browser options such as "Back", "Home", etc. from the top of your screen.
7. If payment information does exist and you wish to print a copy, perform the following steps:
  - Click once in any free area on the left side of the screen to print the framed contract/delivery order/call or invoice numbers listing box, and then click on the print icon on the tool bar; and/or
  - Click once in any free area on the right side of the screen to print the payment information for the contract number queried, and then click on the print icon on the tool bar.
8. If more than one invoice has been paid against a contract, this information will appear on the left side of the screen within the framed listing box. To query on a specific invoice payment from this listing, perform the following steps:
  - Click once on the highlighted contract number next to the invoice of interest. If all of the possible invoices do not fit within the framed listing box, click once on the "Next" or "Last" buttons to view more invoices. To return to previously viewed listings, click on the "First" or "Previous" buttons;
  - To print, repeat the steps listed under item #7 above; or
  - Use other options at the bottom left of the screen. (Same as listed under item #6 above).

#### **Query by EFT Trace Number**

1. When located at the URL for the VPIS website (i.e., [www.dfas.mil/money/vendor/](http://www.dfas.mil/money/vendor/)), scroll down toward the middle of the page and select "Query by EFT Trace Number" by clicking once on this hypertext link.
2. Click once in the "EFT Trace Number" field, and omitting all special characters (i.e., - dashes and / slashes), enter the trace number. (This entry consists of the 8-digit Federal Reserve Bank or originating bank number followed by the 7-digit trace number.)
3. If available, click once in the "Payment Distribution Date" field and enter the date in the format shown in the example on the screen.
4. Scroll down to the bottom left side of the page and click once on the "Find Payment" button to start the query.

5. If a security warning message appears, click once on the "Continue" button to proceed.
6. If no payment information exists at that time for the given contract, the message on the screen will read "No Records returned".
7. At this point, the following options are available:
  - Click on the "New Query" hypertext link and enter another contract number;
  - Click on the "DFAS Vendor Pay" hypertext link to return to the information page;
  - Click on the "E-mail Assistance" hypertext link to send mail;
  - Click on the "Help" hypertext link for explanation or assistance; or
  - Use other browser options such as "Back", "Home", etc. from the top of your screen.
8. If payment information does exist and you wish to print a copy, perform the following steps:
  - Click once in any free area on the left side of the screen to print the framed contract/delivery order/call or invoice numbers listing box, and then click on the print icon on the tool bar; and/or
  - ? Click once in any free area on the right side of the screen to print the payment information for the contract number queried, and then click on the print icon on the tool bar.
9. If more than one invoice has been paid with a specific EFT trace number, this information will appear on the left side of the screen within the framed listing box. To query on a specific invoice payment from this listing, perform the following steps:
  - Click once on the highlighted contract number next to the invoice of interest. If all of the possible invoices do not fit within the framed listing box, click once on the "Next" or "Last" buttons to view more invoices. To return to previously viewed listings, click on the "First" or "Previous" buttons;
  - To print, repeat the steps listed under item #8 above; or
  - Use other options at the bottom left of the screen. (Same as listed under item #7 above).

#### **Query by Check Number**

1. When located at the URL for the VPIS website (i.e., [www.dfas.mil/money/vendor/](http://www.dfas.mil/money/vendor/)), scroll down toward the middle of the page and select "Query by Check Number" by clicking once on this hypertext link.
2. Click once in the "Check number" field, and omitting all special characters (i.e., - dashes and / slashes), enter the check number. (This entry consists of the 4-digit Disbursing Station Serial Number (DSSN) followed by the 8-digit check number.)
3. Scroll down to the bottom left side of the page and click once on the "Find Payment" button to start the query.
4. If a security warning message appears, click once on the "Continue" button to proceed.
5. If no payment information exists at that time for the given contract, the message on the screen will read "No Records returned".

6. At this point, the following options are available:
  - Click on the "New Query" hypertext link and enter another contract number;
  - Click on the "DFAS Vendor Pay" hypertext link to return to the information page;
  - Click on the "E-mail Assistance" hypertext link to send mail;
  - Click on the "Help" hypertext link for explanation or assistance; or
  - Use other browser options such as "Back", "Home", etc. from the top of your screen.
7. If payment information does exist and you wish to print a copy, perform the following steps:
  - Click once in any free area on the left side of the screen to print the framed contract/delivery order/call or invoice numbers listing box, and then click on the print icon on the tool bar; and/or
  - Click once in any free area on the right side of the screen to print the payment information for the contract number queried, and then click on the print icon on the tool bar.
8. If more than one invoice has been paid with that check, this information will appear on the left side of the screen within the framed listing box. To query on a specific invoice payment from this listing, perform the following steps:
  - Click once on the highlighted contract number next to the invoice of interest. If all of the possible invoices do not fit within the framed listing box, click once on the "Next" or "Last" buttons to view more invoices. To return to previously viewed listings, click on the "First" or "Previous" buttons;
  - To print, repeat the steps listed under item #7 above; or
  - Use other options at the bottom left of the screen. (Same as listed under item #6 above).

#### **Query by Duns Number**

1. When located at the URL for the VPIS website (i.e., [www.dfas.mil/money/vendor/](http://www.dfas.mil/money/vendor/)), scroll down toward the middle of the page and select "Query by Duns Number" by clicking once on this hypertext link.
2. Click once in the "Duns Number" field, and omitting all special characters (i.e., - dashes and / slashes), enter the Duns number and if applicable, "Invoice number" that you wish to query. (NOTE: not all processing sites track your Duns number. As a general rule, use Duns to find Air Force Contracts and Cage for other DoD services.)
3. Date range entries are optional. Dates should be entered in MM/DD/YYYY format. (Example: 12/31/1997).
4. Scroll down to the bottom left side of the page and click once on the "Find Payment" button to start the query.
5. If a security warning message appears, click once on the "Continue" button to proceed.
6. If no payment information exists at that time for the given Duns, the message on the screen will read "No Records returned".
7. At this point, the following options are available:

- Click on the " Query" hypertext link and enter another number;
  - Click on "Download Results" to bring the file down to your desktop computer;
  - Click on the "DFAS Vendor Pay" hypertext link to return to the information page;
  - Click on the "E-mail Assistance" hypertext link to send mail;
  - Click on the "Help" hypertext link for explanation or assistance; or
  - Use other browser options such as "Back", "Home", etc. from the top of your screen.
8. If payment information does exist and you wish to print a copy, perform the following steps:
- Click once in any free area on the left side of the screen to print the framed contract/delivery order/call or invoice numbers listing box, and then click on the print icon on the tool bar; and/or
  - Click once in any free area on the right side of the screen to print the payment information for the contract number queried, and then click on the print icon on the tool bar.
9. If more than one invoice has been filed against a Duns, this information will appear on the left side of the screen within the framed listing box. To query on a specific invoice from this listing, perform the following steps:
- Click once on the highlighted contract number next to the invoice of interest. If all of the possible invoices do not fit within the framed listing box, click once on the "Next" or "Last" buttons to view more invoices. To return to previously viewed listings, click on the "First" or "Previous" buttons;
  - To print, repeat the steps listed under item #8 above; or
  - Use other options at the bottom left of the screen. (Same as listed under item #7 above).

#### **Query by CAGE Code**

1. When located at the URL for the VPIS website (i.e., [www.dfas.mil/money/vendor/](http://www.dfas.mil/money/vendor/)), scroll down toward the middle of the page and select "Query by Cage Number" by clicking once on this hypertext link.
2. Click once in the "Cage " field, and omitting all special characters (i.e., - dashes and / slashes), and if applicable, the "invoice" number. NOTE: not all processing sites track your Duns number. As a general rule, use Duns to find Air Force Contracts and Cage for other DoD services.)
3. Date range entries are optional. Dates should be entered in MM/DD/YYYY format. (Example: 12/31/1997).
4. Scroll down to the bottom left side of the page and click once on the "Find Payment" button to start the query.
5. If a security warning message appears, click once on the "Continue" button to proceed.
6. If no payment information exists at that time for the given cage, the message on the screen will read "No Records returned".
7. At this point, the following options are available:

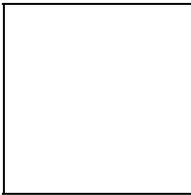
- Click on the "Query" hypertext link and enter another cage number;
  - Click on "Download Results" to bring the file down to your desktop computer;
  - Click on the "DFAS Vendor Pay" hypertext link to return to the information page;
  - Click on the "E-mail Assistance" hypertext link to send mail;
  - Click on the "Help" hypertext link for explanation or assistance; or
  - Use other browser options such as "Back", "Home", etc. from the top of your screen.
8. If payment information does exist and you wish to print a copy, perform the following steps:
- Click once in any free area on the left side of the screen to print the framed contract/delivery order/call or invoice numbers listing box, and then click on the print icon on the tool bar; and/or
  - Click once in any free area on the right side of the screen to print the payment information for the contract number queried, and then click on the print icon on the tool bar.
9. If more than one invoice has been filed against a cage number, this information will appear on the left side of the screen within the framed listing box. To query on a specific invoice from this listing, perform the following steps:
- Click once on the highlighted contract number next to the invoice of interest. If all of the possible invoices do not fit within the framed listing box, click once on the "Next" or "Last" buttons to view more invoices. To return to previously viewed listings, click on the "First" or "Previous" buttons;
  - To print, repeat the steps listed under item #8 above; or
  - Use other options at the bottom left of the screen. (Same as listed under item #7 above).

#### **Instructions for E-Mail Assistance**

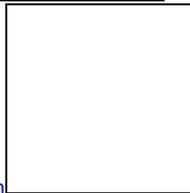
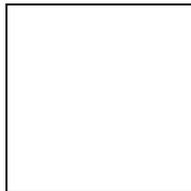
If you would like additional assistance or information for a particular contract or payment, were unable to retrieve specific information, or feel that downloaded information is in error, you may use the "VPIS Assistance Request" to submit an electronic form to the processing site servicing your contract. This form may be accessed by clicking on the "E-mail Assistance" hypertext link located at the bottom of the left frame. However, some questions may still need to be targeted directly to the contracting office or your financial institution. Below are the detailed instructions for filling out the form:

1. Complete the form by clicking on each information field and filling in the required information. The E-mail will not be forwarded unless you make entries in all the fields designated as mandatory on the screen. If you cannot see the data entry blocks, simply click on the vertical or horizontal scroll bars and move down or to the right until the boxes are visible. It is possible to cut and paste information from the right frame to the left frame.
2. You must first select the desired "Identifying Number" by clicking on the matching circle, and then click in the field space and fill in the appropriate entry for the "Contract Number", "EFT Trace Number", or "Check Number".
3. Your E-mail can be routed more quickly if you select a specific paying location from the list. Use the scroll bar on the right of the list box to see all the choices, and then click on the one you wish to select. The paying office is usually shown as the billing address on your contract or invoice documents.

4. Click on the comments block to type in your specific questions.
5. Scroll down to the bottom of the screen and click on the "Send Now" button to send your E-mail.
6. You should receive a screen message saying your request has been sent.
7. At the bottom of this screen , you may do one of the following:
  - Click on the "DFAS home" hypertext link to go to the DFAS home page;
  - Click on the "DFAS Vendor Pay" hypertext link to go back to the Vendor Pay information page;
  - Click on the "Help" hypertext link for explanations or assistance; or
  - Use other browser options from the top of your screen.

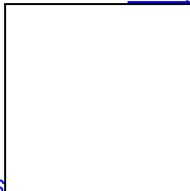


[Vendor Pay](#)



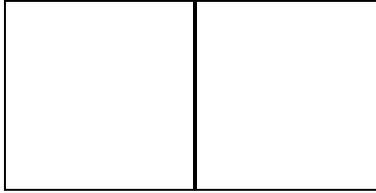
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## Appendix F



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			<a href="#">SEARCH</a>

### DFAS Contacts

[Locations](#) | [View LES On-Line](#) | [Key Leaders](#) | [Vendor pay Army](#) | [Navy](#) | [Air Force](#) | [Marines](#) | [Additional phone numbers](#)

Military members with questions regarding their pay must address them to their local finance and administrative office. The local military pay office is your first and best source of information. Civilian employees with questions regarding their pay must address them to their customer service representative - the focal point for the input of time and attendance. The customer service representative will contact the payroll office directly with your request.

The **Customer Contact Center** supports system issues only. *The Customer Contact Center cannot address individual Military, Contract, Garnishment, or Vendor pay questions.* Systems currently supported are ATAAPS, CMIS, DCAS, DCII, DCPS, DDRS, DIFMS/NIMMS, DJAS, DPAS, DWAS (PWC and DAPS), EBIZ, FASTDATA, LRS, OrderWriter, Remedy, SID, WINAPPS and WYPC.

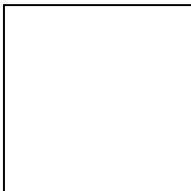
Army	
• <a href="#">Active Duty Pay (Indianapolis)</a>	1-888-729-2769 or 317-510-0665 or DSN 699-0665
• <a href="#">Reserve Pay (Indianapolis)</a>	1-888-729-2769 or 317-510-0665 or DSN 699-0665
• <a href="#">Retiree Pay (Cleveland)</a>	1-800-321-1080
• <a href="#">Annuitant Pay (Cleveland)</a>	1-800-321-1080
• <a href="#">Garnishment (Cleveland)</a>	1-216-522-5301
• <a href="#">Vendor Pay (Indianapolis)</a>	1-888-332-7366
• <a href="#">Out-of-Service Debt</a>	1-800-962-0648
• Travel Pay Services	<a href="#">Click here for your servicing site</a>
• Congressional Inquiries	1-816-926-5688
Navy	
• <a href="#">Active Duty Pay (Cleveland)</a>	1-800-346-3374
• <a href="#">Reserve Pay (Cleveland)</a>	1-800-255-0974
• <a href="#">Retiree Pay (Cleveland)</a>	1-800-321-1080
• <a href="#">Annuitant Pay (Cleveland)</a>	1-800-321-1080
• <a href="#">Garnishment (Cleveland)</a>	1-216-522-5301
• <a href="#">Vendor Pay (Cleveland)</a>	<a href="#">Click here for your servicing site</a>
• <a href="#">Out-of-Service Debt</a>	1-800-962-0648
• Congressional Inquiries	1-816-926-5688

<b>Air Force</b>	
• <a href="#">Active Duty Pay (Denver)</a>	1-800-755-7413 or DSN 580-5310
• <a href="#">Reserve Pay (Denver)</a>	1-800-755-7413 or DSN 580-5310
• <a href="#">Retiree Pay (Cleveland)</a>	1-800-321-1080
• <a href="#">Annuitant Pay (Cleveland)</a>	1-800-321-1080
• <a href="#">Garnishment (Cleveland)</a>	1-216-522-5301
• <a href="#">Vendor Pay (Denver)</a>	1-888-898-0887
• <a href="#">Out-of-Service Debt</a>	1-800-962-0648
• Congressional Inquiries	1-816-926-5688
<b>Marine Corps</b>	
• <a href="#">Active Duty Pay (Kansas City)</a>	1-800-594-8302
• <a href="#">Reserve Pay (Kansas City)</a>	1-800-594-8302
• <a href="#">Retiree Pay (Cleveland)</a>	1-800-321-1080
• <a href="#">Annuitant Pay (Cleveland)</a>	1-800-321-1080
• <a href="#">Garnishment (Cleveland)</a>	1-216-522-5301
• <a href="#">Vendor Pay (Kansas City)</a>	1-816-926-7480
• <a href="#">Out-of-Service Debt</a>	1-800-962-0648
• Congressional Inquiries	1-816-926-5688
<b>Vendor Pay</b>	
• <a href="#">Mechanization of Contract Administration System (MOCAS) - (Columbus)</a>	
• <a href="#">DFAS Reference Tool</a>	
• Congressional Inquiries	1-614-693-5541
<b>Intra-governmental Payment and Collection System (IPAC)</b>	
• <a href="#">IPAC Points of Contact</a>	

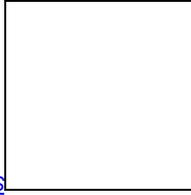
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