

INBOUND SHIPMENTS

1. HOW IT WORKS:

After the pickup of personal property shipments, the originating PPSO completes the shipping documents and forwards a copy to the destination PPSO. With these, the Shipping Office starts a file and awaits contact from the customer (to say you have arrived) or the contractor, to say the shipment is ready for delivery. The PPPO will take the necessary information from the customer and pass it to the Shipping Office, to make the arrangements with the contractor. Deliveries can be made anytime throughout the day, from 0830 to 1730 hours. Note that there is usually a break for lunch between 1200 and 1300 hours.

2. WHERE TO GO & WHAT TO BRING:

a. As with outbound personal property shipments, any PPPO may assist in the delivery of the goods once in country. Once you arrive in Belgium, report to the nearest PPPO. If the shipment has arrived and the individual can not receive the shipment, the government stores it for 90 days. If the shipment has not yet arrived, let the counselor's know how to contact you. When the shipment arrives, the PPPO will contact you.

b. When you find a house, contact the PPPO to set up a delivery. Bring in a copy of the lease to ensure the correct address, with post code, is given for the delivery. During this final inbound visit to the PPPO, the counselor will provide some handy information and ask some questions about the house.

c. Help the PPPO and the moving company by being ready for the delivery. All the information given to the PPPO will help the Shipping Office prepare the contractor's moving crews, and make a quick and easy delivery. Here are a few things that need to be passed to the PPPO personnel when a request for delivery is made:

1) Note whether the street needs to be blocked for the moving company for the off load of belongings. If so, the individual, with help from PPPO, must request it through the local police. Failure to block the street will result in having to choose another delivery date, and require a missed pickup charge of approximately \$50.

2) If the upstairs rooms are not accessible by stairs, advise the PPPO of a need for a lift or elevator. If unsure, the PPPO can have the contractor come to check the requirements, prior to delivery.

3) Let the PPPO know if there are any large, bulky items that might need more personnel to move and lift. Also, if the house is in a congested area and the back alley or driveway to the house requires a smaller truck to perform the deliveries. The PPPO also needs to know if there are items that require special assembly, like special cabinets, furniture, etc., so it may be passed on to the moving crew.

3. PREPARING FOR THE MOVERS:

The delivery will be quick and easy. Pre-plan where you want your property in the house. The movers will place the couch, beds, cabinets, etc., where you want them. They will not move things around, again and again. Have the rooms identified as bedroom #1, #2, etc. So, as the packers are unloading the truck, they can be told which room, by number, to place the property. The movers will unpack and assemble all the boxes, even to the point of putting the dishes in the cupboard, if desired, so be ready for them.

4. DELIVERY AND DAMAGES:

a. During the move, it is inevitable that damage will happen to a few things. When the movers arrive, they will provide copies of the DD Form 1840, Joint Statement of Loss or Damage at Delivery (Appendix D). The claims office and transportation office use this two-sided form to take action against the contractor and his movers. The front-side of this form notes any damaged items found the day of delivery. The mover verifies the front side before the job is complete. All personnel must complete block's #14a through 14g. Use the reverse side of DD Form 1840, (Appendix E), as you notice other damages or missing items, as the rest of the boxes are unpacked and put away. When you complete this side and turn it in, the Claims Office processes the damages and charges the contractor.

b. Another form likely to show up is the DD Form 619, Statement of Accessorial Services Performed (Appendix AC). Pay attention to this form! The contractor uses this form to invoice the Government for "other" services, like overtime, elevators, special handling, etc. Do not sign this form unless the services and items listed on it were required and used. Never sign a blank DD Form 619.

c. Admittedly, American furniture was made to fit into American sized homes. If there are damages to the house, make sure that you are aware of it. Before the moving crew departs, have the crew chief write a statement on the DD Form 1840, saying that there were damages to the house, garden, driveway, etc. Ensure it is an accurate description of the damages and ensure the crew chief provides his name and signature. Damages to the house and property are the sole responsibility of the moving company, as long as they admit it. If there is no statement, the landlord could very easily charge the renter for the repairs.