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TO ALCOAST
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ALCOAST 435/07
COMDTNOTE 4050

Subj: Transportation of Household Goods (HHG), Full Replacement Value (FRV) and Customer Satisfaction Survey (CSS)

1. Congress enacted the Full Replacement Value Act of 2003 in November of 2003 and amended it with the Defense Authorizations Act for FY 2007. The amendment made it mandatory that DOD include FRV coverage in all contracts for shipment of HHGS no later than 1 March 2008. The cost of FRV is included in the contracts with the Transportation Service Provider (TSP) and is provided at no cost to the service member.
2. Full replacement value protection will apply to HHG shipments beginning October 1, 2007. Shipments covered by FRV will be phased in and will apply as follows to HHG shipments picked up on or after: 1 Oct 2007 for international shipments (to/from OCONUS), 1 Nov 2007 for domestic shipments (within CONUS), and 1 Mar 2008 for nontemporary storage (NTS) shipments, local move, and direct procurement method (DPM) shipments.
3. It is important that service members are not misled by the term full replacement value. This does not necessarily mean that a member would receive the full replacement cost for every item destroyed, damaged or lost. The limitations for personal property lost, damaged, or destroyed while in the care of the TSP/carrier are \$5,000 per shipment or \$4.00 times the net weight of the shipment, whichever is greater, up to a maximum of \$50,000. If additional coverage is necessary, it is recommended that the member purchase it from a private insurance company. Additional information on full replacement value can be found on the CG Finance Center website: <http://www.fincen.uscg.mil/hhg.htm> or the Army Surface Deployment and Distribution Command (SDDC) website: <http://www.sddc.army.mil/public/home> (click on Personal Property/POV and then Full Replacement Value under quick links).
4. The Families First Personal Property Program is a customer focused program that continually assesses customer satisfaction. The customer satisfaction survey (CSS) allows the member a unique opportunity to influence the quality of future moves as shipments will be awarded to TSPS based on best value scoring which cannot be computed without the customer satisfaction survey results. It is imperative that members complete the CSS after each move to document positive and negative performance by TSPS.
5. During the HHG counseling session, the member will have an account established in the CSS application. It is important that the member provide an origin, destination, and/or in transit email address. After the member takes delivery of the HHG shipment, he or she may proactively access the survey via the SDDC website utilizing the user ID and password provided during the initial counseling session, or the member can wait for SDDC to send an email with instructions, password, and the link to the survey page. To ensure that members complete the survey, SDDC may send up to three email reminders at 7, 14, and 21 days after the shipment arrives at destination. Members who have not completed the survey online may receive a telephone call from an SDDC customer service representative who can record the member's survey response.
6. Through strong participation, each member can help improve the moving experience for the entire military community. Commands are encouraged to incorporate the completion of the customer satisfaction survey into the unit check in procedure.
7. COMDT (CG-1222) POC is CWO Joey Brown at 202-475-5393 or Anthony Pearson at 202-475-5368.
8. Internet release authorized.
9. Mr. Curtis B. Odom, Acting Director of Personnel Management, sends
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