

SDDC Advisory 15-0133

Date: 18 September 2015

Subject: Update #5 MV Courage Vessel Incident Affecting Household Goods (HHGs)

To: Destination PPSOs, TSPs, Service HQs, MCOs

1. Reference previous MV Courage related advisories 15-0101, 15-0106, 15-0109, and 15-0127.
2. Destination PPSOs and TSPs should ensure widest dissemination of this advisory to impacted DoD Service Members and Civilians.
3. Update on delays to MV Courage personal property shipments. Shipments in the Port of Baltimore and Port of Southampton, United Kingdom will undergo joint inspection between responsible TSPs and their subcontractors Pasha and American Roll-On Roll-Off Carrier (ARC) beginning Tuesday, 22 September, 2015.
4. These inspections will include the opening of each box by a surveyor who has been nominated by ARC, as well as an environmental assessment per agreement between ARC and the German Bremen Environmental Authority (BEA).
  - a. The Joint Personal Property Shipping Office-Mid Atlantic and SDDC will have representatives overseeing the inspection to ensure items are resealed and property is protected at all times.
  - b. The purpose of the joint survey is for the TSP and ARC nominated surveyor to establish the condition of the contents of each box within four specific categories:
    - i. Sound Cargo
    - ii. Cargo damage not caused by fire (handling, stowage and transportation issues only)
    - iii. Cargo damage / contamination by the fire that can be repaired, cleaned or decontaminated
    - iv. Cargo damage / contamination by the fire that cannot be repaired, cleaned or decontaminated, causing health hazards or cargo that could not, even if decontaminated or otherwise remediated, be used for its purpose
  - c. The surveyor will complete a form confirming that determination which they will provide to the TSPs port agent Pasha. Pasha, as the shipper, is required to provide these forms to the BEA. No cargo will be deposited without prior agreement from the DoD Service member and TSP, who must be given an opportunity to assess their shipment as required by the Defense Transportation Regulations (DTR) at destination. As required by their agreement with the BEA, subcontractor ARC has enlisted with private environmental companies in both Baltimore and Southampton to ensure that the health and safety of all parties and TSPs will have documentation supporting the events above.
5. Based on the above information, after the inspection TSPs will be required to continue onward movement of the containers to final destination and are required to ensure that property is transported safely and securely as stated in the DTR, Part IV and Claims and Liability Business rules.
6. TSPs should coordinate the inspection with the destination PPSO/QC/Customer when the property arrives and is ready for inspection, preferably at the destination warehouse. PPSOs should make every effort to be available for inspection at either the warehouse or customer residence as appropriate.

7. Paragraph 1.4 of the Defense Personal Property Program Claims and Liability Business rules authorizes PPSOs to direct that TSPs undertake specific mitigation work, or authorize payment for mitigation work, subject to later determination by the MCO of whether the government or the TSP will be liable for the cost. The cost of any such mitigation efforts not paid for by the government will be deducted from the TSP's maximum liability.

8. As always, DoD Customers with delivered shipments have 75 days from delivery to identify any loss/damage to their shipment. TSPs, PPSOs and MCOs are available to answer any personal property questions as required.

9. PPSOs should ensure that TSPs continue to provide customer updates and support the inconvenience claim process between the member and TSP as needed. PPSOs should also remind customers of the critical role of the Customer Satisfaction Survey opportunity that follows delivery of the shipment.

This advisory is approved for release by Lt Col Todd M Jensen, Director, Personal Property, HQ SDDC.