

# RELOCATION RESOURCE

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## Congratulations All CHAMP Customer Agencies and TSPs!!

**The year 2009 saw many  
ups, downs and struggles  
within the industry.**

**Thanks to your hard  
work, over 3,000  
Household Goods  
Evaluation Forms 3080  
were returned for 2009.**

**Keep up  
the great work  
for 2010!**

## Hope You Were There!

We hope that you were one of the over 600 attendees that traveled to Phoenix in February to participate in the American Moving and Storage Association's (AMSA's) 2010 Education Conference and Expo. If you were, we hope you agree that it was another successful event!



In attendance this year were numerous civilian and Department of Defense attendees, Transportation Service Providers (TSPs) representing GSA's Centralized Household Goods Traffic Management Program (CHAMP), vendors representing GSA's Transportation, Delivery and Relocation Solutions (TDRS) Schedule 48 and other companies representing commercial products and services relevant to the relocation industry. Attendance on all accounts – government, vendors and exhibitors – was up from 2009!

As in past years, attendees had a wide variety of training sessions to choose from. There were sessions focused on government attendees such as "Agency, Employee and TSP Roles in the Move Process," "What's New in Relocation Policy," "TMSS Today and TMS Tomorrow" and "Claims from a CHAMP Perspective." While the same sessions might have also been of interest to our CHAMP TSPs and TDRS vendors, there were other sessions for them to choose from such as "Schedule 48, Office Moves," "Marketing Your Services with CHAMP" and "Another Year, More Changes in the International Marketplace." In addition, there were numerous other educational sessions offered to ensure that there was a class of interest at all times for each attendee.

And as always, the Expo Hall itself was a hit. Attendees were able to walk through the Expo Hall and meet one-on-one with the many exhibitors, see their displays and discuss the wide array of services currently being offered in the relocation marketplace. The Expo Hall also served as an excellent venue to network with other attendees and share ideas and insights. There were numerous other scheduled evening events that provided attendees the opportunity to continue to network in a relaxed and fun environment.

Once again we at GSA would like to express our appreciation to AMSA for allowing us to participate in their annual event. This is a great opportunity for GSA to be able to offer training on our programs and directly interact with our customers and industry partners. AMSA's partnership and support is truly valued.

And finally, if you weren't in Phoenix in February we hope the brief recap above gets you excited about next year's event – it's Jacksonville, FL in March! And for those of you that did make it to Phoenix, we sure hope to see you again in Jacksonville. So please go ahead and mark you calendars for March 6-9, 2011. AMSA should have additional information on their website soon, so please visit [www.promover.org](http://www.promover.org) for additional details. We will also include more information in *Relocation Resource* as it becomes available.

## Are Your Transferees PII Protected?

Did you know that in accordance with 19 CFR 103.31 the Department of Homeland Security's U.S. Customs and Border Protection (CBP) is required to sell, if requested, certain Personally Identifiable Information (PII) obtained from vessel manifests? While there are 22 data elements that can be sold, the following might be of special interest to you and transferring employees:

- shipper name
- shipper address
- consignee name
- consignee address
- notify party name
- notify party address
- information found on the marks and numbers fields

As this is PII, most transferees would probably prefer that this information not be sold and made public. Fortunately, transferees can access CBP's website at [http://www.cbp.gov/xp/cgov/trade/automated/automated\\_systems/ams/vessel\\_manifest\\_confid\\_form.xml](http://www.cbp.gov/xp/cgov/trade/automated/automated_systems/ams/vessel_manifest_confid_form.xml) and apply for confidentiality on their shipments. Once approved, the confidentiality certificate remains valid for 2 years from the date of approval. For additional information, please refer to 19 CFR 103.31.

## Did You Know You are Exempt?

Speaking of PII, did you know that when exporting goods from the United States most shippers were required to report their Social Security Number (SSN) as identification when registering to submit electronic export information (EEI) to the Automated Export System? As of December 3, 2009, shippers may now either use their SSN or obtain a Employer Identification Number (EIN) if they prefer not use their SSN. The good news is that government employees are exempt! They are not required to report a SSN or EIN.



## Your Ideas Are Welcome

We would like to have your input for upcoming newsletters, such as suggested topics, customer success stories, or comments on what we've done so far. Send ideas and input to:

[relocation.programs@gsa.gov](mailto:relocation.programs@gsa.gov)

## Express Yourself

If you are a federal civilian employee involved in relocation, GSA's Employee Relocation Resource Center (ERRC) would like to invite you to attend one of our relocation meetings and express your thoughts and ideas on how you view relocation - what works for you, what is difficult to manage, what services and tools does the ERRC provide that benefit you, what additional services or tools would you like to see, what doesn't work or should be improved, what changes do you see in the future? We want to hear it all, and we need your help to make sure the ERRC is providing you with the tools and services you need to succeed in your relocation activities. Information learned and shared at these meetings is used to not only improve our relocation programs but is also beneficial to other attendees who might be able to use information you shared in improving how they do their jobs. We have two established groups:

**Federal Civilian Agencies Household Goods Relocation Committee Meeting.** This group meets quarterly at GSA's Arlington, VA (Crystal City) office, and topics are typically centered around the CHAMP although information on other GSA relocation offerings is also presented. At many of the meetings, the ERRC presents possible program changes to attendees, and attendees vote on these changes. These changes typically effect the GSA01 tariff, the Household Goods Tender of Service and/or Request for Offers. In addition to assisting the ERRC in managing the future direction of CHAMP, these meetings also serve as an excellent opportunity to learn of new happenings, meet fellow relocation specialists and hear directly from relocation experts on a variety of topics aimed at making your job easier. To receive notices of upcoming meetings, please subscribe to our E-Mail Notification system at [www.gsa.gov/transportation](http://www.gsa.gov/transportation). On the left-hand side click on "E-Mail Notifications" and then subscribe to the "Household Goods Customer Agencies" list.

**GSA ERRC and Federal Agencies Relocation Meeting.** This group meets monthly at GSA's Arlington, VA (Crystal City) office and topics are centered around updates and happenings occurring with the Transportation, Delivery and Relocation Solutions (TDRS), Schedule 48, CHAMP, GSA's Office of Governmentwide Policy, and agency and supplier news. Also discussed are hot topics in relocation such as pertinent Civilian Board of Contract Appeal decisions and specific challenges that agencies are facing because of the economic downturn and poor housing markets. As with the committee meetings described above, these meetings also serve as an excellent opportunity to network and share experiences with other relocation professionals. For those who cannot attend the meetings in person, we offer a dial-in conference bridge for participants. Please send an email to [relocation.programs@gsa.gov](mailto:relocation.programs@gsa.gov) if you would like to be on the mailing list to receive meeting notices, agendas, and discussion materials as well as periodic updates on pertinent issues that may arise in-between scheduled meetings.

All of the meetings described above are for federal agencies only; no suppliers or vendors are allowed to participate. If you are interested, please check out the "Dates and Deadlines" section of this newsletter to see when the next meeting is scheduled. We would love to see or hear you there!

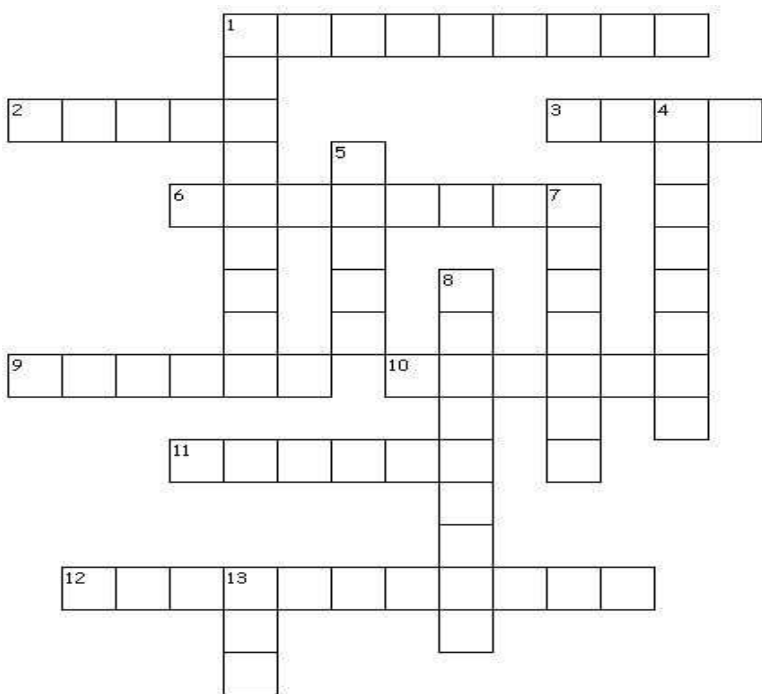
# Spring Crossword

## Across

1. Yellow flowers with trumpets
2. Color of grass and recycling
3. Shortened word for exposition
6. Government lodging program
9. Blooming season
10. Light wind
11. Type of blossoming tree in Washington, DC
12. The C in CHAMP

## Down

1. Yellow button weed on lawns
4. The P in TSP
5. Vehicle for hauling
7. April \_\_\_\_\_ bring May flowers
8. Yellow bush that blossoms in Spring
13. Transportation Service Provider acronym



**GSA** FedRooms  
Same hotel. Better perks. Best rate.

## The Government's Official, Managed, Lodging Program

Have you broken your New Year's resolution already? Most people typically have by this time of the year. How about considering an alternative resolution that is easy to keep? It's just a matter of changing a work-related habit that will benefit you and your agency. It's about committing FedRooms® to memory and utilizing the program when you plan government travel.

For those who don't know, FedRooms® is the government's managed lodging program.

There are well over 10,500 FedRooms® hotel properties located near federal offices and other locales that government employees go to regularly.

As a government traveler, you can rest assured that when you ask or book online at the **FedRooms®** rate that –

- the daily rate is **always** at or below the government per diem
- the room is fire-safe and meets FEMA certification requirements
- you can cancel as late as 4:00 p.m. (or later in some cases) on the day of arrival without a cancellation charge
- you won't be assessed an early check-out fee
- there are many properties that offer free perks like internet and breakfast

FedRooms® is also perfect for relocating employees. It can be used when house-hunting or if you should need an extended stay property (for up to 29 days) before settling in at your new residence. The FedRooms® search engine gives you options to search for hotel properties near an address, a particular area, as well as for extended stay and even leisure travel.

Check it out at [FedRooms.com](http://FedRooms.com)! What do you have to lose?

Same hotel. Better perks. Best rate.

## Tips for TSPs

### Shipment and Claims Reports

When submitting shipment/claim reports to GSA, please ensure that zeros are included behind the state code for origin and destination areas. (Example: CA00)

Also, when reporting a shipment to/from Hawaii, please use the country code of 210H. Finally, please ensure that the shipment format is in line with the formatting instructions in Section 9 of the HTOS. Specific fields have specific data. This will also help TSPs get ready for the new formatting requirements which will be forthcoming.

FAIC numbers for Federal agencies are listed in TMSS. If you do not know a specific number, you may use the first four digits of the agency code (example: 1900-State), and space-fill the rest. The use of old ITMS agency codes will no longer be acceptable within the shipment/claim report format.

### Final 3080 Reports Update

Final 3080 reports for Calendar Year 2009 will be distributed soon! Please review your firm's report and contact Kim Chancellor at [kim.chancellor@gsa.gov](mailto:kim.chancellor@gsa.gov) if there are any discrepancies. Each TSP will have 30 days from the date on the report to challenge a rating or reported shipment. However, no new 3080s may be added to a TSP's 2009 report.

Customer Satisfaction Index (CSI) scores will be calculated after the 30-day window. The effective date of the CSI will be November 1, 2010.

### Coming Soon

A revised shipment report format.  
More to follow soon . . .

## Crossword Answers

### Across

1. Daffodils
2. Green
3. Expo
6. FedRooms
9. Spring
10. Breeze
11. Cherry
12. Centralized

### Down

1. Dandelion
4. Provider
5. Truck
7. Showers
8. Forsythia
13. TSP

## Dates and Deadlines

May 1, 2010	Effective date for supplemental CHAMP rate offers
May 5, 2010	Federal Civilian Agencies Household Goods Relocation Committee Meeting (Household Goods Agencies Only)
May 19-21, 2010	Worldwide Employee Relocation Council (ERC) National Relocation Conference, Orlando, FL
May 31, 2010	1st Qtr CHAMP Shipment and Claims reports due from participating TSPs
May 31, 2010	1st Qtr 2010 CHAMP IFF due from participating TSPs
June 2010	CHAMP 2009 Customer Satisfaction indices (CSIs) issued
June 15, 2010	GSA ERRC and Federal Agencies Relocation Meeting
June 29-July 1, 2010	National Business Travel Association (NBTA) National Travel Forum, Orlando, FL
July 13, 2010	GSA ERRC and Federal Agencies Relocation Meeting
Aug 3, 2010	Federal Civilian Agencies Household Goods Relocation Committee Meeting (Household Goods Agencies Only)
Aug 3, 2010	CHAMP Pre-Bid meeting for CHAMP TSPs
Aug 3, 2010	GSA ERRC and Federal Agencies Relocation Meeting
Sept 14, 2010	GSA ERRC and Federal Agencies Relocation Meeting
On-going	Remember to keep submitting those 3080s



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