

RAP Agent completes the following:

1. Prepares five (5) copies of RW 10-29.
2. Reviews R/W Contract for any items considered realty to which displacee retained ownership (such as carpeting and draperies). These items cannot be moved at Department expense.
3. Explains MSA procedures to displacee calling their attention to terms and instructions printed on both sides of the form.
4. Advises displacee of 50-mile limit and cost exclusions for retained items of realty. Advises displacee to make their own arrangements for payment of these cost exclusions.
5. Explains insurance option. Displacee may insure contents for a lump sum representing the replacement cost of the property or for \$1.50 per pound. Encourage replacement cost method as this provides more protection to displacee than the flat rate. It also protects the State's interest as any costs the State incurs from a damage claim are normally not Federally participating.
6. To avoid over insuring, inspects the personalty and completes Block 8 of the MSA before giving it to displacee.
7. Annotates the RAP diary that insurance option was explained.
8. Delivers original and two signed copies of MSA to displacee, along with a "State List of Eligible Household Goods Carriers." (A PDF of this list can be obtained by contacting the Department of General Services by phone or email as listed on their [website](#)). Retains one copy in the RAP case file and sends one copy to the State Traffic Manager at:

Department of General Services  
Transportation Management  
707 Third Street, 2<sup>nd</sup> Floor  
West Sacramento, CA 95605

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9. Displacee selects a carrier from approved list and makes arrangements for the move.
  10. Displacee signs original and two copies of MSA. Gives the original and one copy to carrier. Retains one copy signed by carrier in case of complaints, insurance claims, or other problems later on.
  11. Carrier, upon completion of services, forwards original signed MSA and bill to the State Traffic Manager at the address above.
  12. State Traffic Manager (DGS) reviews bill for compliance with "Uniform Tender of Services and Rates for Transporting Used Household Goods."
  13. Handles any adjustment in the carrier's charges directly with the carrier.
  14.
    - a. If rates are acceptable, stamps "Rates Approved" on bill.
    - b. Deletes overcharges or unauthorized items from the carrier's bill and stamps "Audited--Approved for \$\_\_\_\_\_ " on it.
  15. Routes MSA and bill to the District.
  16. Finally, RAP Agent reviews MSA to ensure it is properly signed by carrier, displacee, and District representative and is accompanied by carrier's itemized bill.
  17.
    - a. If no charges were deleted from carrier's bill, verifies all arithmetical extensions and totals.
    - b. If charges were deleted from carrier's bill, verification of arithmetical extensions and totals is not required
  18. Reviews bill to make sure no charges for excluded items (Block 4) or distances over 50 miles are included. If such charges are included, asks State Traffic Manager to make necessary adjustments.
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