

**USTRANSCOM Personal Property Advisory #23-0047**

**DATE:** 31 March 2023

**FROM:** USTRANSCOM Defense Personal Property Management Office (DPMO), Scott AFB, IL 62225

**TO:** All Military Service Headquarters Representatives, Worldwide Personal Property Shipping Offices (PPSOs), and Personal Property Processing Offices (PPPOs)

**Subject:** Customer Messaging - 2023 Peak Season Shipment Award

1. For the 2023 Moving Season the shipment award process will take place after the first week of April 2023, delayed from the usual March availability.
2. The April shipment award, is due to DPMO deploying Best Value Scoring (BVS) enhancements into DPS improving how we select the moving companies who service your shipments.
3. JPPSOs and Local TOs are requested to counsel customers on this delay. As in the past we encourage customers to request their moves in DPS as soon as possible once they receive PCS orders. Customers should expect to be contacted by the moving company within three government business days of shipment being assigned, which can be found in DPS. TSPs must also confirm an agreed upon pickup date inside the 7-day spread, in writing to the customer, within three calendar days from date of shipment acceptance.
4. DoD's message to the moving industry remains the same -- only accept shipments they can handle safely and with a competent crew
5. The following information will also be posted on Military OneSource:

**Notice and Shipment Award Delays:** The Defense Personal Property Office (DPMO) has delayed the award of 2023 peak season shipments until the second week of April 2023. The delay allows DPMO to assign only quality movers who have the capacity to provide quality service to our customers for the upcoming moving season.

**If you are a customer moving on 15 May 2023 or after,** please request your move in DPS as soon as possible after receiving your PCS orders. You should expect to see your shipment awarded to a quality mover during the second week of April in DPS. The moving company should then contact you within three calendar days of shipment award and confirm an agreed upon pickup date inside the 7-day spread, in writing.

6. This message has been approved by the Deputy Director, Defense Personal Property Management Office.