

ADVISORY

USTRANSCOM Personal Property Advisory #22-0001

Date: 4 Oct 2021

From: USTRANSCOM Defense Personal Property Management Office, Scott AFB, IL 62225

To: All Military Service Headquarters Representatives, Worldwide Personal Property Shipping Offices (PPSOs), Personal Property Processing Offices (PPPOs) and Department of Defense (DOD) Approved Transportation Service Providers (TSPs), and DOD-affiliated Transportation Associations.

Subject: Department of Defense Move.mil customer information has relocated to Military OneSource

1. **OBJECTIVE:** The Department of Defense (DoD) has launched the new PCS & Military Moves landing page on the Military OneSource website as a replacement for its previous information hub, Move.mil. Military OneSource will now serve as a single online access point for DoD members and their families to plan the full spectrum of their move.
2. **TIMING:** As of October 4, 2021, the Move.mil website will be redirecting customers to the Military OneSource PCS & Military Moves landing page. Move.mil will no longer be updated with new content and is slated to completely close on November 1, 2021. After that date, anyone who attempts to visit the Move.mil website will be automatically forwarded to the new landing page on Military OneSource.
3. **ACCESS & CONTENT:** The new PCS & Military Moves landing page can be accessed under the Moving & Housing section of the Military OneSource website at <https://www.militaryonesource.mil/moving-housing/moving/pcs-and-military-moves/>. Customers may use the website to schedule a move and find resources related to moving their personal property as well as other aspects of their move. Some of the key information and tools include:
 - Resources to help manage personal property shipments:
 - Login for the Defense Personal Property System (DPS)
 - Transportation office and customer service contacts
 - Guides and articles explaining each step of the moving process
 - Videos with news updates, tips and advice
 - FAQs about moving personal property
 - Brochures and fact sheets about claims, policies, entitlements, etc.
 - Moving assistance tailored for each service branch
 - Assistance in preparing to move and settling into a new community:
 - Financial counseling services
 - Advice on renting or buying a house

- Tips for living overseas
- Connections with a variety of family and school support services
- Resources for finding employment for a spouse
- Tools for creating moving task lists
- Information about new duty stations

4. CONTACT INFO: Military OneSource is available to assist customers 24/7 either via phone at 800-342-9647 or live chat with a representative. The Customer Service page under the PCS & Military Moves section also includes an extensive list of additional support services for specific portions of a move.

5. This message is approved for release by the Chief, DPMO Strategic Engagements.