

USTRANSCOM Personal Property Advisory # 22-0091

Date: 20 July 2022

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

To: All Military Service Headquarters Representatives, Worldwide Joint Personal Property Shipping Offices (JPPSOs), Worldwide Personal Property Shipping Offices (PPSOs), Personal Property Processing Offices (PPPOs), and Department of Defense (DOD) approved Transportation Service Providers (TSPs)

Subject: Now Available – New 2022 Personal Property Fact Sheets

1. The Defense Personal Property Management Office (DPMO) is pleased to have launched a series of new and revised fact sheets to help educate moving customers on specific topic areas of interest. All nine fact sheets can be found via the “Moving Your Personal Property” landing page on the Military OneSource website:

www.militaryonesource.mil/personalproperty.

- Below is the full list with a direct link to each fact sheet:
 1. **Steps to a Smart Move Infographic:**
<https://www.militaryonesource.mil/products/steps-to-a-smart-move-infographic-738/>
 2. **Personal Property Quick Reference Guide:**
<https://download.militaryonesource.mil/12038/MOS/Factsheets/UpdatedPersonalPropertyQuickReferenceGuideHandout.pdf>
 3. **7-Day Scheduling Window Fact Sheet:**
<https://download.militaryonesource.mil/12038/MOS/Factsheets/FactSheet-7Day-SpreadWindow.pdf>
 4. **Personally Procured Moves Fact Sheet:**
<https://download.militaryonesource.mil/12038/MOS/Factsheets/FactSheet-PersonallyProcuredMove.pdf>
 5. **Personal Property Containerization Fact Sheet:**
<https://download.militaryonesource.mil/12038/MOS/Factsheets/ContainerizationofYourPersonalProperty-FactSheet.pdf>
 6. **Personal Property Claims Fact Sheet:**
<https://download.militaryonesource.mil/12038/MOS/Factsheets/FactSheet-PersonalPropertyClaims.pdf>
 7. **Inconvenience Claims Fact Sheet:**
<https://download.militaryonesource.mil/12038/MOS/Factsheets/UpdatedInconvenienceClaimsFactSheet.pdf>
 8. **Mold and Your Personal Property Fact Sheet:**
<https://download.militaryonesource.mil/12038/MOS/Factsheets/FactSheet-MoldAndYourPersonalProperty.pdf>
 9. **Customer Satisfaction Survey Fact Sheet:**
<https://download.militaryonesource.mil/12038/MOS/Factsheets/TRANSCOM-DP3CustomerSatisfactionSurvey-15March2021.pdf>

2. Please share these new fact sheets and incorporate the links into all your messaging with customers via the various communication channels available to you, including local transportation offices, installation family readiness centers, and TSP networks.
 - Please note that pdf versions of these same fact sheets were sent out via email at the beginning of peak moving season. Some of the visual aspects of the fact sheets (colors, borders, fonts, etc.) had to be adjusted to meet web requirements to ensure people with disabilities could access and read the documents. Apart from the visual changes, all the content remained the same. We ask that you now use the online versions available via the website.
3. This message is approved for release by the Chief, DPMO Strategic Engagements.