

CHAPTER B-402

COUNSELING

A. INTRODUCTION

This chapter provides counseling responsibilities and customer support in planning, creating, and executing personal property shipments. Counselor's will provide a standardized counseling process for our Department of Defense (DoD) Service members, DoD civilians, U.S. Coast Guard (USCG) members, and their families (collectively referred to herein as "customers").

B. COUNSELING RESPONSIBILITIES

1. Provide customer support that meets mission requirements and installation guidelines during normal Government Business Days (GBD). Customer service will be provided regardless of affiliation, rank, or location. In the event a customer needs additional support outside the capabilities of the servicing office, the office personnel will provide the customers with contact information to the responsible party.
2. Use of the program Performance Work Statements (PWS), Defense Transportation Regulation (DTR) Part IV, Appendix B-D, and the Joint Travel Regulations (JTR) is critical to the success of counseling customers on their personal property shipment.
3. Counseling services.
 - a. Counseling services must be available for all customers electing to be counseled or clarification on their personal property shipment and storage entitlements using MilMove.
 - b. Customers counseled by the Prime Contractor using their authorized system will interface and update MilMove.

NOTE 1: If the customer experiences counseling challenges or seeks clarification based on a Prime Contractor counseling, they may contact any counseling office for assistance.

NOTE 2: Counselor or Customer Service Representative (CSR) is required to inform the responsible Government Surveillance Representative (GSR) of customer's situation and circumstances.

4. The Counseling Office must inform customers of personal property (e.g., Household Goods (HHG), Unaccompanied Baggage (UB), Non-Temporary Storage (NTS), Personally Procured Move (PPM), Privately Owned Vehicle (POV), Boat, Mobile Home, etc.) allowances, shipment restrictions, Full Replacement Value (FRV), Prime Contractor and customer shipment responsibilities.
5. The counselor will assist customers in accessing MilMove, provide familiarization of MilMove screen shots and instructions, and provide information on completing the Customer Satisfaction Survey (CSS), as well as contact information for technical assistance.
6. Provide appropriate response and reviews to all counseling inquiries and requests within three (3) GBD of receipt, if possible.
7. Provide accurate record keeping of customer appointments and files, as well as their physical safety. This includes providing scheduling tools to customers, having locked storage cabinets, access customer forms and information guides, and all other applicable installation policies and

procedures (i.e., health protection condition, force protection condition, etc.). The Federal Government shall use electronic commerce whenever practicable or cost-effective.

8. Counselors will utilize applicable DD Forms throughout the counseling process as identified in corresponding figures located in paragraph “R” of this chapter.

C. COUNSELING METHODS

1. Counseling Methods consists of Government-led counseling or Contractor-led counseling.
 - a. Government-led counseling: Government-led counseling is performed either in person at a PPPO or PPSO, virtually, telephonically, or by other means. To determine customer’s closest PPPO or PPSO utilize: <https://installations.militaryonesource.mil/search?program-service=12/view-by=ALL>. All information relevant to a counseling session is reviewed and completed in MilMove by the counselor. Once the counselor obtains signed copies of all the required documents, they upload and submit into MilMove.
 - (1) Continental United States (CONUS) HHG and Shipments. Review information in MilMove, counsel the customer as needed, and process shipment(s) in MilMove.
 - (2) Outside CONUS (OCONUS) HHG and UB Moves. Review information in MilMove, verify UB shipment has no furniture or oversized items, download country instructions from the Personal Property Consignment Instruction Guide (PPCIG), as needed, gather any additional documents the customer may need to be counseled on, and process shipment(s) in MilMove.
 - (3) Handle-In Non-Temporary Storage (NTS). Pull customer information from MilMove to review the customer’s shipment request, counsel the customer as needed, and process the shipment(s) in eTOPS.
 - (4) NTS-Release. Review the NTS listing from Web-Enabled Transportation Operational Personal Property Standard System (eTOPS) to be sure the storage has not converted to member’s expense, pull information from MilMove, review the shipment information with the customer, and process shipment(s) in MilMove.
 - (5) Personally Procured Moves (PPM). Review information in MilMove for the PPM, request missing information from customer, if needed, and process the shipment in MilMove.
 - (6) POV. Provide the customer POV shipment information for the Vehicle Processing Center’s (VPC) and the Global POV Prime Contractor’s website (<https://www.pcsmypov.com/>) to review. Prepare the storage letter, as needed, for those that cannot ship a vehicle to restricted OCONUS locations. Upload storage letter into MilMove.
 - b. Contractor-led counseling consists of the Prime Contractor using company personnel to provide counseling in accordance with all applicable regulations. The Prime Contractor counselor will upon receipt of a Move Task Order (MTO), utilize their authorized system to perform counseling. Prime Contractor will update the shipment request based on MTO modifications, submit updates to MilMove, and make sure customers have signed all documents prior to shipment.
 - c. Government-led or Contractor-led customer counseling will review all shipment information (onboarding and counselor input) prior to submitting the shipment in MilMove or transferring shipment data/info from GHC Prime Contractor system to MilMove.

- d. Shipments moved by the Department of State will be processed in accordance with the PPCIG and customers will be counseled in accordance with DTR, Part IV, Chapter B-408.

D. PERSONAL PROPERTY COUNSELING

1. Type of Orders.

- a. Accession Orders authorized to move from the primary residence, home, or place from which called or ordered to active duty (PLEAD) to the first permanent duty station upon enlistment or appointment, see Table 5-41 of the JTR.
 - (1) Determine if there are dependents authorized in conjunction with the orders.
 - (2) Brief weight allowances in accordance with the JTR paragraph 0514 Table 5-37 for Service Members.
 - (3) Determine if the orders are for a CONUS to CONUS move or CONUS to OCONUS.
 - (4) Verify the origin of the shipment by collecting information that reflects the Home of Record (HOR) or PLEAD.
- b. Permanent Change of Station (PCS) authorized to move from the current or a previous duty location to a new duty location: Brief weight allowances in accordance with the JTR paragraph 0514 Table 5-37 for Service Members and JTR paragraph 054304 Table 5-87 for Civilian Employees.
 - (1) Identify the type of orders CONUS to CONUS, OCONUS to CONUS, CONUS to OCONUS, or OCONUS to OCONUS.
 - (2) Determine whether the orders are unaccompanied or accompanied with command sponsored dependents. This will determine the authorized amount of UB (JTR paragraph 051403 for Service Members and JTR paragraphs 054304/054305 for Civilian Employees).
 - (3) Determine if the move is for a Service member married to another Service member or married to a civilian (JTR paragraph 051402 F)
 - (4) Determine duration of tour for Called or Ordered to Active Duty for Training to determine entitlement/funding.
 - (5) Review orders for Short-Distance Moves for a Permanent Duty Station (PDS) located in proximity (JTR paragraph 051901).
 - (6) OCONUS orders:
 - (a) For overseas orders review the PPCIG and refer customers to gaining unit for any furnishing and quarters specific restrictions.
 - (b) Establish if the origin or destination is an administrative-weight-limited location. Refer to the JTR (Joint Travel Regulations | Defense Travel Management Office (dod.mil)), paragraph 051305. A. 7. d. for the Administrative Household Goods (HHG) Weight Allowance Locations.
 - (c) Determine situations that may impact the shipment of personal property (JTR paragraphs 052002/052003).
 - (d) Determine if there is a consumable allowance. Refer to Consumable Goods Allowances. Refer to the JTR (Joint Travel Regulations | Defense Travel

Management Office (dod.mil)), paragraph 052002. F. for the Consumable Goods Allowances.

- (e) For shipments destined for the U.S., inform the customer to complete DD Form 3158, List of Food Items for Import into The United States, to ensure shipments that contain eligible food items are of United States of America (USA) products for USA usage only.
- (7) CONUS orders: Determine if orders are for attending a Course of Instruction for 20 weeks or more in one location (JTR paragraph 052008).
- c. PCS with a Temporary Duty (TDY) enroute, PCS while on TDY, or PCS Following TDY Pending Further Assignment. A Service Member on a PCS order with a TDY enroute, or on a PCS order without return to the PDS while on a TDY, is authorized HHG transportation to the new PDS (JTR paragraphs 052007-A.2 and 020501 A/B for Service Members and JTR paragraph 020505A/B for Civilian Employees).
- d. Service Member Separates or is Released from Active Duty, excluding a Discharge with Severance or Separation Pay (JTR paragraph 051002). Brief the Service Member on the following:
 - (1) Weight Allowances (JTR paragraph 051401, Table 5-37).
 - (2) Non-Temporary Storage (NTS) is authorized for 180 days after the active-duty termination date (JTR paragraph 0518-B13). NTS is recommended when there is not an established address at destination.
 - (3) NTS must be in a storage facility near the location of the HHG on the date the Service Member's order is issued.
 - (4) Once NTS is ready to be released, the Service Member should have a delivery address to prevent the property going back into storage at the customer's expense.
 - (5) Entitlement will terminate on the 181st day following separation from service date (JTR paragraph 051002 K).
 - (6) Time Limit Extensions: Service Member may request an additional extension through the Secretarial Process, explaining the reasons for the extension. An additional authorized period may then be authorized or approved (JTR paragraph 051002 K).
 - (7) If separating to an OCONUS area, the Service Member is responsible for clearing customs, payment of duties, and taxes based on the value of personal property. Refer to the PPCIG for additional information.
 - (8) Maximum Government Obligation: The Government Constructed Cost to ship the Service Member's maximum weight allowance to Home of Record (HOR) or Place from Which Called or Ordered to Active Duty.
 - (9) Local Move may be authorized if Service Member is terminating Government quarters, privatized housing, or Government-controlled quarters (JTR paragraph 051902 and 052012 Table 5-51).
- e. Retirement, Temporary Disability Retired List, Permanent Disability Retirement List. Discharged with Severance or Retirement Pay with 8 years or more of continuous active duty with no break of more than 90 days are authorized from current or previous duty location to Home of Selection (HOS) (JTR paragraph 051003). Brief the Service Member on the following:

- (1) Weight Allowance (JTR paragraph 051401, Table 5-37).
 - (2) Transportation entitlement will terminate three (3) years following separation from service date.
 - (3) NTS must be in a storage facility near the location of the HHG on the date the Service Member's PCS order is issued.
 - (4) Once NTS is ready to be released the customer should have a delivery address.
 - (5) A Service member (or a dependent in the event of a retired Service member's death) who is authorized HHG transportation to a HOS is authorized NTS. NTS ends one (1) year from the date of active-duty termination. An extension of the 1-year time limit may be authorized or approved through the Secretarial Process if a Service member is undergoing hospitalization or medical treatment or is recalled to active duty before selecting a home.
 - (6) Time Limit Extensions: Service Member may request an additional extension through the Secretarial Process, explaining the reasons for the extension. An additional authorized period may then be authorized or approved.
 - (7) If relocating to an OCONUS area, the customer is responsible for clearing customs, payment of duties, and taxes based on the value of the personal property. Refer to the PPCIG for additional information.
 - (8) Local Move may be authorized if Service Member is terminating Government quarters, privatized or Government controlled quarters (JTR paragraph 051902 D).
2. Regardless of Service or Agency, counselors will assist customers with completing the Shipment Application via MilMove, when requested. The counselor will submit the completed application order in MilMove to be routed to the Prime Contractor.
 3. Persons authorized to complete and submit the Shipment Application in MilMove:
 - a. The customer.
 - b. Any person acting under a current Power of Attorney (POA), or an informal letter of authority signed by the customer.
 - c. Dependent of customer (see Service regulations).
 - d. Other persons as authorized by the customer's DoD Component regulation.
 - e. A commanding officer of an installation or the commanding officer's designated representative.
 - f. In cases of the customer's death, known as a "BLUEBARK," the next of kin or individual legally entitled to receive the property (See DTR Part IV, Chapter B-408 for "BLUEBARK" procedures).
 4. Counseling Offices will provide clarification and assistance, as needed. Customers being counseled by the GHC Prime Contractor, if customer may have been improperly counseled it should be elevated to the responsible Government Surveillance Representative (GSR) In addition, counseling will include (at a minimum) customer's responsibilities to prepare for the move and their responsibilities during the time of pickup and delivery.
 5. The Prime Contractor will provide a pickup date spread in accordance with the timelines in the PWS, agreeable to the customer, which shall not exceed seven (7) consecutive calendar days from the customers requested pickup date contained within that spread. The Prime Contractor will

document the start and end of the spread, and the customer's acceptance within their information technology system. The Prime Contractor will provide a firm schedule for all applicable relocation services in accordance with the PWS. The Prime Contractor will ensure all firm dates are within the previously agreed upon spread.

E. METHODS FOR MOVING PERSONAL PROPERTY

1. Government uses contract provided transportation services for the movement of all eligible personal property items.
 - a. The customer creates and submits a shipment request in MilMove to include supporting documents.
 - b. The counselor advises the customer the Required Delivery Date (RDD) will be on the task order provided by the Prime Contractor.
 - (1) If at any time prior to the shipment the customer and Prime Contractor have agreed to new dates, the Prime Contractor will enter the new agreed upon delivery date(s) for changes to the applicable date field(s) in the contractor's system for updates to MilMove.
 - (2) If the customer does not agree on revised dates, the Prime Contractor will meet the original dates and acknowledge this by reentering the original dates their system for updates in MilMove.
2. PPMs:
 - a. The customer personally or self-procures the movement of personal property or places personal property in storage themselves without the Government procuring transportation for them. Customers must obtain empty and full weight tickets and will submit for compensation based on Service regulations. Customers must keep a copy of all receipts and contracts. See DTR Part IV Chapter B-408 for further guidance.
 - b. PPMs will be calculated based on the estimate of what it would cost the Prime Contractor to perform the relocation. The customer will be provided the incentive estimate for the PPM. The estimate will be provided to the customer at the time of counseling. The Prime Contractor will provide the customer with the updated cost based on actual shipment weight(s) once the customer completes their PPM. Both the estimate and any updates will be calculated based on the total weight of all shipments executed against the remaining weight entitlement and adjusted accordingly with the form including all details listed in Appendix H of the PWS.
3. NTS shipments may be authorized based on the PCS assignment or as an alternative to personal property transportation when more cost advantageous to the Government and approved through the Secretarial Process (JTR paragraph 0518-B5).
4. Customers may be able to do a combination of the above if they qualify based on their PCS orders, subject to excess cost.

F. PERSONAL PROPERTY SHIPMENTS

1. The Counselor will:

- a. Advise the customer they can provide a requested pickup date for the Prime Contractor to provide a pickup date spread, which shall not exceed seven (7) consecutive calendar days from the customer's requested pickup date contained within that spread.
- b. Document the start and end of the pickup date spread, and the customer's acceptance. Advise the customer it's their responsibility to be available during the 7-day spread window, except for weekends or holidays.
- c. Verbally verify the customer's pickup address, delivery address, and any additional pickup and delivery addresses are correct in MilMove.
- d. Verify releasing and receiving agent information is correct, if applicable, and explain the procedures on designating an agent to release property or accept property in the customer's absence and use of the Power of Attorney (POA) or informal letter of authority. For explanations of these items, refer to DTR Part IV, Appendix B-D1, paragraph V.7. for Service Members and DTR, Part IV, Appendix B-D2, paragraph T.8. for Civilian Employees.
- e. Strongly encourage the customer to use a personal means of communication (e.g., personal cell phone/email, not a work phone/email) since they may not have access to military networks. For international shipments, if the customer does not have a cell phone, request the customer provide an additional contact number so they can be reached in reference to their shipment.
- f. Advise the customer on Professional Books, Papers, and Equipment, (PBP&E, also known as "Pro-Gear), to include Spouse Pro-Gear. Brief the importance of PBP&E being annotated on the inventory prior to signing. Provide the JTR reference on what is and isn't considered PBP&E (JTR paragraph 051304 and DTR, Part IV, Appendix B-D1, paragraph J. for Service Members and JTR paragraph 054309 and DTR, Part IV, Appendix B-D2, paragraph M. for Civilian Employees).
- g. Explain the customer's responsibility in servicing and de-servicing appliances (DTR, Part IV, Appendix B-D1, paragraph W.1.n. for Service Members and DTR, Part IV, Appendix B-D2 paragraph V.1.m. for Civilian Employees).

2. Storage In-transit (SIT).

- a. Advise Service Members on SIT entitlement of 90 days and procedures to request additional storage if required (JTR Paragraph 0518).
- b. Explain Civilian Employees domestic moves CONUS to CONUS, review PCS orders to confirm if authorization for SIT is approved on the order. Authorization is normally for 60 days; approval through Human Resources (HR) is required for additional storage up to 150 days (JTR paragraph 054307, A; Federal Travel Regulation (FTR) Part 302-7 for Coast Guard Employees).
- c. Explain Civilian Employees international moves to or from OCONUS, will review PCS orders and confirm if authorization for SIT is approved on the order. Authorization, if approved is normally for 90 days; if additional time is needed, approval is approval through human resources is required for additional storage up to 180 days (JTR paragraph 054307, A; FTR Part 301-7 for Coast Guard Employees). Approval will be completed on a new Amended Order (DD Form 1614).

- d. If a SIT entitlement expires and an extension was not approved, SIT charges will convert to customer's expense.

3. Avoiding SIT.

- a. Advise customer to keep in contact with the Prime Contractor point-of-contact.
- b. Advise customer to keep all lines of communication updated and respond when contacted e.g., telephone numbers and email addresses. Mention to the Prime Contractor your preferred method of contact.
- c. Explain the need to arrange for a designated receiving agent to be available at destination.
- d. Advise customers that receiving direct deliveries reduces loss or damage to their shipment.

4. Mandatory Discussions with Customer.

- a. Inform the customer to document loss and/or damage (written or electronic) at origin and destination with the Prime Contractor.
- b. Explain customer's responsibility to sign delivery documents and to release the documents to the Prime Contractor immediately upon delivery of property, which includes completion of delivery services and annotation of discrepancies.
- c. Explain customer's responsibility to contact the Personal Property Shipping Office (PPSO) and Prime Contractor once assigned, to provide updates and changes throughout the move with any factors that could affect the pickup or delivery of the move (i.e., amendments to orders, change of address, availability, etc.).
- d. Inform the customer about unauthorized items. Refer to DTR, Part IV, Appendix B-C for the hazardous items list.
- e. Counsel the customer about the PPCIG General OCONUS Country Instructions, Weight Restrictions, Customs Clearance Procedures, Requirements and Restrictions (i.e., Consumables, UB, Alcoholic Beverages, Oversized Furniture, Privately Owned Firearms, Pets/Quarantine); review for additional restrictions, etc. In addition, Separatees, Retiree's entitlements and limitations.

5. Servicing and De-Servicing of Motorized Equipment. (i.e., Boat, motorcycle, lawnmower, golf cart, etc.)

- a. Only non-spillable gel-type batteries are authorized to be shipped (refer to Appendix B-B (Hazardous List), paragraph H.).
- b. Battery must be "disconnected" and "terminal ends" must be taped with electrical tape to prevent sparking.
- c. All fuel must be drained from motorized equipment.

6. Motorcycles.

Advise customers who are shipping a motorcycle of their responsibilities (DTR Part IV, Appendix B-D1, paragraph H for Service Members and DTR Part IV, Appendix B-D2, paragraph H for Civilian Employees).

- a. Fuel injected models must be drained of fuel. Carbureted models must be drained down to reserve, or as low as possible.
- b. Battery must be disconnected prior to pickup of shipment. Ends must be taped with electrical tape to prevent sparking.

- c. Motorcycle must be clean and free of dirt and mud.
- d. Customers must ensure the motorcycle is annotated on the inventory, including Vehicle Identification Number or Serial Number, year, make, model, cubic centimeters, and odometer reading. Customers must provide the key for fork lock, if applicable so the Prime Contractor can move the motorcycle freely.
- e. Check OCONUS PPCIG to determine if motorcycles can be shipped as HHG or is considered a POV by the host country.

NOTE: Counselor is required to brief and advise all customers shipping motorcycles (i.e. 2-wheel, 3-wheel, (e.g. Trike, Ryker, Spyder, Slingshot), etc.) to check all local, state, federal, and host nation laws and registration requirements (including PPCIG) to validate if their motorcycle is authorized to be shipped and if it can be registered prior to scheduling pickup and shipping to destination

7. Boats.

- a. Advise customers shipping a boat of their responsibilities (DTR part IV, Appendix B-D1, paragraph R for Service Members and DTR part IV, Appendix B-D2, paragraph K for Civilian Employees).
 - (1) Ensure trailer has a valid registration or a transit permit of the origin state (unless origin state does not require a license).
 - (2) Proof of ownership.
 - (3) Boat size (over 14 feet) with or without a trailer are moved as Boat One Time Only shipments, unless moving via PPM method.
 - (4) Civilian Employees are NOT authorized to ship or store boats exceeding 18 feet.
 - (5) Ensure trailer has working lights.
 - (6) Ensure trailer has tires and hubs in working condition.
 - (7) Trailer frame cannot be bent, twisted, or broken.
 - (8) Civilian Employees are NOT authorized to store boats that exceed 14 feet unless authorized on the customer's orders or a request for a weight additive is requested and granted through Service channels.

8. Mobile Homes.

- a. Advise the customer they are entitled to ship a mobile home between CONUS PDS and to, from, or between CONUS and Alaska and between Alaska duty stations.
- b. Subject to excess cost, the customer may ship to a designated CONUS location if home will be used as a residence by dependents (DTR, Part IV, Appendix B-D5). Tiny houses are inclusive.
- c. Mobile home transportation may be chosen instead of HHG transportation. Selection of mobile home transportation does not allow UB or HHG transportation unless the HHG was removed from the mobile home for safe transportation. The customer may not request or accept payment for PCS HHG weight allowance transportation at Government expense when a mobile home has been moved in connection with the same PCS order (JTR paragraph 052301 F).

9. Privately Owned Firearms (POF).

- a. Counselor is required to advise all customers it is their responsibility to ensure firearm(s) are authorized at the destination. Brief customers to check all local, state, federal, and host nation laws and registration requirements (including PPCIG) prior to scheduling pickup and shipping to destination. In addition, the following are required prior to pickup:
 - (1) The firearm must be inoperable by removing the bolt, firing pin, trigger assembly, and other arming parts. The customer must provide key and combinations to any firearm safes.
 - (2) Remove all ammunition from the firearm.
 - (3) Ensure the firearm information is written on the inventory: make, model, serial number, unique characteristics, and caliber or gauge.
- d. Live ammunition may not be shipped.
- e. Firearms must be removed from safe if applicable, packaged separately, and inventoried.
- f. Brief customers that firearms absent of a serial number (e.g., “ghost guns”, 3D printed, etc.) are not allowed to be shipped in HHG or UB and an Application for Shipment of Firearm will not be completed or approved for these firearms. Customers should also check all state and local laws prior to shipping firearms.
- g. Advise Service members that they are authorized to ship empty gun safes, in the same way and to the same location, as their HHG. The maximum weight allowed for gun safe transportation is limited to 500 pounds net weight in addition to Service member’s weight allowance authorized in Table 5-37 of the JTR, not to exceed 18,000 pounds.

10. Lithium Batteries.

- a. Counselor is required to explain there are two types of lithium batteries, lithium-ion and lithium metal.
 - (1) Lithium metal batteries are commonly found in cameras, watches, remote controls, handheld games, and smoke detectors. Lithium metal batteries are single use and NOT rechargeable and come in various forms including cylindrical, button cells, or coin cells. Always check items for the type of batteries installed. They will commonly identify lithium battery on the item.
 - (2) Lithium-ion batteries are commonly found in cellphones, power tools, digital cameras, laptops, children’s toys, e-cigarettes, robot vacuums, small and large appliances, tablets, e-readers, lawn care equipment, and e-bikes. Lithium-ion batteries are rechargeable and intended for multiple use. Some lithium-ion batteries are internal to a product and not easily removable, while others may be. Check manufacturer’s instructions for battery removal, if applicable.
- b. Inform customers regarding that for lithium-ion batteries, the watt-hour rating is sometimes printed on the battery; or an Internet search of the make and model of the battery may provide the size of the battery. If not, take the volts and multiply by ampere-hours to determine watt-hours. For lithium metal, take the ampere-hours and multiply by .3 to get the lithium content. Refer to Appendix B-B (Hazardous List), paragraph H.
- c. The Prime Contractor is required to properly package, label, and certify (if required) lithium-ion cells rated at 100 watt-hours or less (20 watt-hours or less for single cell) and lithium metal batteries containing two (2) grams or less of lithium content (one (1) gram or less for single cells).

- d. E-bikes, scooters, and large lawn equipment (i.e., riding lawnmowers) powered by lithium-ion batteries are some common items that may be prohibited in personal property shipments given they have unique shipping requirements and are often larger than the 100-watt-hour size limitation.

G. CLAIMS

1. Provide the customer with the Personal Property Claims Fact Sheet (available on <https://www.militaryonesource.mil/moving-housing/moving/moving-resources/>; Moving forms and fact sheets).
2. Advise the customer that all claims are to be filed directly with the Prime Contractor.
3. Customer must provide notice of loss or damage within 180 days from the delivery date to the Prime Contractor.
 - a. For loss or damage discovered at delivery, the Prime Contractor will create a report, at the time of delivery for loss or damage discovered. Prior to the Prime Contractor leaving the residence, both the customer and Prime Contractor must sign the report. The report must contain contact information for the customer to contact the Prime Contractor for any later discovered loss or damage. The Prime Contractor shall counsel the customers that (1) multiple claims may be filed for the same shipment and (2) claims may be filed for loss or damage to items not discovered at time of delivery.
 - b. Loss or damage discovered after delivery shall be presumed to have been caused by the Prime Contractor if notice of loss or damage has been provided within 180 days from date of delivery and a claim is submitted within two (2) years from delivery.
 - c. Explain that signing the loss or damage report DOES NOT constitute filing a claim.
4. Prime Contractor's formal process for claim filing:
 - a. The Prime Contractor will advise the customer in writing of the claims process requirements.
 - b. The Prime Contractor will provide an avenue to file claims manually and/or electronically.
 - c. The customer may file a claim without a repair estimate.
 - d. The Prime Contractor will provide a mechanism for the customer to monitor the status of their claim.
5. Claims Processing.
 - a. The Prime Contractor will ensure that the claim has sufficient information to properly adjudicate the claim and work with the customer to retrieve all necessary information.
 - b. The Prime Contractor will acknowledge receipt of a claim within 15 calendar days of receiving a claim. The Prime Contractor does have the ability to deny all or part of the claim and respond with a proposed dollar amount settlement on an item-by-item basis. The Prime Contractor proposed amounts will reflect costs to repair or replace items as appropriate.
 - c. The customer can accept or deny any proposed settlement and dispute with a counteroffer for each item the Prime Contractor denies. If an agreement cannot be met or dissatisfaction of settlement exists, the customer may transfer to the Military Claims Office (MCO).
 - d. All repairs must be initiated within 30 calendar days of receipt of notice that the customer has accepted a full or partial settlement.
 - e. Claim negotiations shall cease once items are transferred to the MCO.

- f. For Organizational Clothing and Individual Equipment, the Government will pursue recovery for loss or damage.

NOTE 1: Quick Claim Settlement: The Prime Contractor shall provide a quick claims settlement procedure. However, the settlement agreement will only identify and list those items or damage for which the quick claim is being settled.

NOTE 2: Partial Settlement: The Prime Contractor or customer may agree on a lump sum payment for the entire claim instead of by separate items. This will preclude the customer from transferring the claim to the MCO if an agreement is made.

H. REAL PROPERTY DAMAGE CLAIM

1. Conduct a pre and post walk around with the Prime Contractor noting any damages (interior and exterior) in writing. Take pictures for your records.
2. Document any damage on the day it occurs and point out to the Prime Contractor damages discovered while the Prime Contractor is still at residence. Prime Contractor is required to provide the customer with procedures for filing a claim.
3. The Prime Contractor shall provide a plan to repair and correct damages, immediately, at their expense, at time of occurrence. In event the Prime Contractor and Customer or affected property owner(s) cannot reach an agreement and resolution, the Customer should contact their responsible Transportation Office as soon as possible for assistance.

I. INCONVENIENCE CLAIMS

Provide the customer with the Inconvenience Claims Fact Sheet (available on <https://www.ustranscom.mil/dp3/index.cfm>). The customer will be allowed a daily amount equal to the applicable pickup or delivery location Government per diem (to exclude lodging) for all individuals on the relocation order according to the JTR for all days past any missed pickup or delivery. The Contractor shall, in addition, pay the customer this daily amount while awaiting delivery out of SIT if not completed on customer's first requested date and scheduled delivery date is not within five (5) GBDs (within ten (10) GBDs for shipments with a requested delivery date between June 15 through August 15).

J. CIVILIAN MOVES

Advise Civilian Employees to ensure they discuss Relocation Income Tax (RIT Allowances (JTR paragraph 053611) with their Service or Agency finance office.

K. BLUEBARK

Handling of BLUEBARK shipments is found in DTR Part IV, Chapter B-408, Non-Standard Processes.

L. WOUNDED, ILL, OR INJURED SERVICE MEMBERS “WOUNDED WARRIOR”

Handling of Wounded Warrior shipments is found in DTR Part IV, Chapter B-408, Non-Standard Processes.

M. SAFETY MOVES

Handling of Safety Move shipments is found in DTR Part IV, Chapter B-408, Non-Standard Processes, paragraph E. 3.

NOTE: The protected individual's shipment record is masked for personal safety and the protected individual is the only one who can access or be provided shipment details.

N. NON-TEMPORARY STORAGE (NTS)

1. Emphasize that customers are required to provide valid contact information and update MilMove or the Prime Contractor as soon as possible if contact information changes.
 - a. Contact address, phone numbers, and personal emails should remain current throughout the duration of the storage. Discourage the use of military emails as customers tend to move locations.
 - b. Explain the difficulty to locate the customer once they leave the service or job if the contact information is not up to date.
 - c. Secure a secondary contact to include name, address, phone number, and email address of a close friend or relative who can get in contact with the customer while items are in storage in the event the customer cannot be reached.
 - d. The customer must immediately notify the Prime Contractor of tour extensions, OCONUS tour, pending retirement or separation.
2. Totes. Packing items in totes or similar plastic containers is not recommended; however, if packed in totes the Prime Contractor may pack these containers in approved cartons.
3. Mold Issues. The NTS agent is to protect the interior parts of refrigerators, deep freezers, and similar items to prevent damage by mold or mildew during the storage period, however, customers should defrost/clean out refrigerator and freezers, to include deep freezers, allowing 48 hours prior to the move. They require two (2) days for them to defrost and then completely wipe down allowing all residue to dry before being placed into storage to avoid mold or mildew issues during the storage period (DTR Part IV App B-D1/B-D2).
4. Scheduling Delivery out of NTS (NTS Release).
 - a. Counselor is required to advise customer that they must notify the responsible PPSO when they require the release of their storage lot to initiate delivery out coordination and avoid storage converted to personal expense.
 - b. Ensure items requested for release from NTS are authorized shipment to the foreign destination (e.g., firearms, swords). Always refer to the PPCIG.
 - c. Allow five (5) GBDs for the Prime Contractor to release of NTS shipments for pickup. The RDD is defined as the pickup date plus the transit time.
 - d. Advise the customer to retain all 'specially built crates' for future moves, if possible.
 - e. Must have a delivery address for CONUS destination (Army only).
5. Annotating Damage and Filing a Claim.
 - a. Claims will be filed with the Prime Contractor. If denied, claim can be transferred to the MCO.
 - b. NTS shipments converted to customer's expense recommend a joint inspection between the customer and the NTS Provider to identify existing loss and damage for claims purposes.

6. Conversion of NTS Shipment to Customer's Expense.
 - a. Storage entitlement expires; shipment converts to customer's expense. Must maintain the ability to contact the customer using Service locators (DTR Chapter A-406, Table 406-2)
 - b. If storage continues, cost agreement between NTS Provider and customer is required.
 - c. Customer is still entitled to a delivery out provided the orders are still valid (JTR paragraph 0518 C).
7. Transportation extensions do not extend the entitlement to Government provided NTS for a period greater than 180 days from the separation date (JTR, par. 051002) or one (1) yr from active-duty termination date (051003), except when a longer period is authorized for hospitalization or medical treatment (JTR paragraph 052013 C4). Service may request the extension through the Secretarial Process. An additional authorized period for a specific time may then be authorized.

O. PRIVATELY OWNED VEHICLE

At a minimum, the following counseling topics must be communicated to all customers authorized to ship or store a POV in accordance with the JTR and DTR Part IV, uniformed Services' personal property transportation regulations, publications, supplements, instructions, and policy guidance, the PPCIG, and the Global POV Contract Performance Work Statement.

1. Determine Shipping or Storage Entitlements.
 - a. JTR Chapter 5, Service Members and Civilian Employees.
 - b. Explain when storage and shipping entitlements are allowed for CONUS and OCONUS movement in accordance with JTR Chapter 5, Parts E and F.
 - c. Check FTR as needed for all Federal Civilian Employee's relocation allowances.
 - d. Verify POV shipping documentation requirements, country restrictions, and import and export prohibitions within the PPCIG.
 - e. Storage only: Does the customer have a storage authorization letter? The counselor will use the DD Form 3164 POV Storage Counseling, to cover the storage of a POV.
 - f. Explain JTR 0530 eligibility of a POV, authorized size (i.e., 20 measurement tons (MTONs), and remedies for out-of-gauge POVs. (Definition of a POV, JTR Appendix A.)
 - g. Provide a copy of the country instructions page(s) to the customer.
 - h. Self-procured POV Storage requires an approval letter from the PPTO that provides storage reimbursement rates and requirements for reimbursement up to the Government cost to store the POV. The approval letter must include the statement that monthly reimbursement rate fluctuates annually based on the contract storage rate and the uniformed service member must acknowledge this statement via wet or electronic signature on the document.
2. Vehicle Turn-In.
 - a. Explain customer responsibilities for preparing a POV for turn-in. Provide the link to the DTR Part IV Attachments B-D3 for shipping a POV or B-D4 for storing a POV.
 - b. Vehicle exterior must be clean and free of bug splatter, leaves, pollen, dirt, soil, sand, and mud. Fuel level must be at ¼ tank or less. Vehicle must be in proper operating condition (e.g., no fluid leaks, no mechanical issues, no major cracks in windshield). Vehicles with ignition interlock devices will not be accepted.

- c. Vehicle interior must be free of dirt, soil, leaves, pollen, sand, pebbles, stones, mud, plant life, food particles, pet dander or hair, caked-on stains, trash, or debris. Vehicle flooring must be thoroughly vacuumed and/or wiped down to include top and bottom of floor mats. Owners must vacuum between seats, under seat rails and clean the center console, cup holders, dashboard, glove and all other storage compartments, doors, door pockets, seats, seat pockets, ceiling, floor, and trunk. The vehicle trunk must be free of all residue and debris.
 - d. Biggest hindrances to successful moves are too much fuel in the tank, incomplete documentation, and vehicle not cleaned prior to turn in.
 - e. Customers have greatest success when their entitlement is fully verified by counselors before attempting turn-in. Orders are not always written to identify entitlements.
 - f. Customers destined OCONUS should have 100% verification of shipping and storage entitlement in relationship with PPCIG constraints.
 - g. Explain what items can be left in the vehicle (See DTR IV, Attachment B-D3, paragraph M).
 - h. Customer must provide primary and alternate phone numbers and emails for arrival notifications. Include POA contact information, if applicable.
 - i. Explain the joint vehicle inspection process at turn-in and pickup and customer's responsibility to verify recorded damages at origin and at destination.
3. Documentation.
- a. Customers must have a complete set of orders that contains funding, all modifications, amendments, and POA or letter of authorization, if applicable.
 - b. A copy of the marriage certificate is required if any of these situations apply:
 - (1) The member's name is not listed on the vehicle's title or lienholder release letter;
 - (2) The spouse's surname (i.e., last name or family name) is not the same as the member's surname;
 - (3) The spouse's name is not listed in the PCS order, or
 - (4) The spouse is the legal owner of the vehicle.
 - c. Explain what to do if there is a mandatory vehicle recall for the make and model being turned in for transportation or storage. Customers will not be able to ship or store a POV with an active recall and must complete the recall work before turning in a vehicle for shipment or storage.
 - d. If the POV is being exported out of the United States (US) and has a lien or is leased, a lien or lease holder's written permission is required to show proof of ownership and approval to export the POV out of the US.
 - e. Explain excess cost collection will be handled IAW Service publications if a shipped or stored vehicle exceeds 20 MTONs or customer utilized an alternate port for drop off or pickup of POV.

NOTE: Collection actions are based on Branch of Service policies.
 - f. Address vehicle repairs when a POV is in-transit, at destination, or in storage (e.g., Contractor will send customer notifications of broken glass, flat tire, fluid leaks, dead battery, and other repair requirements.)
 - g. Explain responsibilities for winterizing a vehicle before turn-in (DTR IV, Attachment B-D3).

- h. Explain that only one (1) POV may be shipped or stored on a single set of orders for Service Members, and up to two (2) POVs may be shipped on a single set of orders for Civilian Employees. Check JTR Chapter 5 for exceptions.
 - i. Explain POV transportation, storage, and preparation requirements for electric vehicles.
 - j. Explain the pickup process at destination and customer responsibilities for potential storage charges.
4. Counseling Packet.
- a. Encourage customers to build a documentation packet to submit to VPC staff at turn-in. This will ensure the customer has all required documents needed to complete the process.
 - b. Remind customers that upon arrival at the VPC, write down the vehicle's mileage before entering the building.
5. Destination Pick-Up.
- a. Explain customer responsibilities and risks of not picking up a POV at destination.
 - b. Explain loss and damage claims, inconvenience claims, and transferring a claim to the Service's MCO.
6. Filing a POV Claim.
- a. File an onsite settlement claim (valued at \$1,500.00 or less) at the VPC during pick-up. You can either accept the offer (to be paid within seven (7) business days) or obtain an estimate from a repair facility of your choice to negotiate a payment.
 - b. If you do not complete an onsite settlement, file a claim with the GPC Contractor after pick-up.

P. CUSTOMER SATISFACTION SURVEY (CSS)

1. Brief the customer that they or their representative will receive a series of notifications via email or Multimedia Messaging Service (MMS) through each segment of their move (counseling, origin and destination services, claims (if applicable)) requesting them to complete a short survey up to six (6) questions. The CSS uses a 5-point Likert scale comprised of smiley faces rating satisfaction of their move and gives the customer the ability to write comments detailing the move or Prime Contractor experience. The customer's primary and secondary phone numbers and email addresses are used to send CSS notifications. To avoid missing the CSS notifications, it is very important to update phone numbers and/or email when there are changes.
2. Inform the customer that once the shipment changes to the next stage, notification will be sent within 12 hours from when the CSS Contractor receives the trigger from USTRANSCOM. Additional MMS and/or e-mail reminder are sent as deemed appropriate to ensure sufficient responses from customers. It is important to note that surveys will not be sent for partial deliveries. Only once the final portion of the shipment has been delivered.
3. CSS notifications will indicate the shipment stage which is to be completed. The notification will identify shipment unique indicators (e.g., shipment origin and destination services, type of shipment [i.e., dHHG, iHHG, or UB], and [BL] number).
4. Inform the customer that they or their representative has 90 days to complete the survey from final notification.
5. Once a survey has been submitted, it cannot be changed.

6. DP3 CSS Trifold guidance can be found at <https://www.militaryonesource.mil/moving-housing/moving/moving-resources/>; customer satisfaction survey under moving guides; customer satisfaction survey hyperlink.

Q. ADDITIONAL TIPS FOR CUSTOMERS

1. B-D1 For Service Members.
2. B-D2 For Civilian Employees.
3. Advise customers of the challenges with moving during the summer season. Encourage customers to schedule their move before or after the peak, whenever possible, and be flexible in arranging their pack and pickup dates.
4. While customers can't be told not to store mattresses, the counselors can stress the importance of proper protection of mattresses prior to storage. Explain to the customer that all mattresses except those in a sofa or hide-away beds, regardless of size or construction, the Prime Contractor must use new materials for mattresses and box springs. Mattresses must also be placed in mattress cartons that are new or in sound condition of appropriate sizes. All markings pertaining to any previous shipment must be completely obliterated, they will be sealed at residence.
5. Direct the customer to check out the Military OneSource website at <https://www.militaryonesource.mil/moving-housing/moving/pcs-and-military-moves/>, to assist in preparing for their move. The website has a moving guide, customer service contacts, FAQs, handouts, and more.
6. You, or your representative designated in writing, must be available and present at residence during the Prime Contractor identified window between the hours of 8:00 a.m. and 12:00 p.m. or 12:00 p.m. and 5:00 p.m. to pack and remove or deliver your belongings. If the pack, pickup, or delivery hours exceed 9:00 p.m., the Prime Contractor must ask for approval to extend past 9:00 p.m.
7. Ensure pickup location is clean and free of clutter so it does not hinder the job performance of the crew.
 - a. The Prime Contractor is not required to remove or place property from crawl spaces, attics, basements, and other inaccessible locations. For example:
 - b. Area is not accessible by a permanent stairway (not including ladders).
 - c. Is not adequately lighted.
 - d. Does not have a finished floor.
 - e. Does not allow a person to stand erect.
8. Stress to the customer it is their responsibility to:
 - a. Dismantle outdoor play equipment and outdoor structures (e.g., Utility sheds, playhouses, swing, or gym set).
 - b. Clear driveway and sidewalks, take down pictures and mirrors, put items that customer does not want packed in a safe place.
 - c. Safeguard all cash, jewelry, keys, expensive high valued items, and important documentation. Please hand-carry these items with you.
 - d. Clearly identify items as high value and annotate various markings, serial numbers, other codes used for identification and take photographs of each item.

- e. Secure all pets during pack, pickup, and delivery.
- f. Never argue with the Prime Contractor's representative. If there is a problem, call your Prime Contractor POC immediately.

R. FORMS

Counselors will utilize counseling forms to facilitate counseling customers or authorized representatives. The following DD Form(s) will be utilized in accordance with the type of personal property shipment applicable to customers order authorization(s).

1. [Figure 402-1](#), DD Form 3151: Entitlement Extension Request
2. [Figure 402-2](#), DD Form 3152: Privately Owned Firearms (POF) Information Worksheet
3. [Figure 402-3](#), DD Form 3153: Claims for Full Replacement Value (FRV) Coverage Counseling Checklist and Member/Employee Information
4. [Figure 402-4](#), DD Form 3154: Quarantined Pest Self-Inspection Checklist
5. [Figure 402-5](#), DD Form 3155: Home of Record Transportation Entitlement Counseling Authority
6. [Figure 402-6](#), DD Form 3156: Home of Selection Travel and Transportation Entitlement Authority
7. [Figure 402-7](#), DD Form 3157: Household Goods (HHG) Moving Checklist
8. [Figure 402-8](#), DD Form 3158: List of Food Items for Import into The United States
9. [Figure 402-9](#), DD Form 3159: Motorcycle/Dirt Bike Information Worksheet
10. [Figure 402-10](#), DD Form 3160: Non-Temporary Storage (NTS) Release Form
11. [Figure 402-11](#), DD Form 3161: Outbound Shipment Change Request
12. [Figure 402-12](#), DD Form 3162: Personal Property Pre-Counseling Worksheet
13. [Figure 402-13](#), DD Form 3163: Privately Owned Vehicle (POV) Shipping Counseling Form
14. [Figure 402-14](#), DD Form 3164: Privately Owned Vehicle (POV) Storage Counseling Form
15. [Figure 402-15](#), DD Form 3165: Privately Owned Vehicle (POV) Storage Authorization Letter
16. [Figure 402-16](#), DD Form 3166: PERSONALLY - Procured Move (PPM) Checklist and Expense Certification
17. [Figure 402-17](#), DD Form 3167: Releasing Agent Authorization Statement
18. [Figure 402-18](#), DD Form 3168: Customer/Spouse Professional Books, Papers, & Equipment (PBP&E) Worksheet
19. [Figure 402-19](#), DD Form 3169: Shipping Alcoholic Beverages
20. [Figure 402-20](#), DD Form 3170: Shipper's Certification for Shipment:
21. [Figure 402-21](#), DD Form 3178: Boat/Personal Watercraft Counseling and Information Sheet
22. [Figure 402-22](#), DD Form 1299, Application for Shipment and or Storage of Personal Property
23. [Figure 402-23](#), DD Form 1797, Personal Property Counseling Checklist


ENTITLEMENT EXTENSION REQUEST			
PRIVACY ACT STATEMENT			
AUTHORITY: 37 USC 406 and 5 USC 5726. PURPOSE: Customers request an entitlement extension for shipping personal property within 3 years. ROUTINE USE(S): May be provided to commercial Transportation Service Providers (TSP) carriers and/or their designated shipping agents. DISCLOSURE: Voluntary; however, failure to provide the requested information may delay entitlement extension and/or storage of your personal property and/or impede storage arrangements.			
CUSTOMER'S NAME (Last, First, Middle Initial)	RANK / GRADE	BRANCH OF SERVICE	DOD ID
SEPARATION OR RETIREMENT		SEPARATION OR RETIREMENT DATE (DD MMM YYYY)	
CURRENT MAILING ADDRESS	PHONE NUMBER		
	HOME:	WORK:	
E-MAIL			
REASON FOR REQUEST (An extension of the 3 year time limit may be authorized/approved through the Secretarial Process because of hospitalization or medical treatment, education/training (member only) or other deserving cases which prevents me from moving to my HOS/HOR within the 3 year time limit.) Time Limits. Household Goods must be turned over for transportation within 3 years following active duty termination, except as in Table 5-33 of the Joint Travel Regulations. Any further extensions must be granted on an annual basis.			
In order to be considered for an extension, the following documents, if applicable, shall be submitted with the request.			
SUPPORTING DOCUMENTATION		SEPARATION ORDERS	
RETIREMENT ORDERS		DD214	
DATE (DD MMM YYYY)	SIGNATURE		
			

Figure 402-1, DD Form 3151, Entitlement Extension Request

CLAIMS FOR FULL REPLACEMENT VALUE (FRV) COVERAGE COUNSELING CHECKLIST AND MEMBER/EMPLOYEE INFORMATION			
PRIVACY ACT STATEMENT			
AUTHORITY: 37 USC 406 and 5 USC 5726. PURPOSE: A Counseling checklist used by the transportation office for shipment of personal property, and it ensures the customer is aware of FRV process (timelines, quick claims, etc.) ROUTINE USE(S): May be provided to commercial Transportation Service Providers (TSP) carriers and/or their designated shipping agents. DISCLOSURE: Voluntary; however, failure to provide the requested information may delay shipment and/or storage of your personal property and/or impede storage arrangements.			
CUSTOMER'S NAME	DOD ID	ORIGIN/DESTINATION	COUNSELOR'S PRINTED NAME
1. FRV FOR LOST OR DESTROYED ITEMS.			
<ul style="list-style-type: none"> - To have your claim paid on the basis of FRV, you MUST file your claim directly with the transportation service provider (TSP) within 9 months of delivery. - TSP is liable for the repair or FRV cost of a damaged item, whichever is less, and for the FRV cost of lost, or destroyed items. - Items damaged but not destroyed, the TSP will, at your option, either repair the items to the extent necessary to restore them to their original working condition when received by the TSP, or pay you for the cost of such repairs. - TSP is OBLIGATED to replace or pay FRV for items that are damaged beyond repair and/or cannot be repaired to original working condition or usefulness. - Most items destroyed (i.e., the repair cost exceeds replacement cost) or lost, the TSP will at its option, either replace the lost or destroyed item with a new item or pay the undepreciated fair market replacement cost of a new item. Replacement cost will be for a like and comparable item if the exact item cannot be located. 			
2. TIMELY NOTIFICATION.			
<ul style="list-style-type: none"> - Loss or damage to an item MUST be reported to the TSP within 180 days of the date of delivery (shipment scheduled after 15 May 2020). - The delivering TSP will, along with you, record loss or damage on a "Notification of Loss or Damage AT Delivery" form. The TSP will provide a toll-free number and email address that you can use to contact the TSP or mail a claim. - For split shipments or partial deliveries, a separate "Notification of Loss or Damage AT Delivery" form will be completed whenever property is delivered. - Loss or transit damage discovered after delivery shall be listed on the "Notification of Loss or Damage AFTER Delivery" form faxed or mailed to the TSP within 180 days of the date of delivery (shipment scheduled after 15 May 2020) - The preferred method of submission to the TSP is through the DPS on-line Claims Module. If you are unable to file on-line, you may give written notice of loss and damage to the TSP within 180 days of the date of delivery (shipment scheduled after 15 May 2020). - The Notification of Loss or Damage After Delivery MUST be mailed by certified receipt, faxed or emailed to the TSP identified on the form; be sure to keep a copy of what you send to the TSP. - For shipments that were scheduled after 15 May 2020, the TSP must notify you at 60 and 150 days, after delivery point of the date the Notice of Loss or Damage (NOLD), and the date the claim is due, in order to retain FRV. Claims Management in DPS enables you to work directly with the TSP to obtain settlement for any loss, destruction, or damage to your belongings while the goods were in the possession of the TSP. - DPM and NTS shipments have not had the contracts updated to include the 180 NOLD period, they are still 75 days. 			
3. CLAIM MUST BE FILED WITHIN 9 MONTHS TO RECEIVE FRV.			
<ul style="list-style-type: none"> - Notification of Loss or Damage AT/AFTER Delivery does not constitute the filing of a claim. A claim MUST be filed via DPS claims module: https://dps.mova.mil/cust for noted loss and/or damage to the TSP within 9 months after the date of delivery. The claim MUST list each item that was lost or damaged and give a general description of the damage. - You do not need to obtain estimates of repair in order to file your claim. The TSP is responsible for obtaining estimates, if you file your claim directly with the carrier within 9 months of delivery. You may not be reimbursed for any estimate fees on estimates you obtain without the TSP's express request. - Do not delay filing your claim past the nine-month deadline in order to get additional information you think the TSP may need. If your claim has been timely filed, additional information may be presented at a later time. - * If your move was initiated in the DEFENSE PERSONAL PROPERTY PROGRAM (DP3) your Claim for Loss/Damage must be filed online in the DEFENSE PERSONAL PROPERTY SYSTEM (DPS) by accessing https://dps.mova.mil/cust, and entering your username and password. For access problems, contact the DPS Help Desk at (800) 462-2176, (618) 220-7332, or DSN 770-7332. 			
4. LIMITS OF LIABILITY.			
<ul style="list-style-type: none"> - The TSP's maximum liability on a shipment is the greater of \$7,500 or \$6.00 times either the net weight of the HHG shipment or the gross weight of the UB shipment, in pounds, not to exceed \$75,000. - If the amount of your loss exceeds the TSP's maximum liability, you may file a claim with a military claims office for any loss in excess of the carrier's payment. However, the military claims office can only pay the depreciated replacement value or repair cost, whichever is less, for those items for which the carrier did not pay. In the alternative, you may try to purchase FRV coverage from a private insurance company to cover potential losses in excess of \$75,000. - If the claim is filed directly with the TSP more than nine months after delivery and within two years, then the TSP is liable for depreciated value, up to a maximum of \$1.25 times the net weight of the shipment in pounds. Claims filed after the two-year statute of limitation may be denied by the TSP and the MCO. 			
5. SETTLEMENT OF LOSS AND DAMAGE CLAIMS.			
<ul style="list-style-type: none"> - TSP is required to pay, deny, or make an offer on all claims valued at \$1,000 or less within 30 days of receipt of the claim and on all other claims within 60 days of receipt. - The TSP will issue payment to you or initiate repair of items within 30 days of receipt of notice that you have accepted a full or partial settlement. 			
6. PARTIAL SETTLEMENTS.			
<ul style="list-style-type: none"> - If you cannot reach a mutually acceptable settlement directly with the TSP on part of your claim, you can accept payment from the TSP on those items on which you and the TSP have reached agreement. You may accept the offer for some of the items, and reject the offer or denial for other items and transfer the claim for those items to the MCO. 			
7. QUICK CLAIMS.			
<ul style="list-style-type: none"> - The TSP may establish a quick claim settlement procedure to quickly resolve and pay claims for minor loss or damage discovered at the time of delivery. - Quick claim procedures cover payments for an aggregate amount not to exceed \$1,000, with full payment made within 5 calendar days of delivery. - The process of settling and paying such claims will be left to the discretion of each TSP. The quick claim must specifically list the items and the damage for which payment is being made. - If you receive a quick claim settlement and then file an additional claim, the additional claim may not include items that were settled through the quick claim process. 			
DD FORM 3153, FEB 2023			Page 1 of 2

Figure 402-3, DD Form 3153, Claims for Full Replacement Value (FRV) Coverage Counseling Checklist and Member/Employee Information

8. INSPECTION OF ITEMS BY THE TSP.	
<ul style="list-style-type: none"> - The TSP may inspect the damaged items at any time prior to settlement of the claim after coordinating with you on a convenient time. - If you repaired an item before the TSP inspection, you MUST provide the repair bill or some other evidence of the damage and repair cost to the TSP. - If you disposed of a damaged item, you MUST give the TSP evidence that the item was damaged beyond economical repair or was a potential health hazard to you or your family. - Call the TSP before a claim is settled and ask the TSP to inspect or give permission to dispose of damaged items, the TSP will, within two business days after being contacted, notify you that either the items will be inspected or that you may dispose of the items. When the TSP gives notice to inspect the items, the TSP will do so within 45 days of you being contacted unless an extension is requested and granted. You must cooperate with a TSP's request to inspect damaged items. Additionally, if you dispose of damaged items prior to the TSP's inspection or their permission to dispose of these items, these items may be denied by the TSP and the MCO. 	
9. SALVAGE.	
<ul style="list-style-type: none"> - To the extent not prohibited by law or agreement, the TSP is entitled to take possession of and sell for salvage a damaged item on which the TSP has paid you either the depreciated or full (i.e., undepreciated) replacement cost, or replaced the damaged item with a new item. - If a lost item is located after your claim has been paid, you may decide either to request or decline delivery of the item(s). If you elect to receive a found item, you MUST refund any amount paid on that item. - If the TSP locates an item within 60 days of receipt of notice of the loss, and a claim on that item has not yet been paid, you are obligated to accept delivery of the item in lieu of a claim, even if you have replaced the item. - If the TSP locates a lost item more than 60 days after receipt of notice of the loss, but the item has not been replaced, and a claim on the item has not been paid, you are obligated to accept delivery of the item in lieu of a claim. - If a lost item is later delivered with damage, the time limits for qualifying for FRV protection and for filing claims on that item will not commence until the delivery of that item. 	
10. ESSENTIAL ITEMS.	
<ul style="list-style-type: none"> - The TSP is responsible for promptly dealing with owners who have had essential items lost, destroyed or made unusable due to damage. You MUST notify the TSP, military claims office, or personal property shipping office of such a loss within 7 days of the date the goods were delivered. - Essential items include but are not limited to: (1) Refrigerators or other appliances necessary for the safe storage and preparation of food, (2) Necessary medical equipment and (3) Mattresses. - Upon notification of the loss of an essential item, within two (2) business days, the TSP shall either pay for such items, provide temporary or permanent replacements for them, or make other arrangements as agreed to by you. - Any payments made by the TSP shall be considered an advance on any claim and should not exceed the TSP's expected total liability. You are required to file a claim for the loss. Any advance payment will be deducted from your eventual award. 	
11. CATASTROPHIC LOSS PAYMENTS.	
<ul style="list-style-type: none"> - The TSP is responsible for identifying and making partial, advance payments to you for a catastrophic loss to relieve hardships associated with the loss of all or a majority of household goods or unaccompanied baggage. Catastrophic loss occurs when an estimated 60% of the inventory line items in a given shipment are lost, damaged or destroyed. TSP or MCO can establish a catastrophic loss at any time no matter the estimated loss. - The payments are an advance and will not exceed the TSP's expected total liability. You are required to file a claim. Any advance payment made will be deducted from your eventual award. Payments are subject to the same maximum liability and rules as all payments. - The TSP will make payment or come to an agreement on payment within 48 hours of contacting you. 	
12. HIGH VALUE ITEMS AND HIGH RISK ITEMS.	
<ul style="list-style-type: none"> - High value/high risk items may include but is not limited to currency, coins, jewelry, silverware and silver service sets, crystal, figurines, furs, objects of art, computer software programs, electronic items, furniture, manuscripts, comic books, baseball cards, stamps, and other collectable items or rare documents that have a value in excess of \$100 per pound. Individual CDs or DVDs with a value in excess of \$50 will be considered a high value item. - If you fail to inform the TSP that such items are included in the shipment after the TSP has asked you in writing to list any such items in the above categories that will be included in the shipment, the TSP liability for high value items that you do not list shall be limited to \$100 per pound of the article. - Items such as CDs, video tapes and DVDs, that do not qualify as high value items for purposes of this provision limiting liability may be included on a high risk/high value inventory. - Your responsibilities at delivery: You and the TSP MUST open all containers in which the high risk/high value items were packed; remove the items from the containers and physically inspect each item before you sign the high risk/high value inventory form. Items on the high risk/high value inventory form that are not noted as missing at delivery, may be denied by the TSP and MCO. 	
<p>Be sure to keep a copy of what you send to the TSP and send your claim by certified mail.</p> <p>Air Force members/employees should email afcac.jag@us.af.mil or toll free at 1-877-754-1212</p> <p>Army members/employees should visit https://www.jagcnet.army.mil/ at 1-502-626-3000</p> <p>Coast Guard members/employees should visit https://www.uscg.mil/resources/legal/fi_sci/SC-Claims-Division at 1-757-628-4212</p> <p>Navy & Marine members/employees should visit http://www.jag.navy.mil/organization/code_15.htm or toll free 1-888-897-8217</p>	
DATE (DD MM YYYY)	RECEIPT ACKNOWLEDGEMENT: CUSTOMER'S SIGNATURE
	
<p>A member/employee should contact the closest Military Claims Office on FRV issues the member/employee and TSP cannot resolve</p> <p>Revised 05/14/2021/K. Wells/US Army Claims Service & J.D Reese Director, Claims Service Center, AF Legal Operation Agency</p>	

Figure 402-3, DD Form 3153, Claims for Full Replacement Value (FRV) Coverage Counseling Checklist and Member/Employee Information (Cont'd)

QUARANTINED PEST SELF-INSPECTION CHECKLIST		
PRIVACY ACT STATEMENT		
AUTHORITY: 37 USC 406 and 5 USC 5726. PURPOSE: A Counseling checklist used by the transportation office for shipment of personal property that ensures the customer performs a quarantined pest (e.g., Spooky Moth, Spotted Lanternfly) self-inspection for all applicable outdoor items objects that appear prior to pick-up. ROUTINE USE(S): May be provided to commercial Transportation Service Providers (TSP) carriers and/or their designated shipping agents. DISCLOSURE: Voluntary; however, failure to provide the requested information may delay shipment and/or storage of your personal property and/or impede storage arrangements.		
Important: Inspection of all listed items is required regardless of shipment type. A copy of this form must accompany the household goods shipment. Please confirm that you have inspected all applicable outdoor items objects that appear on the list below before traveling and transporting them from the quarantine area (check all that apply).		
Name (Last, First, MI): _____		DOD ID: _____
Checklist and Record of Self-Inspection For: <input type="checkbox"/> Spooky Moth <input type="checkbox"/> Spotted Lanternfly <input type="checkbox"/> Other (Please specify) _____		
Date (DD MM/YY): _____ Origin Address: _____		
Destination Address: _____		
Recreational or Camping Items		
<input type="checkbox"/> Backpacks	<input type="checkbox"/> Folding chairs	<input type="checkbox"/> Sports equipment
<input type="checkbox"/> Basketball backboards	<input type="checkbox"/> Ice chests	<input type="checkbox"/> Tarps
<input type="checkbox"/> Bicycles	<input type="checkbox"/> Motorcycles	<input type="checkbox"/> Tents
<input type="checkbox"/> Boats	<input type="checkbox"/> Motor homes	<input type="checkbox"/> Waders or boots
<input type="checkbox"/> Boat trailers	<input type="checkbox"/> Recreational vehicles	<input type="checkbox"/> Vehicles (e.g., bumpers, mirrors, wipers, etc.)
<input type="checkbox"/> Campers	<input type="checkbox"/> Snowmobiles	<input type="checkbox"/> Other: _____
Household Items		
<input type="checkbox"/> Air conditioners	<input type="checkbox"/> Ladders	<input type="checkbox"/> Tanks for propane and oil
<input type="checkbox"/> Barrels	<input type="checkbox"/> Outdoor doormats	<input type="checkbox"/> Television antennas
<input type="checkbox"/> Cardboard and wooden boxes	<input type="checkbox"/> Outdoor thermometers	<input type="checkbox"/> Trash cans
<input type="checkbox"/> Clothesline/Outdoor poles	<input type="checkbox"/> Refrigerators/Freezers	<input type="checkbox"/> Washing machines
<input type="checkbox"/> Clothespin bags	<input type="checkbox"/> Sheets of plastic	<input type="checkbox"/> Water hoses
<input type="checkbox"/> Empty/Full plant containers	<input type="checkbox"/> Shutters	<input type="checkbox"/> Weather vanes
<input type="checkbox"/> Firewood	<input type="checkbox"/> Storage sheds	<input type="checkbox"/> Window awnings
<input type="checkbox"/> House plants (that have been outside)	<input type="checkbox"/> Storm/screen doors and windows	<input type="checkbox"/> Other: _____
Building Materials		
<input type="checkbox"/> Bricks	<input type="checkbox"/> Roofing materials	<input type="checkbox"/> Water pipes
<input type="checkbox"/> Cinder blocks	<input type="checkbox"/> Sewer pipes	<input type="checkbox"/> Welding equipment
<input type="checkbox"/> Cement mixing tubs	<input type="checkbox"/> Skid steers/forklifts	<input type="checkbox"/> Workbenches
<input type="checkbox"/> Lumber	<input type="checkbox"/> Tools and toolboxes	<input type="checkbox"/> Other: _____
Yard and Garden Items		
<input type="checkbox"/> Animal houses (e.g., dog, rabbit, chicken)	<input type="checkbox"/> Fencing	<input type="checkbox"/> Signs and posts
<input type="checkbox"/> Barbecue grills	<input type="checkbox"/> Fertilizer spreaders	<input type="checkbox"/> Snow blowers
<input type="checkbox"/> Birdbaths	<input type="checkbox"/> Flagpoles	<input type="checkbox"/> Swimming pools
<input type="checkbox"/> Bird feeders	<input type="checkbox"/> Garden tillers/backhoes	<input type="checkbox"/> Tractors and trailers
<input type="checkbox"/> Bird houses	<input type="checkbox"/> Garden tools	<input type="checkbox"/> Trees, shrubs, and plants
<input type="checkbox"/> Bug lights	<input type="checkbox"/> Lawnmowers	<input type="checkbox"/> Trellises
<input type="checkbox"/> Carts	<input type="checkbox"/> Mailboxes	<input type="checkbox"/> Wheelbarrows
<input type="checkbox"/> Coldframes	<input type="checkbox"/> Picnic tables	<input type="checkbox"/> Yard decorations
<input type="checkbox"/> Driftwood	<input type="checkbox"/> Porch or patio furniture	<input type="checkbox"/> Other: _____
Children's Playthings		
<input type="checkbox"/> Bicycles, tricycles, scooters	<input type="checkbox"/> Sleds, toboggans	<input type="checkbox"/> Yard games
<input type="checkbox"/> Playhouses	<input type="checkbox"/> Swing sets, Tire swings	<input type="checkbox"/> Other outside toys
<input type="checkbox"/> Sandboxes	<input type="checkbox"/> Wagons	<input type="checkbox"/> Other: _____
Other Items		
<input type="checkbox"/> Cars or trucks	<input type="checkbox"/> Car ramps	<input type="checkbox"/> Stored tires
<input type="checkbox"/> Car parts	<input type="checkbox"/> Farm implements	<input type="checkbox"/> Other: _____
The completed checklist must be signed by the individual transporting the regulated article(s) and shall accompany them, as required. Please print name, sign, date, and keep this checklist. By signing this checklist, I am confirming that I have inspected the items I am moving; and I do not see any egg masses or other life stages of insects identified above in or on anything I am moving.		
Signature: _____		
(If the inspection was done by a commercial inspection company, provide the name of the firm and their phone number.)		

Figure 402-4, DD Form 3154, Quarantined Pest Self-Inspection Checklist

<p>General Guidance</p> <p>To prevent the spread of spongy moths, spotted lanternflies, or other quarantined pests, you are responsible for making sure that your outdoor household articles do not move any life-stages associated with them.</p> <p>The quarantine regulations allow for self-inspection of HHG, and this attachment was developed to assist you should you choose to self-inspect. Alternatively, you may pay a U.S. Department of Agriculture (USDA)-trained certified pesticide applicator to inspect the articles you plan to move.</p> <p>Completing this self-inspection checklist may require the selection of multiple pest inspection types. Customers should check the self-inspection(s) they are completing for their personal property shipment. The checklist is a list of most commonly moved and identified personal property items that life-stages of quarantined pests may exist. Customers should accurately record in the Other spaces throughout the form any personal property not listed; but inspected. When inspecting all items, customers must be sure to check all cracks and crevices to the best of their ability.</p> <p>Spongy Moths are common to Connecticut, Delaware, the District of Columbia, Illinois, Indiana, Kentucky (high risk), Maine, Maryland, Massachusetts, Michigan, Minnesota, New Hampshire, New Jersey, New York, North Carolina, Ohio, Pennsylvania, Rhode Island, Vermont, Virginia, West Virginia and Wisconsin. If you are moving from one of these locations, it is important to inspect all household goods for potential life-stages. If found, destroy the masses and clean the area thoroughly. For more information on Spongy Moths specific information, visit https://www.aphis.usda.gov/aphis/resources/pests-diseases/hungry-pests/the-threat/hp-egm/hp-egm.</p> <p>Spotted Lanternfly are common to Connecticut, Delaware, Indiana, Maryland, Massachusetts, New Jersey, New York, Ohio, Pennsylvania, Virginia, and West Virginia. If you are moving from one of these locations, it is important to inspect all household goods for potential life-stages. If found, contact your local and state Department of Agriculture, destroy the masses, and clean the area thoroughly. For more information on Spotted Lanternfly specific information, visit https://www.aphis.usda.gov/aphis/resources/pests-diseases/hungry-pests/slf/spotted-lanternfly.</p> <p>Other (Please specify): This area is reserved for any additional pests that may become an inspectable species to the Department of Defense. In the event a customer is counseled that they live in an area with other quarantined pests, this self-inspection checklist should be used by checking the Other box and identifying on the line provided.</p>

Figure 402-4, DD Form 3154, Quarantined Pest Self-Inspection Checklist (Cont'd)

HOME OF RECORD/PLACE WHERE I LAST ENTERED ACTIVE DUTY TRANSPORTATION ENTITLEMENT COUNSELING AUTHORITY			
PRIVACY ACT STATEMENT			
AUTHORITY: 37 USC 406 and 5 USC 5726. PURPOSE: To counsel customers who have a Home of Record (HOR) Transportation Entitlement, advise, and understanding of the government's entitlement termination timeliness, etc. ROUTINE USE(S): May be provided to commercial Transportation Service Providers (TSP) carriers and/or their designated shipping agents. DISCLOSURE: Voluntary; however, failure to provide the requested information may delay shipment and/or storage of your personal property and/or impede storage arrangements.			
1. CUSTOMER'S NAME (Last, First, Middle Initial)		2. CUSTOMER'S RANK/ GRADE	3. DOD ID
4. EFFECTIVE DATE OF SEPARATION (DDMMYYYY)	5. ORDER NO.	6. ORDER DATE (DDMMYYYY)	7. DATE ENTITLEMENTS EXPIRE (DDMMYYYY)
8. I HAVE BEEN ADVISED AND UNDERSTAND THAT: a. SHIPMENT OF HOUSEHOLD GOODS (HHG): My entitlement to ship HHG at government expense terminates within 180 days of the effective date of my separation unless extended as provided in paragraph 7.c. or HHG are turned over to a Personal Property Shipping Office (PPSO) or to a Transportation Service Provider (TSP) for shipment prior to my expiration date. (1) The Joint Travel Regulations (JTR) authorizes shipment of _____ lbs. of HHG to my Home of Record (HOR) or the Place where I Last Entered Active Duty (PLEAD). (2) Multiple shipments or shipments to location(s) other than PLEAD or HOR, may incur excess cost payable by me. (3) If ordered to a CONUS separation station on a PCS Order, I may ship HHG from overseas to the processing station. However, if I take possession of these HHG at the processing point, the government will not transport the HHG to my PLEAD, HOR or any other location. (4) I understand that once I ship HHG to my PLEAD or HOR, I am no longer authorized to place HHG into non-temporary Storage (NTS). I am authorized Storage in Transit (SIT) up to 90 days. (5) A customer residing in government-controlled quarters who is in receipt of a separation order and is required by competent authority to vacate quarters is entitled to a local move of HHG utilizing the separation order. This move does not constitute a PLEAD or HOR move. b. NON-TEMPORARY STORAGE (NTS) OF HHG: The entitlement to NTS at government expense terminates 180 days after the effective date of separation. If I choose not to ship my HHG to a PLEAD or HOR upon separation, I may place my HHG into NTS at Government expense at any time during the 180 day entitlement period. HHG already in NTS may continue in NTS at my expense using government rates until expiration of this entitlement. However, if HHGs are in NTS as "excess to quarters" this storage lot is to be converted to my separation order. c. EXTENSIONS: The time limits noted above may be extended if approved by the Secretarial Process for a bona fide hardship, educational requirement, medical problems, or other deserving circumstances. An extension for HHG transportation does not extend the 180 days of NTS (JTR, par. 052012-C3). Procedures for extensions applications are: MEDICAL, EDUCATION, OTHER DESERVING CIRCUMSTANCES (ODC) Submit an extension request prior to the expiration of my entitlement. Air Force: I must submit my request to PPA HQ/PPPEC, Email: hqppa.ecaf-ext@us.af.mil , CommVDSN Phone (210) 652-3312/487-3312. Army: Submit to Local Personal Property Office for Approval. Coast Guard: Coast Guard Customer Service at Email: HQS-DG-LST-CG-1332-TRAVEL@uscg.mil . Marines: Marine Corps Customer Service, Email: usmcpersonalproperty@usmc.mil , Phone Toll-Free (855) 444-6683. Navy: For Medical Treatment and Education, contact navyhhgshippinga.fcd@navy.mil , for all other reasons, contact rxag_n130C@navy.mil . Extensions beyond 180 days will be considered, however, the letter should clearly indicate why I could not perform my move within 180 days of separation. Include in my request: (1) A copy of my separation order, AND (2) (MEDICAL) Request a medical extension request validation form via email at (i.e. Branch of Service (BOS) above) to substantiate a medical extension request. (3) (EDUCATION) A statement from the registrar, or other authority of the educational institution, (on Institutional letterhead for Air Force; review each BOS policy guidance) attesting to the dates of commencement and completion of training (if applicable) or the contemplated date of completion of the course of instruction or training, including the nature of the course of training or instruction. (4) Death in the immediate family – furnish a copy of the death certificate. (5) Delay in the construction of permanent home – statement from the contractor regarding the delay and estimated completion date. (6) Severe illness of dependent – request a medical extension request validation form via email at (i.e. Branch of Service (BOS) above) to substantiate this type of extension request. d. GENERAL INFORMATION ON EXTENSIONS: (1) Requests for extension should be submitted between 30-45 days prior to expiration of my entitlement. (2) Extensions are not automatically approved. (3) Extensions are approved for the shortest time appropriate under the circumstances for request. Extension requests should provide a specific date for the new time limit (For example: 3 months, 90 days, 6 months). Request for open-ended extensions will be returned without action. (4) Extensions typically cannot be authorized or approved if it extends travel and transportation allowances for more than 6 years from the date of separation, release from active duty or retirement, or from the date the Service member's dependent receives an official notice that the Service member is dead, injured, missing, interned, or captured. (5) If request is disapproved, the time required for submission/review of my request does not extend my time limit. (6) A travel and transportation entitlement extension does not extend the government's obligation for storage costs beyond the original 180 days entitlement.			
9.a. DATE (DDMMYYYY)		9.b. COUNSELOR'S SIGNATURE	
10.a. DATE (DDMMYYYY)		10.b. CUSTOMER'S SIGNATURE	

Figure 402-5, DD Form 3155, Home of Record Transportation Entitlement Counseling Authority

HOME OF SELECTION TRAVEL AND TRANSPORTATION ENTITLEMENT AUTHORITY			
PRIVACY ACT STATEMENT			
<p>AUTHORITY: 37 USC 406 and 5 USC 5726.</p> <p>PURPOSE: To counsel customers who have a Home of Selection (HOS) Transportation Entitlement, advise, and understanding of the government's entitlement termination timelines, etc.</p> <p>ROUTINE USE(S): May be provided to commercial Transportation Service Providers (TSP) carriers and/or their designated shipping agents.</p> <p>DISCLOSURE: Voluntary; however, failure to provide the requested information may delay shipment and/or storage of your personal property and/or impede storage arrangements.</p>			
1. CUSTOMER'S NAME (Last, First, Middle Initial)		2. CUSTOMER'S RANK/GRADE	3. DOD ID
4. EFFECTIVE DATE OF RETIREMENT/ TEMPORARY RETIREMENT/ DISABILITY LIST (TDRL)/DISCHARGE/ INVOLUNTARY SEPARATION (DD/MM/YYYY)	5. ORDER NO.	6. ORDER DATE (DD/MM/YYYY)	7. DATE ENTITLEMENTS EXPIRE (Three years after Retirement/TDRL/Discharge/Involuntary Separation Date in Block 3) (DD/MM/YYYY)
<p>8. I HAVE BEEN ADVISED AND UNDERSTAND THAT:</p> <p>a. TRAVEL: Travel for myself and my dependents to a home of selection (HOS) must be completed within three years of the effective date of retirement/TDRL/discharge/ involuntary separation (unless extended, ref. section 7.d below).</p> <p>(1) Reimbursement for travel of dependents is not authorized until I complete travel to the home of selection and submit a travel voucher.</p> <p>(2) Filing of a travel voucher and/or acceptance of government funded transportation to a chosen location, or acceptance of Travel & Transportation allowances constitute a HOS and is irrevocable.</p> <p>(3) If stationed overseas, I may travel to a CONUS (or Non-Foreign OCONUS) separation station designated on my PCS order. This does not constitute a HOS.</p> <p>b. SHIPMENT OF HOUSEHOLD GOODS (HHG): My entitlement to ship HHG at Government expense will terminate unless my HHG are turned over to a Traffic Management Officer or to a Transportation Service Provider (TSP) for shipment within three years of the effective date of my retirement/TDRL/discharge/involuntary separation (unless extended, ref. section 7.d below).</p> <p>(1) My authorized Joint Travel Regulations (JTR) weight allowance is _____ lbs.</p> <p>(2) Multiple shipments may incur excess cost payable by me, if the cost of the shipments exceed the Government's Best Value to ship as one lot.</p> <p>(3) If ordered to a CONUS (or Non-Foreign OCONUS) separation station on a PCS Order, I may ship HHG from overseas to the processing station. This does not constitute a HOS move. However, if I take possession of these HHG and then later elect to ship this property to a HOS, I understand that I will be responsible for excess cost incurred for repacking and re-handling.</p> <p>(4) I understand authority for Non-temporary Storage (NTS) begins the date my order is issued and ends one year from my active-duty termination date. I am authorized 90 days Storage-in-Transit (SIT) in connection with my shipment if I did not utilize NTS.</p> <p>(5) If I reside in government controlled quarters (QTRS) or Gov't privatized housing and required by competent authority to vacate before making my HOS, a short distance HHG move from the vacated QTRS / Gov't privatized housing to a local temporary residence in the vacated vicinity is authorized (PCS weight allowance applies for this short-distance move). This does not constitute a HOS.</p> <p>c. NONTEMPORARY STORAGE (NTS) OF HHG: If I choose NOT to ship my HHG to a HOS at this time, I may place my HHG into NTS at Government expense. My entitlement to NTS at Government Expense terminates one year from the effective date of retirement/TDRL/Discharge/Involuntary Separation in Block 3. Storage costs convert to my expense after the one year NTS entitlement period. If my HHG are in NTS as "excess to government quarters/privatized housing" this storage lot must be converted to my retirement order during the one year NTS entitlement period.</p> <p>d. EXTENSIONS: An extension of the three-year time limit may be authorized/approved through the Secretarial Process because of hospitalization or medical treatment, education/training (member only) or other deserving cases which prevents me from moving to my HOS within the three-year time limit.</p> <p>Prior to expiration of my HOS entitlement:</p> <p>Air Force: I must submit my request to PPA HQ/PPEC, Email: hppa.ecaf-ext@us.af.mil, Comm/DGN Phone (210) 652-3312/487-3312.</p> <p>Army: Submit to Local Personal Property Office for Approval.</p> <p>Coast Guard: Coast Guard Customer Service at Email: HQS-DG-LST-OG-1332-TRAVEL@uscg.mil.</p> <p>Marines: Marine Corps Customer Service, Email: usmcpersonalproperty@usmc.mil, Phone Toll-Free (855) 444-6683.</p> <p>Navy: For Medical Treatment and Education, contact navyhghshippinge.fc@navy.mil, for all other reasons, contact nrag_n130C@navy.mil.</p> <p>The request must fully demonstrate I am unable to perform my HOS move by the date in Section 5. In addition to the letter, I must provide the following (case specific):</p> <p>(1) MEDICAL/EDUCATION: Included with this letter must be:</p> <p>(a) A copy of my retirement, TDRL, separation, or discharge special order, AND</p> <p>(b) MEDICAL: A completed copy of a Medical Evaluation Request Validation (MERV). The MERV must be completed by the physician and include his/her signature and medical stamp. The MERV is provided upon request for medical extensions. Submit request to each Branch of Service (BOS) above that applies OR Medical Validation must be completed by the physician and include his/her signature and medical stamp.</p> <p>(c) EDUCATION/TRAINING: A statement from the registrar or other authority of the educational institution. The statement must be on institutional/company letterhead and contain the complete designation of the educational institution, commercial concern, or place of employment; the nature of study or course of instruction; the date the period of education/training began; and the contemplated completion date of education/training. ONLINE COURSES DO NOT QUALIFY.</p> <p>(2) OTHER DESERVING CASES (ODC): When an unexpected event beyond my control occurs, supporting documentation must be included with this letter, ODCs include, but not limited to:</p> <p>(a) Death in the immediate family - furnish a copy of the death certificate.</p> <p>(b) Delay in construction of retirement home - statement from the contractor about the delay and estimated completion date.</p> <p>(c) Severe illness of dependent - provide a copy of the MERV as outlined in 7d(1)(b).</p> <p>(3) EXTENSION FACTS:</p> <p>(a) Extension requests should be submitted 90 and 60 days PRIOR to the expiration of the entitlement (ref. section 6).</p> <p>(b) Extensions are not automatically approved.</p> <p>(c) Extensions are approved in one year increments after the initial 3 year HOS shipment entitlement period.</p> <p>(d) No more than 3 extensions will be approved, for a total of 6 years from the date of retirement/separation regardless of reason.</p> <p>(e) Dual entitlements are prohibited. No one individual is authorized to maintain two separate transportation allowances.</p>			
9.a. DATE (DD/MM/YYYY)		9.b. COUNSELOR'S SIGNATURE	
		SIGNATURE	
10.a. DATE (DD/MM/YYYY)		10.b. CUSTOMER'S SIGNATURE	
		SIGNATURE	

Figure 402-6, DD Form 3156, Home of Selection Travel and Transportation Entitlement Authority

HOUSEHOLD GOODS (HHG) MOVING CHECKLIST	
PRIVACY ACT STATEMENT	
<p>AUTHORITY: 37 USC 406 and 5 USC 5726. PURPOSE: A checklist provided by the counselor to the customer that walks them through the moving process before, during, and after the delivery of personal property. ROUTINE USE(S): May be provided to commercial Transportation Service Providers (TSP) carriers and/or their designated shipping agents. DISCLOSURE: Voluntary; however, failure to provide the requested information may delay shipment and/or storage of your personal property and/or impede storage arrangements.</p>	
UPON RECEIPT OF ORDERS	
<input type="checkbox"/>	Decide move type: Government arranged move/Personally Procured Move (PPM) or combination.
<input type="checkbox"/>	Move Dates: Schedule as soon as possible, consider your spread dates and be flexible during Peak Season (mid-May through Aug).
PRIOR TO PACK/PICKUP DAY	
<input type="checkbox"/>	Know your authorized weight allowance; be aware of items that may cause excess weight.
<input type="checkbox"/>	Secure essential/valuable items in a locked room or car (i.e. Important documents jewelry, medications, items you are taking with you, etc.).
<input type="checkbox"/>	Ensure residence is tidy.
<input type="checkbox"/>	Recommend a sitter for children and pets while HHGs are being packed out (if possible). Pets must be secured.
<input type="checkbox"/>	Recommend Ziploc Bags for items taken apart (nuts, bolts, screws, etc.) and placed in "parts" box.
<input type="checkbox"/>	Disconnect all electronics/appliances – document in working order on inventory.
<input type="checkbox"/>	Dispose of any food that will spoil or could cause damages to shipment.
<input type="checkbox"/>	Remove all items from walls (pictures, mirrors, curtains/curtain rods, wall-mounted TVs, etc.).
<input type="checkbox"/>	Remove all items from attics/crawl spaces. Movers are not required to enter attics or crawl spaces.
<input type="checkbox"/>	Empty and clean all trash cans before movers arrive.
<input type="checkbox"/>	Organize and separate your property if doing more than one shipment.
<input type="checkbox"/>	Separate Professional Books, Papers and Equipment (i.e. PSP&E aka Pro Gear). Member/employee and spouse pro gear must be separated and weighed/annotated separately on inventory.
<input type="checkbox"/>	Dispose of propane tanks (they are not authorized to ship/store).
<input type="checkbox"/>	Ensure all engine powered equipment is ready for shipping (i.e. is free of dirt/grease, drain fuel, disconnect and battery cables).
<input type="checkbox"/>	Plastic Tubs/Totes: Movers have the right to repack any item(s) they feel may need protecting.
<input type="checkbox"/>	Create your own electronic inventory: photos/video or create your own list of items. Date stamped.
<input type="checkbox"/>	Take extra precautions to video most precious belongings prior to the pack out.
<input type="checkbox"/>	Movers will contact you to perform a pre-move survey no less than 3-days prior to scheduled pack/pickup day. If they do not, contact them.
<input type="checkbox"/>	If you own any antiques, you MUST have an appraisal to validate the worth of the item. If you do not and the item is damaged or destroyed you will not get compensated appropriately.
<input type="checkbox"/>	Remove all unauthorized items (i.e., chemicals, etc.). Be prepared to identify all products that contain Lithium Batteries.
DURING THE MOVE (I.E. PACK/PICKUP DAY)	
<input type="checkbox"/>	Movers will arrive on pack/pickup days between 8 am and 5 pm. Movers must obtain prior approval from you or your representative to stay later and must be completed by 9 pm.
<input type="checkbox"/>	Movers use new packing materials on linens/bedding, etc. and like-new materials on all other items.
<input type="checkbox"/>	Inventory: Make sure to review your inventories before signing. If you disagree with movers identifying marks, you can write in the remarks section before signing.
<input type="checkbox"/>	High-Value Inventory: be specific – list make, model and serial number of each item. YOU decide what to place on the high-value inventory sheet.
<input type="checkbox"/>	Movers MUST provide you with one legible copy of DD Form 619 (if applicable), for shipments originating from NTS, a legible copy of HHGs Descriptive Inventory, including high-value inventory.
<input type="checkbox"/>	If possible, have help on packing and loading days. Review each box before it is sealed. You can add details to any box (i.e. Instead of Kitchen Items, state Kitchen Items – bakeware).
<input type="checkbox"/>	Tipping: You are NOT required to tip or provide food/drinks. It is at your discretion.
WHILE IN-TRANSIT	
<input type="checkbox"/>	Arrival Date: If there is a change, contact your TSP immediately.
<input type="checkbox"/>	Keep your contact information up-to-date in DPS or inform TSP.
<input type="checkbox"/>	Shipment Delay: If your shipment arrival date is delayed, submit Inconvenience Claim with TSP. Info and form can be found at https://www.militarysource.mil/moving-housing/moving/planning-your-move/file-a-claim-after-your-military-move/
DELIVERY DAY	
<input type="checkbox"/>	Be available on agreed upon delivery date between 8 am and 5 pm. Movers must obtain prior approval from you or your representative to stay later and must be completed by 9 pm.
<input type="checkbox"/>	During delivery ensure jewelry is moved to a locked vehicle, safe or on your person for safekeeping.
<input type="checkbox"/>	Know where you want property placed. You are authorized one-time placement of property.
<input type="checkbox"/>	Movers are required to unpack all boxes, cartons & crates. When your TSP contacts you to set up delivery, insist that you require unpack services. Items will be placed on a clean, flat surface – not in specific cupboards, drawers, shelves, etc.
<input type="checkbox"/>	If you waive unpacking, movers are not required to return to pick up empty boxes/packing materials.
<input type="checkbox"/>	Movers are required to re-assemble any items disassembled at origin.
<input type="checkbox"/>	Mark each item off on inventory sheet. A copy of the inventory is only provided at delivery for a NTS releaser. For HHG and UB shipments the customer should utilize a copy of the inventory provided at pack/pickup to record the delivery process.

Figure 402-7, DD Form 3157, Household Goods (HHG) Moving Checklist

<input type="checkbox"/>	Do not sign blank forms.
<input type="checkbox"/>	If items are missing/damaged on delivery day, make sure to list on Loss/Damage AT Delivery Form.
<input type="checkbox"/>	If items are missing/damaged after delivery day, list on Loss/Damage AFTER Delivery Form.
<input type="checkbox"/>	Do not schedule inbound deliveries in conjunction w/closing of house(s), schedule 2-4 days after closing date.
CLAIMS FOR LOSS/DAMAGES	
<input type="checkbox"/>	Claims can be submitted directly with TSP and/or online in DPS.
<input type="checkbox"/>	Submit Loss/Damage notification online in DPS within 180 calendar days of delivery date (not a claim – simply lets movers know you plan to file a claim). If items are not found or cannot be fixed, file a claim!
<input type="checkbox"/>	Submit Claim for loss and/or damage within 9 months of delivery date for Full Replacement Value.
<input type="checkbox"/>	Any property (house, yard) damage, report to TSP in writing within 7 calendar days of pickup/delivery. https://www.militaryonesource.mil/moving-housing/moving/planning-your-move/file-a-claim-after-your-military-move/
CUSTOMER SATISFACTION SURVEY (CSS)	
<input type="checkbox"/>	You may receive up to 5 surveys throughout the move process. Complete as soon as possible to rate the service received.
PERSONALLY PROCURED MOVE (PPM)	
<input type="checkbox"/>	You must be in receipt of an order prior to initiating a move. PPM expenses incurred before a travel authorization or order is issued are not reimbursable.
<input type="checkbox"/>	Know your authorized weight allowance. You will not be paid to move any property in excess of your weight allowance with the exception of Professional Books, Paper & Equipment (PBP&E).
<input type="checkbox"/>	PBP&E must be approved by your Personal Property Processing Office (PPPO) prior to the PPM. Fill out the PBP&E Request for Approval form and submit with your PPM Reimbursement Claim.
<input type="checkbox"/>	If you are also doing a government move, you must have weight left from your weight allowance to be paid for a PPM.
<input type="checkbox"/>	Make sure the property you are moving is considered Household Goods (HHG). See JTR App A. There is no authorization to get paid to move non-HHG items, including POVs and Travel trailers.
<input type="checkbox"/>	Secure an empty and a full weight ticket for each method you are using to move your property and for each leg and trip.
<input type="checkbox"/>	You can use any privately owned vehicle, direct hire and/or rental of a conveyance (with or without operator) to move your HHG. Under no circumstances is the use of a Government owned and/or leased vehicle authorized for use.
<input type="checkbox"/>	Keep all receipts for your PPM expenses. You may need them when you close out your PPM or for your taxes later.
<input type="checkbox"/>	When you are done with your PPM, turn in your PPM packet to the responsible PPPO for close out. If you received an advance for your PPM, you will need to turn in your packet as soon as possible.
POINTS OF CONTACTS: Get POC info before pack up.	
<input type="checkbox"/>	Transportation Service Provider (TSP) / Move Coordinator: _____
<input type="checkbox"/>	Origin Quality Control Inspector / Assurance Evaluator #: _____
<input type="checkbox"/>	Destination Quality Control Inspector / Assurance Evaluator #: _____
<input type="checkbox"/>	You can find info for the following by going to https://installations.militaryonesource.mil/looking-for-a-program/program-service-2/focus-program
<input type="checkbox"/>	Origin Personal Property Office #: _____
<input type="checkbox"/>	Destination Personal Property Office #: _____
<input type="checkbox"/>	Regional Processing / Booking Office #: _____
COVID-19 SAFETY/HEALTH PROCEDURES	
Customers and moving companies should discuss COVID-related concerns. Questions to frame that discussion include:	
IMPORTANT: If anyone in the moving crew or family answers "Yes" to any of these questions, the shipment should be rescheduled, and health care providers should be contacted.	
<input type="checkbox"/>	Have you (or anyone in your party) had a fever over 100.4 or greater in the last 72-hrs?
<input type="checkbox"/>	Do you (or anyone in your party) have a cough?
<input type="checkbox"/>	Are you (or anyone in your party) experiencing shortness of breath or difficulty breathing?
<input type="checkbox"/>	Have you (or anyone in your party) had any EXPOSURE to or CONTACT with a POSITIVE or SUSPECTED person with COVID-19?
<input type="checkbox"/>	Social distancing means fewer eyes watching valuables. LOCK THEM UP!
<input type="checkbox"/>	Limit the number of personnel in residence, both movers and DoD customer/family member.
<input type="checkbox"/>	Where possible, the DoD customer responsible for supervising the move should be the only person on site. Family members are encouraged to vacate the residence during the moving process. If not possible, families should prepare a room before moving day where they can wait while the crew works.
<input type="checkbox"/>	ALL movers and DoD customer/family members MUST wear face covering in accordance with CDC guidelines.
<input type="checkbox"/>	Minimize contact with surfaces (prop doors open, etc.) and routinely clean frequently contacted surfaces in accordance with CDC guidelines
<input type="checkbox"/>	All movers MUST present COVID-19 Health Certificate to customers prior to entering residence.
DD FORM 3157, FEB 2023 Page 2 of 2	

Figure 402-7, DD Form 3157, Household Goods (HHG) Moving Checklist (Cont'd)

LIST OF FOOD ITEMS FOR IMPORT INTO THE UNITED STATES					
PRIVACY ACT STATEMENT					
AUTHORITY: 37 USC 406 and 5 USC 5726. PURPOSE: A checklist to ensure customer is aware of USA products for USA usage only before shipping food products into the USA. ROUTINE USE(S): May be provided to commercial Transportation Service Providers (TSP) carriers and/or their designated shipping agents. DISCLOSURE: Voluntary; however, failure to provide the requested information may delay shipment and/or storage of your personal property and/or impede storage arrangements.					
Critical Note: Food Shipment must be USA products for USA usage only. This inventory and continuation sheet(s) related to your food shipment must be provided to PPPO counselor at least one business day prior to pack out, or subject to CANCELLATION.					
TSP			PHONE		
SHIPPER			AGENT		
GBL #					
DESCRIPTION OF ITEM	BRAND NAME	COUNTRY OF ORIGIN	DATE OF EXPIRATION (DD MMM YYYY)	NUMBER OF ITEMS	PURCHASE TOTAL
TOTAL					
ADD CONTINUATION PAGE	SIGNATURE				DATE (DD MMM YYYY)
REMOVE CONTINUATION PAGE					

DD FORM 3158, FEB 2023

Figure 402-8, DD Form 3158, List of Food Items for Import into The United States


MOTORCYCLE/DIRT BIKE INFORMATION WORKSHEET		
PRIVACY ACT STATEMENT		
AUTHORITY: 37 USC 406 and 5 USC 5726. PURPOSE: To collect motorcycle/dirt bike information and to ensure all laws and regulations are adhered to prior to shipment/storage. ROUTINE USE(S): May be provided to commercial Transportation Service Providers (TSP) carriers and/or their designated shipping agents. DISCLOSURE: Voluntary; however, failure to provide the requested information may delay shipment and/or storage of your personal property and/or impede storage arrangements.		
SHIPMENT INFORMATION:		
CUSTOMER'S NAME (Last, First, Middle Initial)	DOD ID	ORDERS NO.
MAKE	PHONE NO.	
MODEL	YEAR	
CHASSIS NO.	ENGINE SIZE	
VIN	IS VEHICLE DRIVABLE? <input type="checkbox"/> Yes <input type="checkbox"/> No	
LICENSE PLATE NO. AND STATE	EST. WEIGHT	
MOTORCYCLE OR DIRT BIKE SHIPMENTS: (DTR PART IV, K1)		
<u>Your Responsibilities During the Moving Process</u>		
a. Fuel injected models must be drained of fuel. Carbureted models must be drained down to reserve, or as low as possible. This can be done by running the engine until empty and/or using a siphoning device. b. Make sure that tires are properly inflated, and vehicle is free of fluid leaks. Oil, transmission and fuel leaks are the usual culprits that must be repaired prior to shipment. c. Disconnect battery and tape ends with electrical tape to prevent sparking. d. Empty saddlebags and ensure you remove all belongings. Any paperwork, keys, boxes, or spare parts need to be shipped separately. Saddlebags and windshields can stay on the motorcycle and helmets may be shipped as long as they are securely strapped to the motorcycle. NOTE: Ensure inventory reflects when helmet is attached to the motorcycle. e. Ensure motorcycle is unlocked so the driver can load onto the truck and onto the skid. f. If equipped with a full style touring windshield, it is recommended that it be removed and shipped separately.		
DATE (DD /MM/ YYYY)	CUSTOMER'S SIGNATURE	
		

Figure 402-9, DD Form 3159, Motorcycle/Dirt Bike Information Worksheet

NON-TEMPORARY STORAGE (NTS) RELEASE FORM					
PRIVACY ACT STATEMENT					
AUTHORITY: 37 USC 406 and 5 USC 5726. PURPOSE: Request from customer to release their NTS and ensure the customer provides the required release information. ROUTINE USE(S): May be provided to commercial Transportation Service Providers (TSP) carriers and/or their designated shipping agents. DISCLOSURE: Voluntary; however, failure to provide the requested information may delay shipment and/or impede storage release arrangements.					
CUSTOMER'S NAME AND CONTACT INFORMATION					
LAST	FIRST	MI/SUFFIX	LOT # (if known)	DOD ID	
PRIMARY PHONE #			ALTERNATE PHONE #		
PRIMARY EMAIL			ALTERNATE EMAIL		
The required delivery date (RDD) for your shipment will be set after your property is awarded to a Transportation Service Provider (TSP). This date is based on the weight of your shipment and the distance from the NTS warehouse to your delivery address. The RDD is usually two weeks from the release date for shipments moving within the CONUS and 45 to 90 days for shipments moving OCONUS. If your delivery address is in the local area (100 miles or less in most cases) of the company that is storing your NTS, the release and delivery date may be the same; please provide a specific date for delivery in this case. During the peak moving season (15 May - 31 August), we may be unable to release your property for twenty or more days from the date that we receive your request, due to TSP unavailability during this time of the year. We can normally have your NTS lot released within seven (7) days from the date we receive your request.					
DELIVERY INFORMATION (Delivery address is highly recommended) NOTE: Required for Army customers regardless of CONUS/OCONUS shipment.			If you know where your property is stored, please provide that information below. At a minimum, provide the city and state of where your property was located when it was placed into NTS.		
STREET		COMPANY		WEIGHT	
CITY	STATE	STREET			
COUNTY	ZIP CODE	CITY	STATE	ZIP CODE	
RECEIVING AGENT NAME		LIST THE ITEMS LISTED ON THE FIRST PAGE OF THE INVENTORY IN THE 5TH, 10TH, AND 15TH ROWS			
RECEIVING AGENT PHONE					
IN-TRANSIT CONTACT		FOR A PARTIAL RELEASE, PROVIDE INVENTORY NUMBERS:			
STREET					
CITY	STATE				
ZIP CODE	PHONE	MY NTS LOT CONTAINS (check all that apply):			
REQUESTED RELEASE DATE (DD MMM YYYY)	REQUESTED DELIVERY DATE (DD MMM YYYY)				
		<input type="checkbox"/> FIREARMS	<input type="checkbox"/> BOAT OVER 14' WITH TRAILER		
Submit this completed form, a copy of your orders and a Power of Attorney (if needed) to your Personal Property Processing Office. By signing this form, I authorize the PPSO to release my property from NTS and ship it to the location indicated above. I understand that my requested delivery date is not guaranteed.					
DATE (DD MMM YYYY)	CUSTOMER'S SIGNATURE				

Figure 402-10, DD Form 3160, Non-Temporary Storage (NTS) Release

PROCEDURES FOR REQUESTING DELIVERY OF ITEMS FROM NON-TEMPORARY STORAGE (NTS)
<p>Customers are required to submit all move requests using the Defense Personal Property System (DPS). This includes requests to have items delivered from NTS.</p> <p><i>To reduce additional handling and the potential for loss/damage, it is highly recommended that the customer have a destination delivery address and be available to accept delivery upon shipments arrival. NOTE: Army requires a delivery address prior to NTS release.</i></p> <p>Do NOT process your request as a NTSR, DPS cannot process any request as such. Enter your request as a HHG shipment and use the storage facility address as the Origin address. EXAMPLE: NTSR 1234 MAIN ST. A1 STORAGE CO. ANYWHERE, USA 12345</p> <p>On the BASIC HHG screen place the below information in the Additional Information area: EXAMPLE: SON # NXXXXXXXXXXXX LOT # 56789 1234 lbs.</p> <p>STEPS REQUIRED:</p> <p>1. <u>Log into DPS:</u> Click "Self-Counseling" tab at the top of your DPS Homepage If you do not have a DPS User ID & Password, please go to https://dps.move.mil/cust/standard/user/home.xhtml and under the Quick Reference Guides tab follow the User Instructions for New User Registrations</p> <p><u>Create Basic HHG Shipment:</u> A step-by-step guide to create a basic HHG shipment can be found at: https://dps.move.mil/msdocs/guides/shipment/createShipmentGuide.pdf For pickup location, enter the address of the NTS warehouse facility. If you do not know the address, please call or email your local Personal Property Office, please provide your full name, last four digits of their Service Order Number # and the City/State of where property was picked up.</p> <p>2. <u>Upload supporting documents:</u> All supporting documents need to be uploaded to your DPS account. Supporting documents include a copy of orders and SIGNED copies of DD Forms 1299 & 1797. The DD Forms 1299 & 1797 will be digitally signed once your application is submitted to the Counseling Office. If all required documentation is not provided your application will NOT be processed and your shipment will not be booked. Contact your PPPO once you have inputted your request in DPS. Contact information for your PPPO can be found at https://installations.militaryonesource.mil/?looking-for-a=program/program-service=2/focus=program</p> <p>3. <u>Receive confirmation email from DPS system:</u> Once your shipment is booked for pickup from the warehouse facility, you will receive an email that provides you with the contact information of the assigned Transportation Service Provider (TSP or carrier).</p> <p>4. <u>Be available on agreed delivery dates:</u> All delivery dates are agreed upon by the customer and the assigned TSP. The customer or their agent MUST be available on agreed upon dates to avoid attempted delivery fees. If your shipment is placed into temporary Storage-in-Transit (SIT) at destination, you may be liable for any storage fees.</p> <p>ADDITIONAL INFORMATION: The release of items from NTS can take 2-6 weeks and you should plan accordingly. The Personal Property Office responsible for managing your NTS shipment will make arrangements for your items to be released to the warehouse dock and a new TSP will be assigned to transport your shipment (unless your destination address is local to the NTS facility) to your destination location. The assigned TSP is responsible for contacting you to finalize your delivery dates.</p>
DD FORM 3160, FEB 2023 Page 2 of 2

Figure 402-10, DD Form 3160, Non-Temporary Storage (NTS) Release (Cont'd)



NON-TEMPORARY STORAGE/OUTBOUND SHIPMENT CHANGE REQUEST		
PRIVACY ACT STATEMENT		
AUTHORITY: 37 USC 406 and 5 USC 5726. PURPOSE: Customer request a change to their personal property shipment(s) (i.e., pickup address, delivery address, telephone, e-mail, etc.). ROUTINE USE(S): May be provided to commercial Transportation Service Providers (TSP) carriers and/or their designated shipping agents. DISCLOSURE: Voluntary; however, failure to provide the requested information may delay shipment and/or storage of your personal property and/or impede storage arrangements.		
Shipment Information (All fields required):		
Customer Name (Last, First, Middle Initial):	DOD ID:	Customer Order Number:
Current Pack Dates:	Current Pickup Date:	
Daytime Phone Number:	Email:	
Is the shipment in TOPS? <input type="checkbox"/> Yes <input type="checkbox"/> No	Transportation Employee name that verified:	
Requesting New Dates? <input type="checkbox"/> Yes <input type="checkbox"/> No	Requesting Cancellation? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Changes to Move:		
New Requested Pack Dates:	New Requested Pickup Date:	
Requesting Address Change? <input type="checkbox"/> Yes <input type="checkbox"/> No	Type of Shipment: <input type="checkbox"/> NTS <input type="checkbox"/> UB <input type="checkbox"/> HHG	
Current Pickup Address:		
New Pickup Address:		
Other or MISC block:		
Adding a Releasing/Receiving Agent? (Must be 18 or older): <input type="checkbox"/> Yes <input type="checkbox"/> No		
Name	Phone #	Releasing or Receiving? (Select one or both)
		<input type="checkbox"/> Releasing <input type="checkbox"/> Receiving
		<input type="checkbox"/> Releasing <input type="checkbox"/> Receiving
		<input type="checkbox"/> Releasing <input type="checkbox"/> Receiving
		<input type="checkbox"/> Releasing <input type="checkbox"/> Receiving
Adding Extra Pickup and/or Delivery Address? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Extra Pickup Address:		Extra Delivery Address:
CUSTOMER SIGNATURE: 		DATE (DD MMM YYYY):
TRANSPORTATION EMPLOYEE SIGNATURE: 		DATE (DD MMM YYYY):

Figure 402-11, DD Form 3161, Outbound Shipment Change Request

PERSONAL PROPERTY PRE-COUNSELING WORKSHEET						
PRIVACY ACT INFORMATION: The information in this form is FOR OFFICIAL USE ONLY. Protect IAW the Privacy Act of 1974.						
PRIVACY ACT STATEMENT						
AUTHORITY: 37 USC 406 and 5 USC 5726. PURPOSE: Personal Property Processing Office (PPPO) or Personal Property Shipping Office (PPSO) use form to capture shipment information during the counseling process. ROUTINE USE(S): May be provided to commercial Transportation Service Providers (TSP) carriers and/or their designated shipping agents. DISCLOSURE: Voluntary; however, failure to provide the requested information may delay shipment and/or storage of your personal property and/or impede storage arrangements.						
1. TYPE OF ORDER (Check all that apply):	<input type="checkbox"/> PCS (CONUS)	<input type="checkbox"/> PCS (OCONUS)	<input type="checkbox"/> TDY/TAD	<input type="checkbox"/> SEP	<input type="checkbox"/> RET	
	<input type="checkbox"/> STU-TRVL	<input type="checkbox"/> ERD	<input type="checkbox"/> HOR	<input type="checkbox"/> LOCAL	<input type="checkbox"/> OTHER	
2. CUSTOMER INFORMATION:						
Name (Last, First, Middle Initial):	Rank/Grade:	DOD ID:	Orders No.:			
Primary Phone:	Primary Email (Non Military):	Alternate Phone:	Alternate Email (Non Military):			
Branch of Service:	Dependents: <input type="checkbox"/> Yes <input type="checkbox"/> No	Joint Spouse: <input type="checkbox"/> Yes <input type="checkbox"/> No				
3. EMERGENCY/IN-TRANSIT CONTACT NOT TRAVELING WITH YOU:						
Name:			Phone:			
Address:		City:	State:	Zip Code:		
Email:						
4. SHIPMENT INFORMATION						
Pickup Address:			Delivery Address/ Military Installation:			
Street:			Street:			
City/County:			City/County:			
State/Zip Code:			State/Zip Code:			
Additional Pickup (If Applicable):			Releasing/Receiving Agent (If Applicable - Must be 18 yrs):			
Street:			Name:			
City/County:			Phone:			
State/Zip Code:			Email:			
SHIPMENT(S)		ESTIMATED WEIGHT	REQUESTED PICKUP DATE (DD MM YYYY)	FINAL AVAILABLE PICKUP DATE (DD MM YYYY)		
Household Goods (https://www.usstranscom.mil/dp3/weigh estimator.cfm) <input type="checkbox"/> Yes <input type="checkbox"/> No		HHG _____ lbs PROGEAR _____ lbs				
Unaccompanied Baggage (OVERSEAS) <input type="checkbox"/> Yes <input type="checkbox"/> No		UB _____ lbs PROGEAR _____ lbs				
Non Temporary Storage (PICKUP <input type="checkbox"/> or RELEASE <input type="checkbox"/>) <input type="checkbox"/> Yes <input type="checkbox"/> No		NTS _____ lbs PROGEAR _____ lbs				
Personally Procured Move (PPM) <input type="checkbox"/> Yes <input type="checkbox"/> No		PPM _____ lbs PROGEAR _____ lbs	Estimated Date of Departure:	State of Legal Residence:		
Shipping or Storing a POV? (OVERSEAS ONLY) <input type="checkbox"/> Yes <input type="checkbox"/> No		If YES, Please visit https://www.pcsmyPOV.com for additional information				
5. UNUSUAL/HIGH VALUE ITEMS:						
My shipment contains:		<input type="checkbox"/> Hot Tub	<input type="checkbox"/> Washer/Dryer	<input type="checkbox"/> Flat Screen TV 65" or Larger	<input type="checkbox"/> Riding Lawn Mower	<input type="checkbox"/> Jacuzzi
<input type="checkbox"/> Grandfather/Cuckoo Clock		<input type="checkbox"/> Waterbed	<input type="checkbox"/> Deep Freeze	<input type="checkbox"/> Tempurpedic Mattress	<input type="checkbox"/> Moped/Dirt Bike/ATV	<input type="checkbox"/>
<input type="checkbox"/> Schrank/Curio/Wall Unit		<input type="checkbox"/> Pool Table	<input type="checkbox"/> Refrigerator	<input type="checkbox"/> Exercise Equipment	<input type="checkbox"/> King Size Bed	<input type="checkbox"/>
The following items will require additional paperwork and/or information:						
<input type="checkbox"/> Boat/Kayak/Canoe/Jet Ski/Trailer		<input type="checkbox"/> Firearms	<input type="checkbox"/> Motorcycle	<input type="checkbox"/> Alcohol	<input type="checkbox"/> Trailer	
Paperwork cannot be processed without a complete copy of orders (front & back) and any amendments, or if needed, a Service HQ's memorandum extending the shipping entitlement. Additional information may be found online at https://www.militaryonesource.mil/moving-housing/moving/moving-resources/ .						
DATE (DD MM YYYY):		SIGNATURE:				

Figure 402-12, DD Form 3162, Personal Property Pre-Counseling Worksheet


PRIVATELY OWNED VEHICLE (POV) SHIPPING COUNSELING FORM		
PRIVACY ACT STATEMENT		
AUTHORITY: 37 USC 406 and 5 USC 5726. PURPOSE: Inform the customer of their responsibilities and requirements of what must be done before shipping their POV. ROUTINE USE(S): May be provided to POV Contractor and/or their designated shipping agents. DISCLOSURE: Voluntary; however, failure to provide the requested information may delay shipping of your POV and/or impede movement arrangements at the Vehicle Processing Center (VPC) with contractor.		
Customer/Agent Name:	DOD ID:	Order No.:
Primary Phone Number:	Primary Email Address:	
Secondary Phone Number:	Secondary Email Address:	
Authorized Origin VPC (Code):	Authorized Destination VPC (Code):	
TAC Code:		
NEED TO KNOW RESTRICTIONS: • Shipping of more than one POV at government expense is NOT authorized. • Storage in Lieu of authorized transportation is NOT authorized • Customers who use their POV shipping authorization in conjunction with Early Return of Dependents (ERD) orders do not have an entitlement to ship a second POV upon their departure from the OCONUS location! • Review the PPCIG by logging into https://dps.move.mil/cust/ and determine whether restrictions exist for importing your POV/motorcycle into the country you're moving to. • Transportation of one POV at government expense is not to exceed 20 measurement tons (MTON). To calculate the MTONs of your POV, multiply the length times the width times the height (all in inches), divide by 1728 (this gives you the cubic feet of your POV), and then divide by 40 to obtain your POV MTONs (L x W x H/1728 = Cubic Feet/40 = MTONs). Any excess for shipping a POV over 20 MTONs will be collected IAW Component publications.		
CUSTOMER'S RESPONSIBILITIES: (Checklist to be completed before POV Turn-In) <input type="checkbox"/> Obtain a letter of authorization to ship leased POV from the leasing company (Company letterhead and POV information on the letter is required. (if applicable)) <input type="checkbox"/> Provide Power of Attorney (POA) or letter of authority if appointing an agent to deliver POV on your behalf. (Agent must present Photo ID and required documents) <input type="checkbox"/> Vehicle title and registration in customers and/or spouse name (spouse must be on orders) or POA or LOA is required. <input type="checkbox"/> Vehicle has no unresolved Recall Notices. Visit: vinrci.safecar.gov/vin/ <input type="checkbox"/> Vehicle must have less than a quarter tank of fuel at turn in. <input type="checkbox"/> All vehicle fluids are at proper levels. <input type="checkbox"/> Vehicle is in safe and operational condition with no mechanical issues, fluid or oil leaks, etc. POVs showing any type of fluid or oil leaks are not accepted. <input type="checkbox"/> A fresh battery installed. If current battery older than 2 yrs. <input type="checkbox"/> Exterior, interior, and undercarriage of vehicle is clean and free of trash, food, pet hair, dirt, mud, etc. <input type="checkbox"/> All personal items removed from vehicle except items listed in the "Shipping your POV pamphlet." <input type="checkbox"/> Empty glove compartment (except POV manuals). <input type="checkbox"/> Ignition interlock device(s) disengaged. (POV will not be accepted if the device is engaged.) <input type="checkbox"/> Turn off or otherwise disconnect installed auto alarm or anti-theft device prior to turn-in. <input type="checkbox"/> For the most up to date requirements and/or information please visit Vehicle Processing Center (VPC) website www.pcsmygov.com <input type="checkbox"/> Customer understands that POV must be picked up at destination within 45 days, and make contact with destination VPC; if later		
CUSTOMER'S RESPONSIBILITIES: (POV-Turn in at CONUS/OCONUS (Origin)) <input type="checkbox"/> Have a complete set of orders/amendments. <input type="checkbox"/> Conduct joint inspection and sign DD Form 788. Customer will be provided with copies of all forms as a receipt for the POV. These copies will be required to pick up the vehicle, and it will be required by the Military Claims Office (MCO) should a claim be filed for loss or damage to the POV. Only the person turning in the POV will be allowed in the inspection area. Have in your possession pre-shipment instruction form, storage acknowledgement form, vehicle recall printout from vinrci.safecar.gov/vin/ , a valid Government or State issued identification, proof of ownership (title and registration), any required documentation applicable to your situation as listed above under Customers Responsibilities to be completed before turn in. <input type="checkbox"/> Must provide "Lien Holder Authorization" to ship a POV out of state of Hawaii, as stipulated by law: a. Hawaii to CONUS: Only exempt (NOT Required), if the lien holder financial institution/bank is "Other Than" a local (Hawaii) bank. b. To OCONUS: Required for "ALL" International shipments. <input type="checkbox"/> Must provide a "Customs Clearance Letter", which is required to ship a POV for ALL International shipments, to include Guam, American Samoa, and other U.S. Territories in overseas areas (Alaska is not included).		
NOTE: For import into the United States, the vehicle must have a Department of Transportation (DOT) sticker and the Environmental (EPA) sticker attached in the original position. For POVs that do not have the required DOT/EPA identifications, refer to Paragraph K, Non-Conforming POV, of DTR Part IV, Attachment K3 "Shipping your POV."		
Date (DD MM/YY YYYY):	Customer's Signature:	
		

Figure 402-13, DD Form 3163, Privately Owned Vehicle (POV) Shipping Counseling

PRIVATELY OWNED VEHICLE (POV) STORAGE COUNSELING FORM		
PRIVACY ACT STATEMENT		
AUTHORITY: 37 USC 406 and 5 USC 5726. PURPOSE: Inform the customer of their responsibilities and requirements of what must be done before putting their POV in storage. ROUTINE USE(S): May be provided to POV Contractor and/or their designated shipping agents. DISCLOSURE: Voluntary; however, failure to provide the requested information may delay storage of your POV and/or impede storage arrangements at the Vehicle Processing Center (VPC) with contractor.		
Customer/Agent Name:	DOD ID:	Order No.:
Primary Phone Number:	Primary Email Address:	
Secondary Phone Number:	Secondary Email Address:	
New Duty Location:	In-transit/Emergency Contact Information:	
Authorized Origin VPC:	Authorized Destination VPC:	
NEED TO KNOW: • Storage of more than one POV is NOT authorized. • Storage in Lieu of authorized transportation is NOT authorized • Customers who use their POV shipping authorization in conjunction with Early Return of Dependents (ERD) orders do not have an entitlement to ship a second POV upon their departure from the OCONUS location! • In lieu of shipment entitlement, PPCIG country restrictions may allow for POV storage.		
CUSTOMER'S RESPONSIBILITIES: (Check/ist to be completed before POV Turn-In) <input type="checkbox"/> Obtain a letter of authorization to store leased POV from the leasing company (Company letterhead and POV information on the letter is required. (if applicable)) <input type="checkbox"/> Provide Power of Attorney (POA) or letter of authority if appointing an agent to deliver POV on your behalf. (Agent must present Photo ID and required documents) <input type="checkbox"/> Vehicle title and registration in customers and/or spouse name (spouse must be on orders) or POA or LOA is required. <input type="checkbox"/> Vehicle has no unresolved Recall Notices. Visit: vinrl.safecar.gov/vin/ <input type="checkbox"/> Vehicle must have less than a quarter tank of fuel at turn in. <input type="checkbox"/> All vehicle fluids are at proper levels. <input type="checkbox"/> Vehicle is in safe and operational condition with no mechanical issues, fluid or oil leaks, etc. POVs showing any type of fluid or oil leaks are not accepted. <input type="checkbox"/> Recommend a fresh battery installed, especially if battery older than 2 yrs. Battery replacement could be at your expense. <input type="checkbox"/> Exterior, interior, and undercarriage of vehicle is clean and free of trash, food, pet hair, dirt, mud, etc. <input type="checkbox"/> All personal items removed from vehicle except items listed in the "Storing your POV pamphlet." <input type="checkbox"/> Empty glove compartment (except POV manuals). <input type="checkbox"/> Ignition interlock device(s) disengaged. POV will not be accepted if the device is engaged. <input type="checkbox"/> Turn off or otherwise disconnect installed auto alarm or anti-theft device prior to turn-in. <input type="checkbox"/> For the most up to date requirements and/or information please visit Vehicle Processing Center (VPC) website www.pcsmpov.com		
CUSTOMER'S RESPONSIBILITIES: (POV-Turn in at CONUS/OCONUS (Origin)) <input type="checkbox"/> Have a complete set of orders/amendments and a letter of authorization signed by the TO authorizing POV storage. Conduct joint inspection and sign DD Form 788. Customer will be provided with copies of all forms as a receipt for the POV. These copies will be required to pick up the vehicle, and it will be required by the Military Claims Office (MCO) should a claim be filed for loss or damage to the POV. Only the person turning in the POV will be allowed in the inspection area. <input type="checkbox"/> Have in your possession pre-storage instruction form, storage acknowledgement form, vehicle recall printout from vinrl.safecar.gov/vin/ , a valid Government or State issued identification, proof of ownership (title and registration), any required documentation applicable to your situation as listed above under Customers Responsibilities to be completed before turn in.		
Date (DD/MM/YYYY):	Customer's Signature:	
		

Figure 402-14, DD Form 3164, Privately Owned Vehicle (POV) Storage Counseling

PRIVATELY OWNED VEHICLE (POV) STORAGE AUTHORIZATION LETTER		
PRIVACY ACT STATEMENT		
AUTHORITY: 37 USC 406 and 5 USC 5726. PURPOSE: Informs the counseling office the customer is authorized to store their POV and the type of storage (i.e., government or commercial). ROUTINE USE(S): May be provided to POV Contractor and/or their designated shipping agents. DISCLOSURE: Voluntary; however, failure to provide the requested information may delay storage of your POV and/or impede storage arrangements at the Vehicle Processing Center (VPC) with contractor.		
Customer's Rank, Last Name, First Name, Middle Initial:		DOD ID:
Branch:	Order Number:	Order Date (DD MMM YYYY):
New Duty Station:		
Current Duty Station Address		
Authorized Vehicle Processing Center (VPC):		
Select type of storage below: <input type="checkbox"/> Government procured storage. You must provide this document to the VPC. <input type="checkbox"/> Commercial Storage Facility. FY <input style="width: 50px;" type="text"/> Monthly Rate \$ <input style="width: 50px;" type="text"/> Note: Rate changes every fiscal year.		
Confirm the following: <input type="checkbox"/> POV storage entitlement is confirmed IAW the JTR, FTR, and the PPCIG. <input type="checkbox"/> PPCIG indicates shipment restrictions. <input type="checkbox"/> Customer has received a copy of Attachment K4 Storing Your POV.		
POV storage eligibility and allowances are covered under Joint Travel Regulations (JTR) 0532 for Service Members. Civilian Employees eligibility is covered in JTR 032905 and JTR 060405 only. Coast Guard Civilian Employees eligibility is covered in the Federal Transportation Regulation.		
Date (DD MMM YYYY)	Counselor Print Name	 Counselor Signature

Figure 402-15, DD Form 3165, Privately Owned Vehicle (POV) Storage Authorization Letter

PERSONALLY - PROCURED MOVE (PPM) CHECKLIST AND EXPENSE CERTIFICATION																																		
PRIVACY ACT STATEMENT																																		
AUTHORITY: 5 U.S.C. 5701-5742, 37 U.S.C. 451-495, and E.O. 9297. ROUTINE USES: To substantiate incentive payment claims for movement of household goods. DISCLOSURE: Voluntary; failure to furnish data may result in partial or total denial of claim and/or improper tax application.																																		
NOTE: Expenses verified on this statement reduce taxable income reported on form W-2 and may not be claimed again as moving expenses. Federal tax withholding will be deducted from the profit (entitlement less eligible operating expenses).																																		
All documents submitted MUST be LEGIBLE and COMPLETE. Illegible or incomplete submissions will be returned for corrective action.																																		
CUSTOMER'S NAME:	DOD ID:																																	
A COMPLETE PPM CLAIM PACKAGE WILL INCLUDE THE FOLLOWING DOCUMENTS (if Applicable):																																		
<input type="checkbox"/> This "PPM Checklist and Expense Certification" - completed, signed and dated. <input type="checkbox"/> DD Form 1351-2, properly completed and signed. <input type="checkbox"/> Advice of Payment (AOP) for PPM advance operating allowance requested AND received (available at https://myPay.dfas.mil). <input type="checkbox"/> Completed DD Form 2278 - to include: <input type="checkbox"/> blocks 9a/b customer signed/dated, <input type="checkbox"/> blocks 9c/d counselor signed/dated. <input type="checkbox"/> Official Travel Orders - include all amendments/endorsements issued (USN Requires Enlistment Contract or Officer Home of Record report). <input type="checkbox"/> Power of Attorney (POA) or informal letter of authorization signed by the member/employee. <input type="checkbox"/> Full/Empty weight tickets (**See Below) must be certified, legible and unaltered. <input type="checkbox"/> Described weighed items (i.e. FULL WEIGHT 2008 Dodge Ram Pickup with privately owned 5X8 enclosed, single axle trailer). <input type="checkbox"/> Include customer identification; Last Name, EDIPI (EMPLID for USCG), License Plate Number. <input type="checkbox"/> EACH conveyance (trip/vehicle) used to haul property must be supported by <input type="checkbox"/> FULL and <input type="checkbox"/> EMPTY weight ticket. <input type="checkbox"/> TDY PPM requires a new full and empty weight ticket for each leg. * See Service Specific Regulations/Handouts for empty weight ticket requirements. <input type="checkbox"/> PBP&E (Pro Gear) weight - completed weight estimator and approved by the Origin counseling office. <input type="checkbox"/> USN requires NPPSC 7000/1 (02_2017) for direct deposit. <input type="checkbox"/> Copy of Contract(s) - identifies: <input type="checkbox"/> Customer/Family Member, <input type="checkbox"/> Detailed equipment description; <input type="checkbox"/> Payment in full <input type="checkbox"/> Copy of paid receipts for expense claimed below (** SEE BELOW)- receipts must reflect customers last name, EDIPI (EMPLID for USCG), item description, unit price, quantity, date, name and address of store, etc. ** See Service Specific Regulations/Handouts for requirements to submit receipts associated with expenses. <input type="checkbox"/> Copy of privately-owned vehicle (POV) or trailer (POT), Boat, or Motorcycle registration(s) used for hauling personal property; borrowed POV or POT additionally requires a signed, dated statement by registered owner authorizing use of POV/POT for your HHG movement.																																		
ENSURE ALL OPERATING EXPENSES LISTED BELOW ARE SUPPORTED BY PAID RECEIPTS AND/OR CONTRACTS (In accordance with the IRS, you can claim any expense reasonably associated with moving HHG)																																		
Statement of Expenses																																		
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;">Expense Type</th> <th style="width: 20%;">Amount</th> <th colspan="2" style="width: 30%;">GTCC Used (Government Travel Charge Card) *** DoD Only ***</th> </tr> </thead> <tbody> <tr> <td>Contracted Expenses (rental truck, trailer, moving services, etc.)</td> <td></td> <td><input type="checkbox"/> Yes</td> <td><input type="checkbox"/> No</td> </tr> <tr> <td>Rental Equipment/material (furniture dollies, furniture pads, etc.)</td> <td></td> <td><input type="checkbox"/> Yes</td> <td><input type="checkbox"/> No</td> </tr> <tr> <td>Packing material (boxes, wrapping, tape, etc.)</td> <td></td> <td><input type="checkbox"/> Yes</td> <td><input type="checkbox"/> No</td> </tr> <tr> <td>Weighing fees</td> <td></td> <td><input type="checkbox"/> Yes</td> <td><input type="checkbox"/> No</td> </tr> <tr> <td>Gas/Tolls</td> <td></td> <td><input type="checkbox"/> Yes</td> <td><input type="checkbox"/> No</td> </tr> <tr> <td>Other</td> <td></td> <td><input type="checkbox"/> Yes</td> <td><input type="checkbox"/> No</td> </tr> <tr> <td>Total</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Expense Type	Amount	GTCC Used (Government Travel Charge Card) *** DoD Only ***		Contracted Expenses (rental truck, trailer, moving services, etc.)		<input type="checkbox"/> Yes	<input type="checkbox"/> No	Rental Equipment/material (furniture dollies, furniture pads, etc.)		<input type="checkbox"/> Yes	<input type="checkbox"/> No	Packing material (boxes, wrapping, tape, etc.)		<input type="checkbox"/> Yes	<input type="checkbox"/> No	Weighing fees		<input type="checkbox"/> Yes	<input type="checkbox"/> No	Gas/Tolls		<input type="checkbox"/> Yes	<input type="checkbox"/> No	Other		<input type="checkbox"/> Yes	<input type="checkbox"/> No	Total				<input type="checkbox"/> Yes <input type="checkbox"/> No	
Expense Type	Amount	GTCC Used (Government Travel Charge Card) *** DoD Only ***																																
Contracted Expenses (rental truck, trailer, moving services, etc.)		<input type="checkbox"/> Yes	<input type="checkbox"/> No																															
Rental Equipment/material (furniture dollies, furniture pads, etc.)		<input type="checkbox"/> Yes	<input type="checkbox"/> No																															
Packing material (boxes, wrapping, tape, etc.)		<input type="checkbox"/> Yes	<input type="checkbox"/> No																															
Weighing fees		<input type="checkbox"/> Yes	<input type="checkbox"/> No																															
Gas/Tolls		<input type="checkbox"/> Yes	<input type="checkbox"/> No																															
Other		<input type="checkbox"/> Yes	<input type="checkbox"/> No																															
Total																																		
I CERTIFY THE ABOVE EXPENSES WERE LEGITIMATELY INCURRED DURING MY PERSONALLY PROCURED MOVE AS IDENTIFIED BELOW:																																		
Move Date (DD MMM YYYY):	From:	To:																																
I UNDERSTAND THE PENALTY FOR WILLFULLY MAKING A FALSE STATEMENT OF CLAIM IS A MAXIMUM FINE OF \$10,000, MAXIMUM IMPRISONMENT OF FIVE YEARS, OR BOTH (U.S.C., TITLE 18, SECTION 287).	Date (DD MMM YYYY):	Signature: 																																

Figure 402-16, DD Form 3166, Personally Procured Move (PPM) Checklist and Expense Certification

RELEASING AGENT AUTHORIZATION STATEMENT	
PRIVACY ACT STATEMENT	
AUTHORITY: 37 U.S.C. 476 PURPOSE: To authorize an agent to complete shipping documents. ROUTINE USE: To complete required documents to ship or store personal property. MANDATORY: Inability to effect shipment(s) without required information.	
KNOW ALL PERSONS BY THIS STATEMENT OF AUTHORIZATION THAT I, [Redacted] (Rank) [Redacted] (Name) [Redacted] (DOD ID) .	
CONSTITUTE AND APPOINT [Redacted] (Agent's Name) TO ACT WITH	
FULL AUTHORITY IN MY BEHALF AS NECESSARY AUTHORIZING SHIPMENT OF MY HOUSEHOLD GOODS/ UNACCOMPANIED BAGGAGE OR NON-TEMPORARY STORAGE FROM: [Redacted] (City & State) TO [Redacted] (City & State)	
MY AGENT/S ARE AUTHORIZED TO SIGN ALL NECESSARY FORMS, PAPERS, CERTIFICATES, AND RECEIPTS IN THIS ACTION. I AM AWARE AND ACKNOWLEDGE THAT I AM RESPONSIBLE FOR ALL ENDORSEMENTS AND INSTRUMENTS EXECUTED BY THIS APPOINTEE IN THE STATED TRANSACTION.	
[Redacted] (DD-MMM-YYYY)	[Redacted] (Customer's Signature)
<small>For Official Use Only -Privacy Sensitive: Any misuse or unauthorized disclosure may result in both civil & criminal penalties</small>	
DD FORM 3167, FEB 2023	Page 1 of 1

Figure 402-17, DD Form 3167, Releasing Agent Authorization Statement

CUSTOMER/SPOUSE PROFESSIONAL BOOKS, PAPERS, & EQUIPMENT (PBP&E) WORKSHEET			
PRIVACY ACT STATEMENT			
AUTHORITY: AUTHORITY: 37 USC 406 and 5 USC 5726. PURPOSE(S): Completed by the customer declaring PBP&E. ROUTINE USE(S): May be provided to commercial Transportation Service Providers (TSP) carriers and/or their designated shipping agents. DISCLOSURE: Voluntary; however, failure to provide the requested information may delay shipment and/or storage of your personal property and/or impede storage arrangements.			
CUSTOMER'S NAME (Last, First Middle Initial):	DOD ID:	ORDERS DATE (DD MMM YYYY):	
YOU MUST PROVIDE THIS DOCUMENT TO YOUR COUNSELOR WHEN YOU SUBMIT YOUR SHIPMENT PAPERWORK (ORDERS, ETC.) OR YOUR REQUEST WILL NOT BE FORWARDED TO THE APPROVING AUTHORITY FOR CONSIDERATION. SPOUSE PBP&E WILL NOT BE CONSIDERED AFTER THE MOVE HAS BEEN COMPLETED.			
1. General a. PBP&E are also known as professional ("pro") gear. A Service member's or civilian employee's PBP&E are items needed for the performance of official duties at the next or a later PDS. b. PBP&E includes HHG in a spouse's possession <u>needed for the spouse's employment or community support activities</u> at the next or a later destination. c. A civilian employee's dependent spouse does not receive PBP&E.			
2. PBP&E includes the following items: a. Reference material not ordinarily available at the next Permanent Duty Station (PDS). c. Specialized clothing such as diving suits, flying suits, helmets, band uniforms, chaplains' vestments, and other specialized apparel; individually owned or specially issued field clothing and equipment. d. Government or uniformed service owned accountable organizational clothing and individual equipment issued to the Service member or civilian employee; e. Communication equipment used by a Service member or civilian employee in association with the Military Auxiliary Radio System.			
3. PBP&E does NOT include the following items: a. Commercial products for sale/retail. b. Sports equipment, (i.e. weights, kettle bells, snorkel equipment, yoga mats, etc.). c. Office furniture. d. Household furniture. e. Shop fixtures. f. Furniture of any kind even though used ICW the PBP&E (e.g. bookcases, study/computer desks, file cabinets and racks). g. Personal computer equipment and peripheral devices. h. Memorabilia including awards, plaques or other objects presented for past performance. i. Table service including flatware (including serving pieces), dishes (including serving pieces, salvers and their heating units), other utensils. j. Home schooling supplies. k. Items of a professional nature that aren't necessary at the next/ater PDS, such as text books from previous schools unrelated to future duties, or personal books. * References: JTR Appendix A, JTR par 051304			
This inventory must indicate the cubic size of each carton in order to determine the constructive weight allowed; 7 lbs. per cubic foot.			
QTY	DETAILED LIST OF CONTENTS	BOX SIZE (LxWxH)	TOTAL CUBIC FT
TOTAL CUBIC FEET			
TOTAL CONSTRUCTIVE WEIGHT			
I certify that this is a true declaration to the best of my knowledge.			DATE (DD MMM YYYY):
CUSTOMER SIGNATURE: 			DATE (DD MMM YYYY):
SPOUSE SIGNATURE (if applicable): 			
PPPO REPRESENTATIVE SIGNATURE: 			DATE (DD MMM YYYY):

Figure 402-18, DD Form 3168, Customer/Spouse Professional Books, Papers, & Equipment (PBP&E) Worksheet

SHIPPING ALCOHOLIC BEVERAGES								
PRIVACY ACT STATEMENT								
AUTHORITY: 37 USC 406 and 5 USC 5726. PURPOSE: Completed by the customer if they are shipping alcohol in their personal property shipment and informs them of the requirements for importing alcohol. ROUTINE USE(S): May be provided to commercial Transportation Service Providers (TSP) carriers and/or their designated shipping agents. DISCLOSURE: Voluntary; however, failure to provide the requested information may delay shipment and/or storage of your personal property and/or impede storage arrangements.								
CUSTOMER'S NAME (Last, First Middle Initial):			DOD ID:			ORDER NO.:		
NEED TO KNOW:								
1. Transportation Service Providers (TSP) are not obligated to include alcoholic beverages in your HHG shipment. 2. The TSP has the right to refuse to pack alcohol if they determine there is a risk for damages/loss to shipment. 3. Customer is responsible for researching and complying with all alcohol rules, regulations, laws and payment of taxes, if required. 4. There is no climate controlled environment during transit or storage and shipments are often exposed to extreme temperatures, which can cause alcohol to freeze, explode or spoil. 5. I understand that carbonated alcoholic beverages cannot be shipped (i.e. no champagne, prosecco, spumante, frizzante, beer, and no open alcohol can be shipped, etc.). 6. Alcoholic beverages containing (i.e. fruit, vegetation, plants, snakes, insects, etc.) will "NOT" be shipped. NOTE: If TSP requires a Broker, the cost is included as part of the shipment service. 7. I understand that due to alcohol shipping restrictions, I may not be able to ship alcohol on future PCS moves; check PPCIG for restrictions.								
RESPONSIBILITIES:								
<input type="checkbox"/> Inform Agent during Pre-Move survey of your intentions to ship alcohol, failure to inform TSP could result in shipment delays. <input type="checkbox"/> Contact Homeland Security/U.S. Customs customer service for any duty/tax/permit requirements. <input type="checkbox"/> Research all requirements to ship alcohol To/From/Within the United States. <input type="checkbox"/> Contact State Alcohol Beverage Control Board (ABC) for shipment destination and obtain state's permits/exemptions (in writing) or pay any required state taxes for shipment. <input type="checkbox"/> Provide signed Power-of-Attorney giving TSP authority to act as clearance agent with U.S. Customs at Port of Entry. <input type="checkbox"/> Complete typed detailed Alcohol Inventory and provide to TSP no later than first day of packing. <input type="checkbox"/> Written permission from the applicable State authorizing importation of alcohol in household goods. <input type="checkbox"/> Signed DD Form 1252, Customs and Border Protection Declaration for Personal Property Shipments that clearly states within the remarks block, "This Shipment Contains Alcohol", with the total amount of liters annotated in B.								
VISIT THE FOLLOWING WEBSITES FOR ADDITIONAL INFORMATION ON IMPORTATION OF ALCOHOLIC BEVERAGES								
a. State Wine Laws: http://www.wineinstitute.org b. Personal Importation of Alcoholic Beverages: http://www.tb.gov/importers/personal_importation.shtml c. Alcohol Beverage Control Boards for the United States: https://www.tb.gov/wine/alcohol-beverage-control-boards								
INVENTORY REQUIREMENTS:								
# of BOTTLES	DESCRIPTION (Producer/Vineyard)	TYPE (Red/White/Beer)	BOTTLE SIZE	YEAR	DOLLAR VALUE (Per Bottle)	DOLLAR VALUE (Total)	ALCOHOL CONTENT (%)	ORIGIN COUNTRY
CUSTOMER'S SIGNATURE:							DATE (DD MMM YYYY):	
ADD CONTINUATION SHEET			REMOVE CONTINUATION SHEET					

DD FORM 3169, FEB 2023

Figure 402-19, DD Form 3169, Shipping Alcoholic Beverages

SHIPPER'S CERTIFICATION FOR SHIPMENT TO: <div style="background-color: #ccccff; padding: 2px;">(Name of Overseas Country)</div>	
PRIVACY ACT STATEMENT	
<p>AUTHORITY: 37 USC 406 and 5 USC 5726. PURPOSE: A form signed by the customer (retiree or separatee) electing HOR or HOS overseas and acknowledging their responsibility for all customs duties, taxes, etc. associated with their personal property shipment moving overseas. ROUTINE USE(S): May be provided to commercial Transportation Service Providers (TSP) carriers and/or their designated shipping agents. DISCLOSURE: Voluntary; however, failure to provide the requested information may delay shipment and/or storage of your personal property and/or impede storage arrangements.</p>	
<p>I, <div style="background-color: #ccccff; padding: 2px;">(Name, DOD ID)</div>, certify I am aware that all customs entry requirements remain a personal matter between me and the <div style="background-color: #ccccff; padding: 2px;">(Name of Host Government)</div> Government. I am further aware that my shipment is subject to a thorough inspection. I MUST pay ANY/ALL corresponding duties, taxes and storage charges my shipment will incur as determined by the Bureau of Customs. I further understand the US Government WILL NOT pay any custom duties, taxes, or port storage charges on my behalf.</p> <p>I am aware I am entitled to 90 days of Storage-In-Transit for Household Goods and Unaccompanied Baggage shipments, at the Transportation Service Provider's agent's (TSP) warehouse upon release of my shipment from Customs. The TSP's agent may assist with Customs formalities. TSP's agent is required to arrange for delivery, perform unpacking, and upon my request, complete a one-time placement of furniture in my residence, at no cost to me.</p> <p>This Certification extends and applies to, and also covers and includes, all unknown, unforeseen, unanticipated and unsuspected Customs Duties, Taxes, Port Storage and Demurrage charges. I certify that I have been provided a copy of the Country General Instructions, by my Origin Transportation Office Counselor. <div style="background-color: #ccccff; padding: 2px;">(Customer Initials)</div></p> <p>This is to certify that I am the consignor/sender of these items, which is a true and correct description of the goods contained in this shipment being sent to: <div style="background-color: #ccccff; padding: 2px;">(Country)</div></p> <p>I also certify that there are no undeclared restricted, illegal, or banned items to include but not limited to firearms, ammunition, illegal drugs, and combustible goods included in this shipment.</p> <div style="text-align: right; margin-top: 20px;"><div style="background-color: #ccccff; padding: 2px; width: 150px; margin-bottom: 5px;">(Printed Name of Customer Responsible)</div><div style="background-color: #ccccff; padding: 2px; width: 150px; margin-bottom: 5px;">(Signature of Customer Responsible)</div><div style="background-color: #ccccff; padding: 2px; width: 150px;">(Date - DD MMM YYYY)</div></div>	
<p>All Customers electing to ship Household Goods / Personal Property to "Non-Embassy" / OTO (One Time Only) Locations, must complete this 'Shipper's Certification for Shipment' as Directed by USTRANSCOM, and as stated in the PPCIG (Personal Property Consignment Instruction Guide)</p>	

Figure 402-20, DD Form 3170, Shipper's Certification for Shipment

BOAT/PERSONAL WATERCRAFT COUNSELING & INFORMATION SHEET			
PRIVACY ACT STATEMENT			
AUTHORITY: 37 USC 406 and 5 USC 5726. PURPOSE: Used by the counseling office to collect shipping information and to collect dimension of the boat and personal watercraft. ROUTINE USE(S): May be provided to commercial Transportation Service Providers (TSP) carriers and/or their designated shipping agents. DISCLOSURE: Voluntary; however, failure to provide the requested information may delay shipment and/or storage of your personal property and/or impede storage arrangements.			
SHIPMENT INFORMATION:			
Customer's Name (Last Name, First, Middle Initial):		DOD ID:	Orders No:
BOAT INFORMATION		TRAILER INFORMATION	
Make:		Make:	
Model:		Model:	
Year:		Weight:	
Type:		Length:	FT IN
Length:	FT IN	Width:	FT IN
Width:	FT IN	Height:	FT IN
Height:	FT IN	State Reg/Licensed:	
Registration No:		License Plate No:	
Engine Type:		Expiration Date (DD MMM YYYY):	
Weight:		Is Trailer Roadworthy:	YES NO
Trailer Included in Shipment:	YES NO	Shipment Method:	TOW AWAY NO
Total Length of Boat on Trailer (Towing Hitch to end of Boat):	FT IN		
SAILBOAT			
CRADLE:		LIFT-OFF AT DESTINATION:	
<input type="checkbox"/> Request Contractors Service <input type="checkbox"/> To be Provided by Member		<input type="checkbox"/> Request Contractors Service <input type="checkbox"/> To be Provided by Member	
LIFT-OFF AT ORIGIN:		FOR SAILBOAT WITH FIXED KEEL:	
<input type="checkbox"/> Request Contractors Service <input type="checkbox"/> To be Provided by Member		Length of Keel:	
		FT IN	
NEED TO KNOW (Enter initials):			
MEMBER	Boat shipment and storage expenses are only partially reimbursed by the Government; I understand that I bear financial responsibility for any out-of-pocket expenses not paid by the Government. (Shared Cost).		
MEMBER	Although the Joint Travel Regulations (JTR) authorizes shipment of a boat, the cost cannot exceed the amount to move my maximum authorized weight allowance.		
MEMBER	DOMESTIC- All boats or personal watercraft (including but not limited to canoes, kayaks, dinghies, rowboats, jet skis, skiffs, and sculls) with or without an associated trailer equal to or less than the following dimensions will be shipped with Household Goods (HHG) or personally procured transportation: Length = 14 feet (168 inches) Width = 6 feet 10 inches (82 inches) Height = 6 feet 5 inches (77 inches).		
MEMBER	Boats 14 feet or longer or less than 14 feet with trailer may be moved as a separate HHG shipment.		
MEMBER	INTERNATIONAL- There is no size limitations to boats or personal watercraft for members. When HHG movement is to, from, or between "Outside the Continental United States (OCOUS) locations (including Alaska and Intra-Alaska) and the combined boat/trailer exceeds the above dimensions, the boat/trailer combination will be shipped with the HHG using the One-Time-Only (OTO) program or by personally procured transportation.		
MEMBER	Boats that do not fit may be moved with HHG but require separate rates to be solicited under the Boat One-Time-Only (BOTO) program includes, but not limited to, canoes, skiffs, sailboats, light rowboats, kayaks, and dinghies, or sculls. Note: Boats or personal watercraft which exceed 14 feet in length, but 18 feet or less will be shipped using the BOTO program or via personally procured transportation. Boats or personal watercraft and their associated trailers belonging to civilian employees which exceed 18 feet in length do not meet the definition of HHG and, therefore, are not authorized for movement at Government Expense, unless the boat is used as a primary residence. Boats which are used as a primary residence may be shipped as a mobile home in accordance with (IAW) DTR 4500.5R, Part IV, Chapter 407.		
MEMBER	Personal Property Shipping Office (PPSO)/Personal Property Processing Office (PPPO) must consult the Personal Property Consignment Instruction Guide (PPCIG) to ensure all boat and/or trailer shipments comply with origin/destination customs, laws, and specific country restrictions prior to transportation.		
MEMBER	Personally Procured Move (PPM)/Personally Procured Transportation. Unless prohibited by Service regulations, members may elect to move boats or personal watercraft that are HHG via PPM. Reimbursement is not authorized for the movement of any items which do not meet the JTR definition of HHG. The PPSO/PPPO must counsel the member on their PPM responsibilities, to include any restrictions/limitations IAW PPCIG instructions. Civilian Employees are required to obtain approval to arrange personally procured transportation from their order issuing authority prior to moving the boat and/or trailer.		
MEMBER	Actual cost to move my boat cannot exceed the Government Constructed Cost (GCC) to transport my PCS authorized weight allowance between the old/new Permanent Duty Station. These are subject to final audit by the adjudicating Service Finance office.		
MEMBER	BOTO rates will be obtained through a competitive bidding process via Defense Personal Property System for the movement of privately owned boats or personal watercraft with or without an associated trailer over 14 feet in length or over 6 feet 10 inches in width or over 6 feet 5 inches in height.		
MEMBER	If, I am requesting servicing contractor to provide CRADLE and LIFT-OFF SERVICE, I am responsible for these Accessorial Services. Note: The costs for arrangements for the required equipment applies at origin and destination and member is responsible for those services.		
MEMBER	I am aware of possible excess cost due to multiple shipments.		
MEMBER	I understand there will be excess cost due to shipping and storing a Boat. Note: Excess cost will be computed using the "Best Value" methodology in connection with transportation of a boat and/or personal watercraft exceeding 14 feet (including the trailer) as HHG.		
Date (DD MMM YYYY):	Signature:		
	MEMBER		

Figure 402-21, DD Form 3178, Boat/Personal Watercraft Counseling and Information Sheet

CUI (when filled in)

APPLICATION FOR SHIPMENT AND/OR STORAGE OF PERSONAL PROPERTY <small>(Read Privacy Act Statement on back before completing form.)</small>		1. DATE PREPARED (DDMM/YYYY)	2. SHIPMENT NUMBER
3. NAME OF PREPARING OFFICE		4. TO (Responsible Origin Personal Property Shipping Office)	
		a. NAME	
5. DESTINATION PERSONAL PROPERTY SHIPPING OFFICE		b. ADDRESS (Street, Suite Number, City, State, ZIP Code)	
a. NAME			
b. TELEPHONE NUMBERS (Include Area Code)		c. TELEPHONE NUMBERS (Include Area Code)	
6. CUSTOMER INFORMATION			
a. NAME (Last, First, Middle Initial)		b. DOD ID	c. RANK/GRADE
d. AGENCY	e. EMAIL ADDRESS PRIMARY (Work)	f. EMAIL ADDRESS ALTERNATE (Personal)	
7. REQUEST ACTION BE TAKEN TO TRANSPORT OR STORE THE FOLLOWING HOUSEHOLD GOODS/UNACCOMPANIED BAGGAGE/ ITEMS AND/OR POUNDS OF PROFESSIONAL BOOKS, PAPERS AND EQUIPMENT (PBP&E) <small>(Enter quantity estimate)</small>			
a. AUTHORIZED WEIGHT	b. ESTIMATED WEIGHT	c. ESTIMATED MEMBER PBP&E	d. ESTIMATED MIL SPOUSE PBP&E
8. THIS SHIPMENT/STORAGE IS REQUIRED INCIDENT TO THE FOLLOWING ORDERS:			
a. TYPE ORDERS (X one) <input type="checkbox"/> PERMANENT <input type="checkbox"/> TEMPORARY		b. ISSUED BY	c. NEW DUTY ASSIGNMENT
d. DATE OF ORDERS (DDMM/YYYY)		e. ORDERS NUMBER	
9. PICKUP (ORIGIN) INFORMATION		10. DESTINATION INFORMATION	
a. ADDRESS (Street, Apartment Number, City, County, State, ZIP Code)		a. ADDRESS (Street, Apartment Number, City, County, State, ZIP Code)	
b. TELEPHONE NUMBERS (Duty/Home/Cel) (Include Area Code)		b. TELEPHONE NUMBERS (Duty/Home/Cel) (Include Area Code)	
c. AGENT DESIGNATED TO RELEASE PROPERTY/TELEPHONE NUMBER		c. AGENT DESIGNATED TO RECEIVE PROPERTY/TELEPHONE NUMBER	
11. EXTRA PICKUP INFORMATION (if applicable)		12. EXTRA DELIVERY INFORMATION (if applicable)	
a. ADDRESS (Street, Apartment Number, City, County, State, ZIP Code)		a. ADDRESS (Street, Apartment Number, City, County, State, ZIP Code)	
b. TELEPHONE NUMBERS (Duty/Home/Cel) (Include Area Code)		b. TELEPHONE NUMBERS (Duty/Home/Cel) (Include Area Code)	
c. AGENT DESIGNATED TO RELEASE PROPERTY/TELEPHONE NUMBER		c. AGENT DESIGNATED TO RECEIVE PROPERTY/TELEPHONE NUMBER	
13. INTRANSIT INFORMATION/PERMANENT MAILING ADDRESS		b. TELEPHONE NUMBERS (Duty/Home/Cel) (Include Area Code)	
a. ADDRESS (Street, Apartment Number, City, County, State, ZIP Code)		c. EMAIL ADDRESS (Other than Primary or Alternate)	
14. DESIRED DATES FOR (DDMM/YYYY)			
a. EARLIEST PICKUP	b. LATEST PICKUP	c. DESIRED PICKUP	d. EST SHPT ARRIVAL
15. DIRECT DELIVERY REQUESTED (X one) <input type="checkbox"/> YES <input type="checkbox"/> NO			
16. REMARKS			
17. CERTIFICATION OF SHIPMENT RESPONSIBILITIES/STORAGE CONDITIONS I certify that I have read and understand my shipping responsibilities and storage conditions printed on the back side of this form.			
a. SIGNATURE OF CUSTOMER		b. DATE SIGNED (DDMM/YYYY)	
18. CERTIFICATE IN LIEU OF SIGNATURE ON THIS FORM IS REQUIRED WHEN REGULATIONS SO AUTHORIZE. Personal property is baggage, household goods, and/or professional books, papers and equipment authorized to be shipped at government expense.			
a. REASON FOR NONAVAILABILITY OF SIGNATURE		b. CERTIFIED BY (Signature)	
		c. TITLE	

DD FORM 1299, MAR 2022 Page 1 of 2

CUI (when filled in)
PREVIOUS EDITION IS OBSOLETE.

Controlled by:
CUI Category: PRIVCY
LDC:
POC:

Figure 402-22, DD Form 1299, Application for Shipment and Or Storage of Personal Property

CUI (when filled in)		
PRIVACY ACT STATEMENT		
<p>AUTHORITY: 37 USC 406 and 5 USC 5726.</p> <p>PRINCIPAL PURPOSE(S): For evaluating requests submitted by Service members and eligible individuals for shipment and/or storage of personal property. Also used to prepare the Government bill of lading and other shipping documents (as applicable) to move the personal property. Used by the Finance Office for collection from the customer in case goods to be shipped exceed Government entitlement limits.</p> <p>ROUTINE USE(S): DD Form 1299 may be provided to commercial Transportation Service Providers (TSP) carriers and/or their designated shipping agents as the official shipping and storage order.</p> <p>DISCLOSURE: Voluntary; however, failure to provide the requested information may delay shipment and/or storage of your personal property and impede storage arrangements.</p>		
CERTIFICATION OF SHIPMENT RESPONSIBILITIES		
<p>In consideration of said household goods or mobile home being shipped at Government expense, I hereby agree that:</p> <ol style="list-style-type: none"> 1. This shipment/storage lot consists of my property or the property awarded to my ex-spouse incident to a divorce which was acquired by me prior to the effective date of my orders. 2. If my orders are modified or cancelled and affect this shipment, I will immediately notify the shipping office at point of origin (or port, if any) and destination. 3. I will remit the proper amount or consent to the collection from my pay as may be necessary to cover all excess costs occasioned by this shipment. 	<ol style="list-style-type: none"> 4. I agree, prior to shipment and at my expense to place my mobile home in condition to withstand transportation. 5. I understand the entitlements for transportation of my mobile home and/or shipment of household goods/unaccompanied baggage are provided for in Chapter 5 of JTR. 6. I understand the Government will not be responsible for goods remaining in storage after the expiration of the authorized period. I also understand the timeline for all my responsibilities for filing a claim on those goods begins when Government responsibility expires. 7. Professional books, papers and equipment are or were necessary in the performance of official duties Member/Spouse if applicable. 	
CONDITION FOR STORAGE		
<p>In consideration of said household goods being stored at Government expense, I hereby agree as follows:</p> <ol style="list-style-type: none"> 1. I will notify the transportation office responsible for storing my nontemporary storage account of any changes in my storage entitlement. 2. The Government is authorized to enter into any agreement and to do all acts and things which may be convenient or necessary to store the household goods. Storage of the household goods is furnished subject to such applicable laws and regulations as are now or may hereafter be in effect. 3. The Government may store the household goods in Government facilities or in commercial storage under a Government contract. 4. The Government may move or transfer by any appropriate means the household goods from their present location to Government or commercial storage facilities and from such facilities to an appropriate destination upon termination of storage. 5. When the household goods are stored in Government facilities and the authorized period for storage at Government expense expires, the Government may require me to remove the household goods from their place of storage. In the event, after 30 days notice, I fail to remove the household 	<p>goods, or if, after diligent effort, notice to me cannot be effected, the Government may proceed as follows: (a) place and store the household goods in commercial storage at my expense, or (b) if a commercial warehouse will not accept the household goods for commercial storage at my expense, the Government is hereby authorized to take whatever action in accordance with law and regulation may be deemed appropriate to effect disposition of the household goods.</p> <ol style="list-style-type: none"> 6. When the household goods are stored in commercial facilities and the authorized period of storage at Government expense expires, all storage and incidental charges accruing after the last day of the authorized period of storage shall be at my expense. 7. The Government shall not be liable for charges incident to storage or services in connection with the household goods (1) not authorized by law or regulation to be at Government expense, (2) in excess of weight limitations imposed by law or regulation, or (3) after the expiration of the period of which storage at Government expense is authorized. 8. All new Government contracts for the storage of household goods limits the liability of \$6.00 times the net weight of the lot is mandatory at each NTS Facility location. Applicants are advised to consider obtaining insurance on their household goods while such goods are in storage. 	
DD FORM 1299 (BACK), MAR 2022	CUI (when filled in)	Page 2 of 2

Figure 402-22, DD Form 1299, Application for Shipment and Or Storage of Personal Property (Cont'd)

PERSONAL PROPERTY COUNSELING CHECKLIST			
PRIVACY ACT STATEMENT			
<p>AUTHORITY: 37 U.S.C. 476, Travel and transportation allowances: dependents; baggage and household effects; 5 U.S.C. 5726, Storage expenses; household goods and personal effects.</p> <p>PRINCIPAL PURPOSE(S): To ensure the member, dependent, and government employee has been briefed properly on the movement of their personal property within the Defense Transportation System (DTS). Information collected may also be used in determining validity of claims, improper shipments and any third party responsibility.</p> <p>ROUTINE USE(S): The most applicable routine use is: To private sector commercial transportation service providers, who are under contract with the DoD for shipment/storage of personal property, to identify ownership, schedule pickup and delivery of personal property, to include privately owned vehicles, motorcycles, and house trailers/motor homes, Bill of Lading for services rendered, personal property counseling checklist. The remaining routine uses located at: http://dpcid.defense.gov/Privacy/SORN/Index/Blank/RoutineUses.aspx may also apply.</p> <p>DISCLOSURE: Voluntary; however, failure to provide the requested information may delay processing of personal property shipment and/or settlement of a claim.</p>			
1. NAME (Last, First, Middle Initial)		2. DOD ID	3. BRANCH OF SERVICE
4. GRADE/RANK/RATING		5. ORDERS ISSUING AUTHORITY	6. ORDER NUMBER
7. DATE (DDMMYY)		8. NEW PERMANENT DUTY STATION (PDS)	
<p>9. ACKNOWLEDGEMENT OF CUSTOMER SATISFACTION SURVEYS (CSS)</p> <p><input type="checkbox"/> I understand that I am required to complete the Customer Satisfaction Surveys (CSSs) throughout my moving process. Based on the performance in service satisfaction to the customer, the completion of the CSSs provides results the Government will use when awarding shipments to TSPs.</p>			
<p>10. ENTITLEMENTS UNDER THE ORDER DESCRIBED ABOVE: <input type="checkbox"/> HHG <input type="checkbox"/> UB <input type="checkbox"/> NTS <input type="checkbox"/> POV <input type="checkbox"/> BOAT <input type="checkbox"/> CLAIMS</p>			
PART I - HOUSEHOLD GOODS (HHG)		PART V - PRIVATELY OWNED VEHICLES (POV)	
1) Weight allowances: PCS: _____ TDY: _____		1) Authorizations; Restrictions; Host Government requirements.	
2) Weight restriction at new duty station, if any.		2) Applicable port of Embarkation and Debarkation; alternate if needed.	
3) Appliance Servicing. Customer to disconnect all electrical appliances.		3) Preparation of POV prior to VPC drop-off: recalls/cleaning/fuel requirement.	
4) I understand my Temporary Storage (SIT) entitlement is for _____ days. If I do not have an approved extension prior to my storage expiration date, the storage costs will become my financial responsibility.		4) DD Form 788; Private Vehicle Shipping Document for Automobile - Receipt for your POV and Joint Inspection of POV at time of delivery & pickup.	
5) Check furniture "condition codes" noted on inventory at origin by mover. Note discrepancies or disagreements in the "Remarks" section of the inventory prior to signing.		5) Excess costs, when applicable; oversize, excess distance.	
6) Check DD Form 619 at origin for accuracy of information recorded thereon.		6) Checking inventory of items left in POV; origin/destination.	
7) Customer's responsibility to annotate discrepancies, loss/damage on delivery documents (Notice of Loss and Damage AT/AFTER).		7) Secure title or lien holder's permission if required.	
8) I understand I must arrange with origin PPSO to have a partial delivery at destination. Each item requiring partial delivery will be identified as "partial out" on the inventory at the time of pack out.		8) Licensing/insurance requirements of state or country.	
9) Extra pickup or delivery of personal property, including associated charges, when applicable/authorized.		9) Foreign manufactured POVs.	
10) Customer's responsibility to ensure property is free of soil and pest infestation.		10) Delivery of POV to port by agent, Power of Attorney or letter of authorization.	
PART II - UNACCOMPANIED BAGGAGE (UB)		PART VI - BOATS	
1) UB weight allowance is included in your HHG weight allowance when an administrative/restricted weight allowance is applicable.		1) Boat as principal residence.	
2) Weight allowances:		2) Domestic: Less than 14ft; 14ft or longer; move by PPM method.	
3) What can be shipped as unaccompanied baggage.		3) International: Standard overseas container size or moved as OTO.	
4) Preparation - Copy of Orders in each container.		4) Removal of pilferable items.	
5) Items of extraordinary value. Hand carry, if possible.		5) Safety standards and transit permit, if necessary.	
PART III - NON-TEMPORARY STORAGE (NTS)		PART VII - LIABILITY, CLAIMS, PROTECTION	
1) Included as part of HHG weight allowance when stored at Gov't expense.		1) Full Replacement Value (FRV) and what it covers.	
2) Authorized storage location, length of storage/expiration date.		2) Quick Claims Settlement.	
3) NTS at Gov't expense is limited to 1 year for members with Home of Selection entitlements and 180 days for members with Home of Record/Place Entering Active Duty entitlement.		3) Providing notice of loss or damage to the TSP at delivery.	
4) Appliance servicing. Customer to disconnect all electrical appliances.		4) Providing notice of additional loss or damage to the TSP within 180 days of delivery.	
5) Check furniture "condition codes" noted on inventory at origin by mover. Note discrepancies or disagreements in the "Remarks" section of the inventory prior to signing.		5) FRV claim must be submitted directly with the TSP within 9 months of delivery.	
6) Items of extraordinary value.		6) Transferring unresolved claim to the Military Claims Office after 30 days or upon receipt of TSP final offer.	
7) I understand that once my HHG are placed in NTS, it is my responsibility to keep the PPSO that manages my shipment updated on my latest status (new PCS Orders, Separation, Retirement), and contact information.		7) Filing a claim within 2 years at depreciated value.	
8) NTS funding for civilian employees expires at the end of each fiscal year (30 September). For continued storage at government expense, employees must request their Human Resource Office provide the PPSO funding authorization immediately after 1 October or as soon as funding authority is granted.		8) Contractor and Government liability for POV - Fair market value.	
PART IV - WEAPONS		9) Inconvenience claims: Failure of a TSP to meet a RDD can cause serious inconvenience to the DoD customers and their family, and can result in the unexpected expenditure of additional funds by the customer for rental/purchase of household necessities. When necessary, customer will be advised to file an inconvenience claim directly with TSP.	
1) Limitations and restrictions of country/state to which assigned.		10) If customer has items of extraordinary value, customer should consider additional insurance at their expense.	
2) US Government requirements and restrictions applicable for import.		11) Importance of documentation - accurate inventory, exceptions noted during pickup and delivery, etc.	
3) Special forms and procedures; responsibilities of TSP, etc.		12) Customer's responsibility to acquire liability coverage for SIT/NTS converted to their expense.	
4) Shipment of ammunition at Gov't expense is PROHIBITED.			
LINKS			
<p>It's Your Move (Military): https://www.usstranscom.mil/dtr/part-iv/dtr_part_iv_app_k_1.pdf It's Your Move (Civilian): https://www.usstranscom.mil/dtr/part-iv/dtr_part_iv_app_k_2.pdf Shipping Your POV: https://www.usstranscom.mil/dtr/part-iv/dtr_part_iv_app_k_3.pdf Storing Your POV: https://www.usstranscom.mil/dtr/part-iv/dtr_part_iv_app_k_4.pdf Moving Your Mobile Home: https://www.usstranscom.mil/dtr/part-iv/dtr_part_iv_app_k_5.pdf</p>			

DD FORM 1797, MAR 2022

PREVIOUS EDITION IS OBSOLETE.

Figure 402-23, DD Form 1797, Personal Property Counseling Checklist

PART VIII - GENERAL INSTRUCTIONS		
1) Very Important Papers (Importance of documentation provided).		
2) The moving company assigned to move your shipment may contact you to discuss your Earliest, Latest, and Desired Pickup dates. The Estimated Shipment Arrival date is a projected date your shipment should arrive at the destination. Dates shown on the DD Form 1299 are initially for informational purposes.		
3) On pack/pickup date(s) you or your designated agent must be at the residence from 0800-1700; otherwise the cost of the attempted pack/pickup will be charged to you.		
4) Member provided a copy of the Host Countries Personal Property Consignment Instruction Guide (PPCIIG).		
5) Customer's responsibility to provide a POC to the TSP for disposition of property upon arrival, and update information in DFS upon arrival at destination.		
6) Customer's responsibility to contact origin/destination PPSO if there is a change in orders that could affect movement of this/these shipment(s).		
7) Customer's responsibility to provide active e-mail address and personal (cell) phone number; to include, updating immediately if/when any changes occur.		
8) Customer's responsibility to reimburse the Government for any excess costs occasioned by this/these shipment (e.g. excess weight, special services, alt location).		
9) Unauthorized items and disposal of useless items; (e.g., building materials, live ammunition, flammable and corrosive materials, propane tanks).		
10) Professional books, papers, and equipment (PBP&E) for (M)member and (S)spouse. Must be identified as (M) or (S) on inventory. If identified as Spouse pro-gear, I must provide the PPSO a list, certified by me, of the PBP&E along with a description of the profession or community service of my spouse before it can be included in the shipment. Packed separately from other property. Allowances: (M) NTE 2,000 pounds; (S) NTE 500 pounds.		
11) Procedure to designate agent to release property or accept property in absence of customer (Power of Attorney or Informal letter of authorization).		
12) Shipment of Alcoholic Beverages: All Federal and State taxes, permits and Customs duty fees are members responsibility and not reimbursable.		
13) Retiree & Separatee with Home of Selection entitlement: I understand my entitlement to ship HHG at Government expense will terminate unless my HHG are turned over to a PPSO or a TSP for shipment within three (3) years of the effective date of my retirement, placement on TDRL, or discharge with HOG entitlement. Note: Valid for retirement/ Separation dates on or after 24 Jun 2022, dates prior to 24 Jun 2022, the member has one (1) year to turn over HHG for movement.		
14) Separatee with Home of Record/Place of enlistment entitlement: I understand my entitlement to ship HHG at Government expense will terminate unless my HHG are turned over to a PPSO or a TSP for shipment within 180 days of the effective date of my separation.		
15) Mobile Home: Service authorized at Government expense and those billed to the customer.		
16) Mobile Home: Responsibility of the customer to get their mobile home ready for transportation.		
17) Mobile Home: Inventory the contents of the mobile home and identify items that cannot remain in the mobile home to ensure safe transport.		
18) Mobile Home: In transit storage and possible excess cost.		
19) Mobile Home: Separate shipment of household goods is not authorized except for safety reasons and/or PCS outside the CONUS.		
11. SPECIAL INSTRUCTIONS:		
12. CONFIRMATION OF COUNSELING		
I certify that I have been briefed and understand the personal property entitlements as identified above. I understand the financial responsibility for excess costs and additional expenses incurred for the requested services, that are above and beyond those authorized by the government for personal convenience/preference, are solely the responsibility of the member/customer.		
a. SIGNATURE OF COUNSELOR	b. SIGNATURE OF CUSTOMER/DEPENDENT/AGENT	c. DATE (DD/MM/YYYY)
SIGNATURE	SIGNATURE	

DD FORM 1797 (BACK), MAR 2022

Figure 402-23, DD Form 1797, Personal Property Counseling Checklist (Cont'd)

THIS PAGE INTENTIONALLY LEFT BLANK