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A. WHO IS THIS ATTACHMENT FOR?

1. This attachment was created to assist Department of Defense (DoD) Civilian Employees. It is intended to help you understand your allowances and responsibilities involving the shipment and or storage of your household goods (HHG) and/or unaccompanied baggage (UB). This attachment does not apply to United States (U.S.) Coast Guard Civilian employees as their allowances are prescribed by the Federal Travel Regulation and Homeland Security policy. This policy directive has been reviewed by the Per Diem, Travel and Transportation Allowance Committee (PDTATAC) according to DoD Directive 5154.29, DoD Pay and Allowances Policy and Procedures, as PDTATAC Case RR090701. Any conflict between this directive and the Joint Travel Regulations (JTR) is resolved based on the JTR and not this directive.
2. The contents contained in this attachment are not all inclusive of allowances. For additional information, please consult the JTR or your local Transportation Office (TO) for up-to-date information.

B. DEFENSE PERSONAL PROPERTY PROGRAM (DP3)

1. To improve your moving experience and streamline the process for those who support it, the DoD developed a program called the DP3. This program focuses on meeting the needs of Armed Forces (Army, Navy, Air Force, Marine Corps, and Coast Guard) Members, DoD Civilian Employees, and their families by promoting quality of service.
2. The backbone of the DP3 is the Defense Personal Property System (DPS), which automates and simplifies your personal property move process.

C. DEFENSE PERSONAL PROPERTY SYSTEM (DPS)

1. As a centralized, integrated system, DPS supports the DP3 as the one-stop source for managing personal property moves. The United States Transportation Command has oversight of claims and Transportation Service Provider (TSP) information in one convenient location. In addition, DPS provides 24/7 access to personal property shipment information and a conduit for a direct relationship between DoD customers and TSPs throughout the entire moving process.
2. Some highlights of DPS include the ability of DoD customers to use DPS to settle claims directly online with their TSP. Claims protection includes Full Replacement Value (FRV) of lost items and/or items damaged beyond repair, direct communications and claims settlement between the customer and the TSP. DPS becomes the focal point for all DoD Customers, TSPs, Personal Property Shipping Offices (PPSO), the Service Headquarters, TO, and others who participate in the personal property moving process.

D. ACCESSING DPS

1. First-time DPS users must obtain a DPS login Identification (ID) and password before accessing DPS.
2. To obtain a DPS login ID and password, go to <https://dps.move.mil/cust>.
3. Once you have accessed <https://dps.move.mil/cust> you may navigate to Register as a Customer, log in with Certificate, Log in with User ID or you can also click on the Forgot password.

4. The DPS Landing page will appear.
5. Complete the registration if you are attaching a certificate ensure you use attach the Authentication.
6. DPS User Registration Status will display confirming your account was created.
7. You will receive an email advising your request for access to DPS has been approved, along with instructions on how to log into DPS for the first time.

E. INTRODUCTION

1. A successful move is not a matter of chance. It is the result of planning and hard work. At the center of these efforts is you, the customer. If you expect a good move, you must play an active role.
2. This attachment has been prepared to help you understand your allowances and responsibilities concerning shipment and or storage of your HHG and/or UB. It also is intended to help you understand your allowances and responsibilities in the event you have to file a claim for loss and/or damage.
3. For additional DPS user and personal property shipping information, please visit <https://www.militaryonesource.mil/moving-housing/moving/pcs-and-military-moves/> or contact your local PPSO, TO, or Personal Property Processing Office (PPPO). Additional websites are listed at the end of [this attachment](#).
4. Your new unit may assign you a sponsor who should contact you some weeks in advance of your reporting date. A sponsor can often provide information helpful to you in arranging a smooth move. Contact your new unit if you have not heard from your sponsor within a reasonable period. It is your move. Ask questions. Read and understand what you sign. Get involved.

F. VALUABLE TIPS

1. Have expensive and valuable items (e.g., artwork, collectibles, heirlooms) appraised. The Government does not pay for the appraisals, but consider this part of your investment in the event of loss or damage. Attempt to locate original purchase receipts for your more expensive items and keep them separate from the rest of your shipment. Consider using a video camera or taking close-up pictures to record the condition of your furniture, working condition of your stereo, television, and the actual appearance of your expensive and/or valuable items prior to the HHG pack/pickup dates. This could help in the event you must file a Loss/Damage Claim.
2. Do not ship small, extremely valuable items such as stocks, bonds, jewelry, coins/coin collections, and items of great sentimental value such as photo albums. Pack them in your suitcases and hand-carry them, as well as your purchase receipts, pictures, and appraisals.
3. Protecting Your Personally Identifiable Information (PII) on International Shipments. Public Law allows for certain data elements on an ocean vessel manifest that may contain PII to be shared with parties outside the DoD. To protect your PII, visit <https://www.cbp.gov/trade/automated/electronic-vessel-manifest-confidentiality>, select “Electronic Vessel Manifest Confidentiality Online Application”. Complete and submit the form online. Approvals can take up to 90 days to process, but once approved, it is good for two (2) years.

G. WEIGHT ALLOWANCES

1. HHG:

- a. In accordance with (IAW) JTR paragraph 054304, the worldwide maximum weight of HHG that may be transported (and/or stored in connection with [ICW] transportation) is 18,000 pounds net weight for each employee.

NOTE: All travel between authorized points in the travel order should be accomplished as soon as possible. All authorized PCS allowances must be used and completed within 1 year from the effective transfer or appointment date. The civilian employee is financially responsible for PCS travel and transportation allowances beyond the initial 1 year unless an extension is authorized or approved by the DoD Component as being in the Government's interest.

2. UB:

- a. IAW JTR paragraph 054305, UB weight allowance is 350 pounds net weight for each adult and dependent age 12 or older and 175 pounds net weight for each child under age 12.

- b. UB is the part of an employee's prescribed weight allowance of HHG that:

- (1) Is not carried free on a ticket used for personal travel,
- (2) Ordinarily is transported separately from the bulk of HHG, and
- (3) Usually is transported by an expedited mode because it is needed immediately or soon after arrival at destination.

- c. UB shipped ICW permanent duty and Renewal Travel Agreement consists of:

- (1) Personal clothing and equipment.
- (2) Essential pots, pans, and light housekeeping items.
- (3) Items such as playpens, cribs, and baby carriages.

NOTE: Items such as refrigerators, washing machines, and other major appliances or furniture must not be included in UB. Further, no alcoholic beverages and/or personally owned firearms/weapons are not items needed at destination for interim housekeeping, therefore cannot be included in UB.

3. You, not your TO or your TSP, are responsible for staying within your authorized weight allowance. If the weight of items packed, shipped, or stored exceeds your weight allowance, your Service is responsible for collecting excess costs from you.
4. For this reason, estimating the weight of your HHG is very important. Estimates should start early, even before you visit your TO or before you prepare your application to ship and or store personal property in DPS. The counselor at your TO requires an estimated weight for each shipment you intend to make.
5. An easy and usually dependable method for making this estimate is to figure 1,500 pounds per room (not including storage rooms or bathrooms), then add the estimated weight of large appliances and items in the garage, storage rooms, basement. An optional method is to use the "Weight Estimator" at <https://www.ustranscom.mil/dp3/index.cfm>.
6. Weight Estimates Not Official:
 - a. Weight estimates are not official, they are planning tools only. You can never use weight estimates to refute excess weight charges.

- f. Government-or uniformed service-owned accountable Organizational Clothing and Individual Clothing property issued to the employee by the Service/DoD Component for official use.

NOTE: The following are excluded from PBP&E/PRO-Gear:

- (1) Commercial products for sale/resale used in conducting business.
- (2) Sports equipment.
- (3) Office furniture.
- (4) Household furniture.
- (5) Shop fixtures.
- (6) Furniture of any kind even though used ICW the PBP&E (e.g., bookcases, study/computer desks, file cabinets, and racks).
- (7) Personal computer equipment and peripheral devices.
- (8) Memorabilia, including awards, plaques, or other objects presented for past performance (includes any type of going away gifts, office decorations, pictures, etc.).
- (9) Table service, including flatware (including serving pieces), dishes (including serving pieces, salvers, and their heating units), other utensils, and glassware.
- (10) Other items of a professional nature that are not necessary at the next/subsequent PDS, such as textbooks from previous schools unrelated to future duties; personal books, even if used as part of a past professional reading program or course of instruction; and reference material that ordinarily would be available at the next/subsequent PDS either in hard copy or available on the Internet.

N. ALCOHOLIC BEVERAGE SHIPMENT

1. Each Service allows for the importation of Alcoholic Beverage Shipment; however, the method of importation varies. The following extract from the JTR states that the shipment of alcoholic beverages as HHG must conform to 27 United States Code, Section 122. For further details, contact your local TO.
 - a. *Sec. 122. – Shipments into States for possession or sale in violation of State law. The shipment or transportation, in any manner or by any means whatsoever, of any spirituous, vinous, malted, fermented, or other intoxicating liquor of any kind from one State, Territory, or District of the United States, or place noncontiguous to but subject to the jurisdiction thereof, into any other State, Territory, or District of the United States, or place noncontiguous to but subject to the jurisdiction thereof, or from any foreign country into any State, Territory, or District of the United States, or place noncontiguous to but subject to the jurisdiction thereof, which said spirituous, vinous, malted, fermented, or other intoxicating liquor is intended, by any person interested therein, to be received, possessed, sold, or in any manner used, either in the original package or otherwise, in violation of any law of such State, Territory, or District of the United States, or place noncontiguous to but subject to the jurisdiction thereof, is prohibited.*
2. Visit the following websites for additional information on the importation of alcoholic beverages:
 - a. State Wine Laws: <http://www.wineinstitute.org> (select the State Shipping Laws link on the left side of the Web page.)
 - b. Personal Importation of Alcoholic Beverages: <https://www.ttb.gov/>

- c. Alcohol Beverage Control Boards for the United States: <https://www.ttb.gov/>
3. Alcoholic beverages (including wine) are not to be stored in NTS. Customers will be notified by JPPSO/PPSO to coordinate disposition of alcoholic beverages that are shipped and converted to NTS within 30 days. The DoD employee will then have 30 days to provide disposition instructions.

O. FIREARMS

1. When shipping firearms within or to the CONUS, you must comply with local and/or state laws, and Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF) regulations. For shipments to overseas countries, you must abide by the laws of the host country. When returning firearms from overseas to the United States, you must identify your firearms on your individual customs declarations and obtain ATF Form 6, Part II, and ATF Form 6A. These forms are required to bring firearms into the United States. The forms are available on the ATF website at <http://www.atf.gov/>, and the process period may be as long as 6 weeks. Some basic rules include:
 - a. Make the firearm inoperable by removing the bolt, firing pin, trigger assembly, and other arming parts.
 - b. Remove all ammunition from the firearm.
 - c. Ensure the firearm information is written on the inventory: make, model, serial number, unique characteristics, and caliber or gauge.
 - d. Firearms shipped in containerized shipments must be placed in the number 1 container to insure ensure easy access by custom officials.
 - e. Firearms must not be locked in a safe.
2. Compliance with the law is your responsibility:

Local and state laws vary regarding possession and registration of firearms. To be safe, do not carry firearms on your person, except as authorized by local laws and regulations. When carrying a weapon, be sure to check the laws of all states or countries through which you intend to travel to your new duty station.

P. PREVENT PEST INFESTATION

Do Not Move a Serious Pest to a New Neighborhood.

1. Spongy Moth:
 - a. Planning to move from a State infested with spongy moth to one that is not infested? Moving your outdoor lawn furniture, lawnmower, garden tools and or playground equipment across State lines? You need to know about a regulation intended to prevent the interstate spread of this pest.
 - b. To prevent the spread of spongy moth, you are responsible for making sure that your outdoor household articles do not move the spongy moth. How you do this is your decision. 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.
 - c. To learn more about the spongy moth, where the problematic areas are, and how you can prevent the spread of spongy moth, go to <https://usdasearch.usda.gov/search?utf8=%3F&affiliate=usda->

[aphis&query=gypsy+moth&commit=Search](#). Your local TO can also provide additional details. Your local TO can also provide additional details.

2. **Spotted Lanternfly:**

- a. If you're moving from Pennsylvania, New Jersey, Delaware or Northern Virginia, these states are infested with the Spotted Lanternfly. Spotted Lanternflies feed on a wide range of fruit, ornamental and woody trees, with Tree-of-Heaven being one of the preferred hosts.
- b. Preventing the Spread of the Spotted Lanternfly, residents of Pennsylvania, Delaware and surrounding states are encouraged to help control the spread of this invasive pest. Early detection is vital for the protection of several agricultural industries.
- c. Spotted Lanternflies expand their range by laying eggs on vehicles or on other items which are subsequently moved or shipped to another location. The best way to keep the Spotted Lanternfly in check is to monitor the landscape vigilantly and destroy any insects or egg masses found. Learn what Spotted Lanternflies look like at all life stages, and proactively look for them in the landscape:
 - (1) Inspect outdoor furniture, hardscape, and other smooth surfaces regularly for the presence of egg masses.
 - (2) Inspect vehicles before leaving a potentially infected area.
 - (3) Inspect any items that have been stored outside carefully for insects and egg masses before shipping or transporting.
 - (4) Avoid moving or transporting firewood or tree trimmings from an infected area.
 - (5) Avoid parking vehicles and storing equipment or firewood under trees in at-risk areas.
 - (6) Anything near or planted by a Tree-of-Heaven should be monitored closely and checked for egg masses.
 - (7) Tree-of-Heaven can itself be invasive; if you have unwanted Trees-of-Heaven on your property this may be a good time to consider removing them.
- d. To learn more about the Spotted Lanternfly, where the problematic areas are, and how you can prevent the spread of the Spotted Lanternfly, go to www.aphis.usda.gov/aphis/resources/pests-diseases/hungry-pests/the-threat/spotted-lanternfly/spotted-lanternfly. Your local TO can also provide additional details.

Q. PERSONALLY PROCURED MOVEMENT (PPM) OF HHG

The Service Member must make the necessary arrangements for Personally Procured Transportation of HHG and pay for the move. Reimbursement is limited to actual expenses incurred by the employee, NTE the cost of a Government-arranged move for the same weight of HHG. Ensure your official travel orders indicate a PPM is authorized prior to the movement of HHG. For additional information, contact your local TO and/or Civilian Personnel/Human Resource Offices.

R. PRIVATELY OWNED VEHICLE (POV)

To obtain information regarding shipping and/or storing your POV, please visit the DTR [Shipping Your POV](#) web page at https://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_3.pdf and the [Storing Your POV](#) web page at https://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_4.pdf.

S. STORAGE

When authorized, an employee may be entitled to either temporary storage known as Storage-In-Transit (SIT), or long-term storage known as Non-Temporary Storage (NTS).

1. SIT:

- a. SIT is short-term storage that is part of HHG transportation. SIT may occur at origin, destination, and/or anyplace en route. SIT is not authorized for HHG moves between local quarters when no PCS exists.
- b. SIT (ICW authorized HHG transportation) should not exceed 60 days (CONUS-CONUS) and 90 days (to/from OCONUS) unless the employee requests (in writing) an additional period, NTE 90 days, that is authorized/approved by a Service/Defense AGENCY designated official. Under no circumstances may a Service/Agency authorize/approve SIT at GOV'T expense for CONUS to CONUS shipments exceeding a total of 150 days (CONUS) or 180 days (to/from OCONUS). If no additional storage is authorized/approved, the employee is financially responsible for additional storage expense (FTR §302-7.9).
- c. Acceptable justification for an additional SIT period includes:
 - (1) An intervening Temporary Duty or long-term training assignment.
 - (2) Non-availability of suitable housing.
 - (3) Completion of residence under construction.
 - (4) Serious employee illness.
 - (5) Dependent illness or death.
 - (6) Strikes.
 - (7) Natural disaster.
 - (8) Other circumstances beyond the employee's control.
 - (9) Similar reasons.

2. NTS. An employee may be eligible for NTS when:

- a. An employee performs PCS travel or new appointee travel to a designated isolated CONUS PDS.
- b. An employee moves to/between OCONUS areas, and
 - (1) Is not authorized to transport HHG.
 - (2) Is unable to use HHG at the PDS.
 - (3) Storage is in the best interest of the Government.
- c. The estimated storage cost would be less than the round-trip transportation of HHG including SIT to the new PDS.
- d. A Department of Defense Dependent Schools employee.

NOTE: The Government does not pay for climate controlled NTS. For additional information, contact your local TO.

3. DoD employees are advised to dispose of foods and liquids that could spill while in storage. Food and liquid items create an unacceptable risk to personal property. To prevent the infestation by rodents and/or insects, this prohibition is inclusive of canned foods and dry food,

hermetically sealed food, spices, consumable liquids, and any other applicable food items. In addition, liquid goods are prohibited due to the lack of storage facility environmental requirements (climate control). These goods are highly susceptible to freezing, breakage or leakage, which may result in damage to other personal property shipments in long-term storage.

T. ARRANGING THE MOVE

You either visit your TO to arrange the movement and/or storage of your personal property, or if applicable, you may “Self Counsel” yourself using DPS. Reminder: All first DPS users must obtain an ETA account before you can access DPS. Refer to [Paragraph D](#) of this brochure for additional information. Provide the following at time of counseling:

1. Complete set of orders/authorization including amendments for each type of shipment planned (e.g., HHG, NTS, UB).

NOTE: For shipments from the United States to overseas (export) or shipments from overseas to the United States (imports): If you would like to request that certain data elements of your PII not be shared or made available to the public per 19 CFR 103.31, complete a confidentiality request form located at <https://www.cbp.gov/trade/automated/electronic-vessel-manifest-confidentiality>, select “Electronic Vessel Manifest Confidentiality Online Application”. Complete and submit the form online.

2. An idea of when you want to move and an estimated weight. Be as flexible as possible when selecting HHG pack and pickup dates. Your preferred dates may not be available during some periods such as summer or days near official holidays. Avoid scheduling lease termination or house sale closing on the same date your HHG are scheduled to be packed, picked up, or delivered. Leave some time in your schedule for the unforeseen.
3. You or your designated representative must be available between the hours of 8:00 a.m. and 5:00 p.m. on pack, pickup, and delivery dates. If the pack, pickup, or delivery hours exceed 5:00p.m., the TSP must ask prior approval from you or your representative and be completed by 9:00 p.m.
4. The date you plan to arrive at your new duty station. Your arrival date assists your TSP and/or local TO schedule delivery of your shipment(s) which may reduce storage costs paid by the Government. For example, if you know you are unavailable to accept a shipment for 3 months, do not schedule a HHG delivery date during the 3 months you are not available.
5. What type of shipment you want to make (HHG, UB, and/or NTS) and the estimated weight. Do not forget to declare PBP&E/PRO-Gear.
6. Information on excess cost. The minimum excess cost is approximately \$100.00 per a hundred pounds over the maximum weight allowance. If you have not used an item, or you plan to get rid of it “soon”, we encourage you to “pitch it before we ship it.”
7. A list of large or unusual items (i.e., large-screen TV plasma, LCD, DLP, piano, pool table, china cabinet, wall unit, satellite dish, hot tub, boat, motorcycle, recreational vehicle).
8. A letter of authorization signed by you or a power of attorney; required if you are unable to visit the TO. You may appoint your spouse or an agent to act on your behalf. Be sure the person you choose knows what you want and has the information to make the right arrangements. Remember, this person is acting for you, and you are responsible for that person’s decisions.

U. DOCUMENTATION

1. If you receive a personal property counseling at your TO, your counselor provides you with copies of all documentation associated with the movement and/or storage of your shipment(s). Look over your documentation carefully before signing.

2. If you performed “Self-Counseling” in DPS, you are prompted screen-by-screen to read and acknowledge your inputs. You also receive a shipment summary prior to electronically submitting your application(s) for shipment and/or storage to your responsible TO for review. You then are able to print the documentation created for each shipment request. In the event corrective actions are required on your part in DPS, your TO notifies you by phone and/or e-mail.

NOTE: Keep copies of all documentation related to the shipment and/or storage of HHG. Do not pack them in your shipments. It is recommended that you hand-carry your documentation to your new destination.

V. RESPONSIBILITIES

A good move depends largely on how much you get involved and how well prepared you are when the TSPs arrive. The following is a guide to assist you and may be used as your record of tasks accomplished.

1. Your Responsibilities (at Origin). Keep your TO/TSP informed of any change in your orders or other changes, such as a current telephone number or e-mail address where you are available until you leave your old duty station.
 - a. If shipping any engine power driven equipment (e.g., motorcycle, dirt bike, lawnmower, snowmobile, moped, boat), ensure they are free of dirt or grease. Disconnect the battery cables and tape the leads so they do not make contact with the battery terminals. Batteries with acid or alkali are prohibited from shipment; only non-spillable (refer to 49 CFR 173.159 a. ([eCFR :: 49 CFR 173.159a -- Exceptions for non-spillable batteries](#))) batteries are authorized. Disconnect lead from spark plug and also tape lead so it does not make contact with spark plug. With the motorcycle/dirt bike running, completely run it out of gas until it stalls. No fuel can be in the tank when shipping a motorcycle/dirt bike as a HHG shipment.
 - b. Do not change your shipping dates unless necessary. Changing moving dates, especially during the summer months, can mean a lengthy delay in getting your move rescheduled. Notify the PPPO/PPSO/TO/TSP if you or your designated representative is not available during the scheduled pack and/or pickup dates. If the TSP arrives to pack/pick up your personal property and either you or your designated representative is not available, you may be financially responsible for an “Attempted” pickup charge. This fee must be paid in full prior to re-scheduling new pack and pickup dates.
 - c. Contact the origin TO/PPSO if the TSP, or the TSP’s representative, has not contacted you a few days prior to your scheduled pickup date.
 - d. You or your representative designated in writing must be home between the hours of 8:00 a.m. and 5:00 p.m. when the TSP arrives to pack and remove your belongings. If the pack, pickup, or delivery hours exceed 5:00 p.m., the TSP must ask prior approval from you or your representative and be completed by 9:00 p.m.
 - e. Thirty days in advance is not too early to begin preparation for your move.
 - f. For shipments from the United States to overseas (export) or shipments from overseas to the United States (imports): If you would like to request that certain data elements of your PII not be shared or made available to the public per 19 CFR 103.31, complete a confidentiality request form located at <https://www.cbp.gov/trade/automated/electronic-vessel-manifest-confidentiality>, select “Electronic Vessel Manifest Confidentiality Online Application”. Complete and submit the form online.
 - g. Ensure that any untidiness of your residence or pickup location does not hinder the job performance of the crew that packs your property.

- h. Remove your TV antenna; disconnect your satellite dish.
- i. Empty, defrost, and thoroughly wash the inside of your refrigerator and/or freezer to keep mildew at a minimum during transit and storage, these appliances need at least two (2) days to dry out. Leave doors open after cleaning.
- j. Drain water from hot tubs and waterbeds.
- k. Remove window air conditioners.
- l. Disconnect and prepare all components such as stereos, compact disc players, videodisc players, computers, printers, televisions, and VCRs for the move.
- m. Disconnect all appliances, such as washer, dryer, and stove. Charges associated with disconnecting these appliances are your responsibility so you should complete disconnections prior to the HHG pack and pickup dates. If you are shipping or storing a front-load washer, please provide necessary hardware (e.g., shipping bolts) when available.
- n. Disconnect TVs (Plasma/LCD/DLP); un-mount them from the wall.
- o. Dispose of foods and liquids that could spill or spoil in transit.
- p. Dispose of worn out and unneeded items before the move to avoid wasteful packing, moving, or storage expenses and excess weight to you.
- q. Remove hanging objects scheduled for shipping from the walls, ceilings, and cabinet. This includes curtain rods, kitchenware (kitchen utensil, food racks), mirrors, and pictures.
- r. Dismantle, clean and dry outdoor play equipment and outdoor structures (i.e., utility sheds, playhouses, swing, or gym sets).
- s. Ensure personal property items are free of soil/pest infestation (i.e., spongy moths, brown tree snakes). Remember: Complying with requirements of the USDA and state laws is your responsibility.
- t. Remove personal property from an attic, crawl space, or similar storage area within the residence. The TSP is not required to go into areas which:
 - (1) Are not accessible by a permanent stairway (ladders are not considered a permanent stairway),
 - (2) Are not adequately lighted,
 - (3) Do not have a finished floor, and
 - (4) Do not allow a person to stand erect.
- u. Have your property separated by shipment and distinctly marked. Put items that are to go in the UB shipment in one room. Distinctly mark items for storage, items not to be packed, and so on. This reduces the chance of items getting into the wrong shipment or preventing the shipment of items intended for disposal. When possible, dispose of all trash and items to be discarded prior to the TSP's arrival.
- v. Separate your professional items and any authorized additional consumables. Be sure they are identified on the inventory as "PBP&E/PRO-Gear" or "Consumable Items" and ensure they are weighed separately, or a constructive weight has been annotated on the inventory.
- w. Remove all old TSP markings and stickers from furniture and boxes.
- x. Identify contents left in drawers. Be sure the inventory reflects the contents.
- y. Safeguard all cash, jewelry, or other expensive items. Hand-Carry them.

- z. Airline tickets and passports are important documents. It is a good idea to keep these items locked in your car or ask a friend or neighbor to keep them until your HHG shipment is picked up.
 - aa. Ensure each carton and loose item (e.g., ladder, rake) has an inventory tag and all tag numbers appear on the inventory.
 - bb. Monitor the wrapping and packing of your items. Make sure everything is wrapped individually and adequately. Make sure heavy items are not packed on top of light items. Do not allow your property to be taken to the warehouse to be packed without first consulting the TO.
 - cc. Drain all gasoline, oil, and water from power- equipment (e.g., lawn mowers, snow blowers,) prior to pickup.
 - dd. Have any pre-packed boxes, cartons, or totes available for the TSP to check. TSPs may repack items in pre-packed containers to ensure safe transport of your property.
 - ee. Carefully read the inventory prepared by the TSP's personnel before you sign. Look at it from time to time while the items are packed. Ensure all boxes and loose items are listed correctly on the inventory. If a box contains crystal or ceramic figurines, make sure the inventory says "crystal" or "Hummels" or "Lladros," instead of a generic description such as "kitchen items" or "glass."
 - ff. Make sure major items (e.g., pieces of stereo equipment) are individually noted on the inventory with complete and accurate descriptions.
 - gg. If the packers list "color television," have them add the size, make, model, and serial number (when readily accessible). This procedure also applies to stereo and video components. Closely check the string of symbols showing pre-existing damage. These symbols are explained in the top, right-hand corner of the inventory. For example, "BR 2-4-5-3" means "broken, bottom, front-left corner."
 - hh. A good inventory shows what you shipped and what condition the item was in at the time of pickup. If your inventory is inaccurate, tell the TSP's representative, and write down why you disagree at the bottom of the inventory in the space marked for exceptions.
 - ii. Do not argue with the TSP's representative. If you have a problem, call your TO at once.
 - jj. Do not sign anything until you read, understand, and agree with it. You must be provided a legible copy of everything you sign, either electronically or hard copy prior to the TSP leaving your residence. Never sign a blank, incomplete, or illegible form, or a form you cannot clearly understand.
2. Your Responsibilities (at Destination):
- a. Contact the destination TO and/or the TSP delivering your personal property as soon as possible after your arrival even though you may not know the delivery address for your personal property. The TO/TSP needs a telephone number and/or address where you can be reached on short notice.
 - b. As soon as you have a delivery address for your personal property, call the TO again and provide this information.
 - c. If possible, be prepared to accept delivery of your property as soon as it arrives. This prevents additional handling, reduce the chance of loss or damage, and reduce or eliminate storage expenses.
 - d. You or your designated representative in writing must be home on the day of delivery.

- e. Know in advance where you want each piece of furniture placed in your new residence. You are allowed a “one time placement of goods” by the TSP upon your request.
 - f. Check each carton or item off the inventory. Make sure everything that was picked up is delivered.
 - g. If you discover any loss and/or damage at the time of delivery, list all missing and/or damaged items by appropriate inventory number on the DD Form 1840, Joint Statement of Loss or Damage at Delivery/Defense Personal Property Program Notification of Loss or Damage AT Delivery” Form. Do not sign for services if the TSP did not perform them.
 - h. Do not argue with the TSP. Contact the destination TO if problems arise.
3. TSP’s Responsibilities (at Origin):
- a. Conduct Pre-Move Survey (Physical, Virtual, or Telephonic) depending on the type of shipment and estimated weight. When required, it should be conducted prior to the first day of packing.
 - (1) Purpose of Pre-Move Survey: TSP or TSP’s representative determines weight/volume of property to be packed/loaded, quantity and type of packing materials required, whether or not items require special crating (e.g., marble tops, artwork, grandfather clock), whether a third party should be involved to disassemble certain objects (e.g., German Wall Unit, other specialized furniture/equipment). If a TSP/TSP representative feels special services are required that were not identified at the time of counseling, the TSP/TSP representative submits their request to the TO for review/approval. The TO makes the final determination. If denied, you can request the TSP to provide specialized services; however, at your own expense.
 - (2) TSP/TSP representative determines the number of days required to pack/pick up the shipment.
 - (3) TSP/TSP representative and you can negotiate pack, pickup, and delivery dates during the Pre-Move Survey. Keep both your origin and destination TOs informed of any changes to include pickup/delivery address, telephone number/e-mail address changes.
 - (4) For domestic HHG (dHHG) and international HHG (iHHG) shipments, the employee receives a toll-free number prior to pickup for direct communication between the employee and the TSP. The toll-free number may be used for customer inquiries and problem resolution during any phase of the move. The TSP must respond to the employee’s concerns within 24 hours from the employee’s initial call if received Monday through Friday and by close of business the following workday for calls/inquiries received by the carrier on Saturdays, Sundays, or legal (officially declared national) holidays. Each employee should be counseled that the toll-free number is not to be used for shipment changes (pickup date or delivery date changes). The employee must contact the local Transportation Office for any changes after shipment award to a TSP.
 - b. Begin packing/pickup between 8:00 a.m. and 5:00 p.m.
 - c. Protect appliances against damage while in transit. The TSP secures moving parts that, if allowed to move in transit, could damage the appliance.
 - d. Use new, clean packing materials for linen, clothing, and bedding.
 - e. Use new or like-new packing materials for all other items. Excelsior or newspaper is not allowed. Items packed in boxes should be padded and insulated from carton walls.

- f. Pack mirrors, pictures, and glass tabletops in specially designed cartons.
 - g. Wrap and protect all finished surfaces from marring or scratching; use furniture pads.
 - h. Properly roll and protect rug and rug pads at residence. Only small throw rugs may be folded.
 - i. Pack all designated professional books, papers, and equipment in separate boxes. These cartons must be marked “PBP&E/PRO-Gear”, weighed separately, and listed on the inventory form.
 - j. All nuts, bolts, and screws, small hardware, and other fasteners removed from articles for shipment must be properly affixed/packaged to allow for reassembly at destination. If packaged separately, items must be properly inventoried and cross-referenced to the associated inventory item in which the hardware belongs (i.e., “Nuts, bolts, screws for Inventory #55 - Baby Crib”).
 - k. Mark each carton to show general contents.
 - l. Prepare an accurate and legible inventory, to include high-value items and high-risk inventories if applicable and provide to you prior to departing your residence.
 - m. Obtain approval from the TO prior to loading on the tailgate of the moving van.
 - n. Remove all excess packing material from your residence.
4. TSP’s Responsibilities (at Destination):
- a. Begin delivery between 8:00 a.m. and 5:00 p.m.
 - b. Perform a one-time placement of rugs prior to placement of your HHG.
 - c. Unpack and unwrap all cartons, boxes, and crates.
 - d. Place each item or carton in the room you indicate. This one-time placement includes placing unpacked articles in cabinets, cupboards, or on kitchen shelves when convenient, safe, and it is your desired location. Have placement planned out before the TSP arrives. TSPs are required to place each item only once.
 - e. Assemble all furniture and equipment if disassembled at origin.
 - f. Remove packing and blocking from appliances. The TSP is not required to connect appliances to electric, gas, or water outlets.
 - g. Provide a “Joint” written record of any loss and/or damage at delivery on DD Form 1840 or on the Defense Personal Property Program Notification of Loss or Damage AT Delivery Form. You and/or your designated representative along with the delivery TSP sign this form. The TSP’s representative must provide a copy of this form.
5. Once the shipment has been delivered, the TSP is not required to deliver property to a self-storage facility.

NOTE: It is not advisable to waive unpacking at any time during the delivery. However, if unpacking is waived, the TSP is not required to return later to unpack or remove debris.

W. CLAIMS FOR LOSS AND DAMAGE (FRV)

Unfortunately, you may suffer loss or damage to your personal property during movement. If your property is lost or damaged, you have the right to file a claim directly with the TSP. (You may also purchase additional insurance for your move through the TSP or from a private insurance company.

1. For shipments not processed in DPS, an employee files a claim for Loss/Damage noted the day of delivery on DD Form 1840. The employee/designated agent and the TSP signs/dates DD Form 1840 on the date of delivery. Additional loss/damage noted after the delivery date is recorded on DD Form 1840R, Notice of Loss or Damage. The time-frame and FRV listed below apply. You file a claim for Loss/Damage at your Military Claims Office.
2. All DoD customers are eligible for FRV protection on DoD funded personal property shipments at no cost to you.
3. If the employee's property is lost or damaged during a move, they may file a claim against the TSP. The employee can file a claim directly in DPS with the TSP for damaged or lost items at the time of delivery or after delivery. The employee is authorized FRV coverage as detailed below:
 - a. FRV:
 - (1) If a claim is filed directly with the TSP within nine (9) months of delivery, then the TSP's maximum liability on each dHHG, iHHG, and UB shipment is:
 - (a) \$10,000 per shipment, or
 - (b) \$6.00 times the net weight of the HHG shipment, or gross weight of the UB shipment, in pounds, not to exceed \$75,000, whichever is greater.
 - (2) For loss/damage discovered on the date of delivery, the employee must complete Defense Personal Property Program Notification of Loss or Damage AT Delivery.
 - (3) For loss/damage discovered after the delivery date, the employee must complete Defense Personal Property Program Notice of Loss or Damage After Delivery.
 - (4) For direct claims settlement between employee and TSP:
 - (a) Claims must be filed through DPS.
 - (b) Claims must be filed with the TSP first to maintain FRV eligibility.
 - (5) An employee has the option to transfer the claim to the military claims service after 30 days. In this instance, the claims service pays the employee depreciated value and then pursues the FRV claim with the TSP. After settlement with the TSP, if the FRV settlement exceeds the amount paid by the claims service to the employee, the employee receives the difference.
 - b. The TSP may offer quick claim settlement.
 - (1) Less than \$2,000.
 - (2) Within five (5) calendar days of delivery.
 - (3) Not reported in DPS unless customer files an additional claim.
 - c. The TSPs are responsible for obtaining repair estimates.

- d. Employee and TSP negotiate settlement through DPS. Member must make all claimed damaged items available for inspection by the TSP's assigned repair firm prior to any attempted repairs.
 - (1) The TSP must pay, deny, or make an offer within 60 days of receipt of a complete claim through DPS.
 - (2) The employee has the ability to accept or reject the TSP's offer on a line-by-line basis.
4. For additional information on FRV, visit <https://www.militaryonesource.mil/moving-housing/moving/planning-your-move/file-a-claim-after-your-military-move/> or go online to your respective Service claims office listed below.
5. Depending on the value of your HHG, you may decide to purchase additional insurance through the TSP or a commercial company (at your own expense). Additionally, some homeowner policies may cover some items in shipment; check your policy or contact your insurance company for details.

NOTE: The option to purchase additional insurance through the Government no longer exists.

a. Service Claims Office:

- (1) Army: <https://www.jagcnet.army.mil/>
- (2) Air Force: <https://claims.jag.af.mil>
- (3) Navy: http://www.jag.navy.mil/organization/code_15.htm
- (4) Marine Corps: The Navy handles all Marine Corps claims.
- (5) Coast Guard: <https://www.uscg.mil/fincen/HHG/>

X. INCONVENIENCE CLAIMS

It is your TSP's responsibility to pick up and deliver your shipment on the dates reflected on the Bill of lading and to meet the agreed-upon delivery date out of SIT. Your TSP is also responsible to deliver your shipment out of SIT within 7 government business days (GBD) of the date the customer makes first contact requesting delivery or within 2 GBDs of the requested delivery date when the requested date exceeds 7 GBDs from when the customer makes first contact requesting delivery. Failure to do so may cause serious inconvenience to you and your dependents, and can result in unnecessary out-of-pocket expenses for lodging, meals, laundry, and/or rental/purchase of household necessities.

When your TSP does not meet the required dates, they must provide you with inconvenience claim guidance prior to missing those dates, discuss items that may be reimbursed, and inform you of the current status of your shipment. Inconvenience claims against your TSP must be reasonable, supported by receipts, and relate directly to relieving a hardship affecting an inability to establish/reside in your home.

The TSP's required reimbursements will be based on the status of your shipment, and not all shipments and circumstances are the same:

1. Receipt free per diem applies only to the first 7 calendar days unless the claim exceeds the local per diem rate for Meals and Incidental Expenses (excluding lodging) for the member only. During the first 7 days the customer is due the greater of the per diem rate or actual expenses as substantiated by receipts. Receipts are mandatory for actual out of pocket expenses that exceed the local per diem rate for the first 7 calendar days. Payment for the per diem rate is not applicable

beginning on the 8th day. Receipts are mandatory beginning on the 8th calendar day for all actual out of pocket expenses.

2. Actual out-of-pocket are expenses incurred by a customer and their dependents because they are not able to use necessary items in their shipment to establish their household. Expenses that may be reimbursed when establishing a household include, but are not limited to, laundry service, furniture and/or appliances rental (to include rental of a television) air mattresses, towels, linens, pillows, and necessary kitchen items, such as pots, pans, dishes, paper plates, plastic ware. Actual out-of-pocket expenses are not expenses for groceries or alcohol. Reimbursement for lodging and meals (substantiated by receipts) will be determined on a case-by-case basis. Additional guidance is located under the following link
https://www.militaryonesource.mil/search/?s=householdgoods&wpsolr_fq%5B0%5D=tags%3Aclaims

NOTE 1: The TSP may elect to reclaim durable household items.

NOTE 2: In the event the TSP does not meet an RDD and the customer is not able to receive the shipment, due to good cause (i.e., hospitalization, training, etc.), on first available delivery date provided by the TSP. The customer is authorized an inconvenience claim outlined in this paragraph. However, the request must be accompanied by an Inconvenience Claim Form and proper documentation substantiating the claim (i.e., doctor's evaluation, orders, etc.).

3. Request for reimbursement of alcoholic beverages in any quantity is prohibited.

You will submit your inconvenience claim directly to your TSP. You should include how the delay of your pickup/delivery caused a hardship and include an itemized list of charges along with accompanying receipts, if the out of pocket expenses exceed the baseline payment amount. Your TSP must acknowledge receipt of your inconvenience claim within five (5) GBDs from the date of contact, and you should receive reimbursement within 30 calendar days of receipt.

Remember, an inconvenience claim is not an entitlement; it is a requirement for the TSP to reimburse for out-of-pocket expenses. If you have questions/concerns or your TSP is not meeting its requirements you should contact your Transportation Office.

Y. DURING AND AFTER THE MOVE

1. [Evaluation of Move](#). At some time during packing, pickup and/or delivery of your personal property, a Quality Control inspector from the TO may drop by to check on the progress of the services being performed by the TSP. If you have any questions or problems, inform the inspector, or contact the TO.
2. [Customer Satisfaction Survey \(CSS\)](#).
 - a. Your voice counts. The survey consists of questions designed to measure TSP and Government performance. Your comments on TSP performance will have a direct impact on the future shipment allocations to the servicing TSP.
 - b. You will receive a notification (i.e., Multimedia Message Service (MMS) text message or email) from the Customer Satisfaction Survey Contractor to provide feedback on each stage of your shipment (i.e., counseling, origin/destination services, and claims (submitted and/or transferred to the Military Claims Office (MCO))). You will be sent your first MMS and e-mail notification within 12 hours of the Contractor receiving an order to survey. You will then have 120 days from initial notification to complete each survey.

NOTE: Additional MMS and e-mail reminders are sent as deemed appropriate to ensure sufficient responses from customers.

Z. WEBSITES TO VISIT

(If clicking on the link does not work, copy and paste the link into your Web browser URL address bar and press enter.)

1. State Wine Laws: <http://www.wineinstitute.org>.
2. Personal Importation of Alcoholic Beverages: <http://www.ttb.gov/>.
3. Alcohol Beverage Control Boards for the United States: <http://www.ttb.gov/>.
4. Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF) regulations <http://www.atf.gov/>.
5. Government Services Administration “FedRooms” program offers specially negotiated Federal government hotel rates with Federal Emergency Management Administration certified hotels, simplifying hotel selections for Government travelers. Website address is <http://www.fedrooms.com>.
6. Homeowner’s Assistance Program is a special relief program designed to provide financial assistance to eligible Military and Federal employee homeowners when the real estate market is so adversely affected by a military installation partial or complete closure, a reduction in scope of operations, or a realignment that the personnel are unable to dispose of their dwellings under reasonable terms and conditions. Website is <https://www.usace.army.mil/Missions/Military-Missions/Real-Estate/HAP/>.
7. Internal Revenue Service Form 3903, Moving Expenses: Website is <https://www.irs.gov/pub/irs-pdf/i3903.pdf>.
8. Internal Revenue Service Form 4684 and Publication 4684; Casualties and Thefts: Website is <https://www.irs.gov/pub/irs-pdf/i4684.pdf>.
9. Military OneSource/Moving & Housing/PCS & Military Moves: <https://www.militaryonesource.mil/moving-housing/moving-pcs-and-military-moves/>.
10. Moving Your Mobile Home: https://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_5.pdf and select “Moving Your Mobile Home”.
11. For entitlement questions and assistance, visit <https://www.militaryonesource.mil/moving-housing/moving/planning-your-move/customer-service-contacts-for-military-pcs/>.
12. Per Diem, Travel and Transportation Allowance Committee (PDTATAC) maintains and implements new statutory changes to the JTR. Within the regulations are per diem, travel and transportation allowances, relocation allowances, and certain other allowances of DoD civilian employees based on law. Website is <http://www.defensetravel.dod.mil/site/travelreg.cfm>.
13. POV Locator: <https://www.pcsmypov.com>.
14. Program Management Office - Defense Travel System: <http://www.defensetravel.DOD.mil>.
15. Shipping a POV: https://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_3.pdf.
16. Storing a POV: https://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_4.pdf.
17. Weight Estimator Form is at website <https://www.ustranscom.mil/dp3/index.cfm>; then access the “Weight Estimator” tab.
18. Army Claims: <https://www.jagcnet.army.mil/>.
19. Air Force Claims: <https://claims.jag.af.mil>.
20. Navy Claims: http://www.jag.navy.mil/organization/code_15.htm.

21. Marine Corps: Navy handles all Marine Corps claims.
22. Coast Guard Claims: <https://www.uscg.mil/fincen/HHG/>.

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