7-DAY SCHEDULING WINDOW

MARCH 2026

What's the 7-day scheduling window?

The 7-day scheduling window is simply a 7-day window during which your moving company is required to pick up your shipment. This is designed to give you more flexibility over requesting a specific date range to schedule your move. It is suggested to schedule your move as soon as you receive your PCS orders so that you are more likely to get moving dates that work for your schedule.

Sample 7-day window calculation

Your 7-day window is calculated from the "Latest Pickup Date" you request in the Defense Personal Property System (DPS). For example, if you select 20 April as your latest pickup date, your 7-day window will be from 14-20 April. Once you enter your latest pickup date, DPS will automatically enter the "Earliest Pickup Date" field accordingly. You will also enter your "Desired Pickup Date," which can be any date between your earliest and latest date. The assigned moving company will do their best to accommodate your request, but have the option to choose any date within your 7-day window. Remember, the moving company is not authorized to pick up outside of your 7-day window.

How will I know my requested dates are approved?

You will receive an email from DPS with your moving company's information once your shipment has been awarded. If your moving company has not contacted you within three days of your email receipt, please contact them yourself. If they do not respond, contact your local TO for assistance.

Can my pickup date change?

Yes, your pickup date can be changed at your request.

- To change the date within your original 7-day window, work directly with your moving company to find a date that works for both parties.
- For a date outside that window, you must email your local TO with your new requested dates, confirming the change was your request.
- Note that your moving company may not be able to accommodate new dates; contact the TO if issues arise.
- If your moving company requests a change with which you do not agree, contact your local TO immediately.

Weekends or holidays

Your 7-day window will include weekends and sometimes holidays. Your moving company cannot select these days without your written or verbal approval. You are not required to accept a pickup date on a weekend or a holiday. Weekends and holiday requests may be accommodated if approved by you, your TO, and the moving company. It is recommended that moves be performed on a weekday to ensure local TO quality assurance support is available. Discuss these options during your TO counseling session and pre-move survey with your moving company.

Will the moving company be at my home outside of the 7-day window?

They could. Your pickup date is the day your moving company physically removes your belongings from your residence. Immediately preceeding your pickup date are your pack-out date(s) where they will pack your belongings. Keep in mind that your 7-day window is based on your pickup date only. Therefore, your pack-out dates might be scheduled before your 7-day window begins. You can expect one day of packing for every 4,000 lbs, though this varies by moving company and personnel.

Does the 7-day window apply to all personal property shipments?

No, the 7-day window does not apply to Non-Temporary Storage (NTS) or Direct Procurement Method (DPM) shipments. Talk with your local TO to ensure you understand the rules associated with your shipment(s) to ensure you understand the rules associated with your shipment(s).

WHO TO CALL FOR HELP

1. **Local transportation office (TO):**
   https://installations.militaryonesource.mil/search?program-service=39/view-by=ALL
2. **Branch of service customer call centers:**

Army:	Navy:	Marine Corps, Air Force and Space Force, or Coast Guard: Contact your local TO
520-706-8613	855-444-6683	

3. **Personal Property Activity Call Center:**
   Toll free: 833-MIL-MOVE (833-645-6683) or PCSCallCenter@mail.mil

Provide feedback via Customer Satisfaction Surveys

Your feedback helps determines which moving companies get DoW's business. Please let us know if you were satisfied (or not!). Complete your survey by clicking on the link you receive via email or text. This can be completed on any computer or mobile device.