



PERSONALLY PROCURED MOVES & ROGUE OPERATORS

APRIL 2025



This fact sheet applies to personal property shipments moving under the Defense Personal Property System (DPS) and Tender of Service (ToS). If you are moving under the Global Household Goods Contract (GHC), visit MilitaryOneSource.mil/GHC for similar program-related resources or contact your local transportation office for assistance.

What is a Personally Procured Move?

A Personally Procured Move (PPM) is a move that you perform or arrange yourself instead of using a DOD arranged Transportation Service Provider (TSP). It can be done for either a full or partial move. You must obtain approval from your Transportation Office (TO) and be in receipt of orders prior to performing a PPM. Below is a list of ways to conduct a PPM:

- Rent portable moving and storage containers
 - Rent trucks or trailers
 - Use your own vehicle and/or trailer
 - Hire a commercial moving company
 - Ship via a small package carrier (e.g., USPS, FedEx, UPS)
1. If you choose to hire a commercial mover, please discuss the details with your transportation office. Additionally, we recommend utilizing a mover registered with the Federal Government. See page two of this fact sheet for more information.
 2. For small package service PPM Claims, you must visit your TO and obtain the estimated costs and complete an application. Unlike a monetary based PPM where you can receive payment for the full Government Constructed Cost (GCC) for the weight moved, you can file reimbursement for actual expenses only provided you have not exceeded your authorized weight allowance and the GCC for all shipments made under the current orders. You must provide receipts and/or Customs Declaration Forms specifying the mailing date, origin, and destination, each package's contents and weight and the charges paid for the total weight of the shipment plus any packing material and labels.

What's the difference between PPM types?

Member Elected PPM

As an incentive for conducting a PPM, you are authorized to receive 100% of the GCC to perform a partial or full PPM. The GCC is the cost the Government would have paid in the event the move and/or storage was executed by a government procured TSP, including applicable accessorial. This allows you to receive a one-time payment from the government and keep any money not spent minus taxes. The computation is based on your actual household goods (HHG) weight transported and supported with weight tickets not to exceed your authorized weight entitlement. Your local transportation office is THE BEST resource to obtain an estimate of your incentive. Incentive estimates are based on the estimated weight to be moved and the authorized distance from origin to destination.

Actual Cost Reimbursement PPM

An actual cost reimbursement PPM is when government procured transportation is NOT available to meet your specific transportation requirements and you are approved to conduct a PPM in writing by the transportation office. Reimbursement may be up to the "actual cost," not to exceed your authorized weight entitlement. Pre-approval is mandatory for Actual Cost Reimbursement, in accordance with Service Branch publication.

The orders issuing authority must authorize one of two methods for PPM reimbursements for DOD Civilians:

1. Actual cost reimbursement (not to exceed the Government Constructed Cost)
2. Commuted rate reimbursement

What are my responsibilities?

Get the necessary equipment, moving aids, packing materials, and vehicles.

- Obtain empty and full weight tickets (based on Service Branch requirements) from a certified weigh station for each segment of your PPM, including multiple TDY trips en route.
 - If using a commercial company, ensure they also provide weight tickets.
 - Privately-owned truck weight scales locations are available for required vehicle weight tickets when conducting a full or partial PPM. There are companies that offer these weight scales and you can search the internet to find a location near you. Check with your local transportation office to get more details on weighing your vehicle.
- Consider obtaining the appropriate amount of insurance coverage to protect any loss or damages to your HHG, regardless whether you perform a PPM (full/partial) yourself or hire a commercial moving company.
- Retain all receipts for all expenses. Receipts for expenses are required to file your request for reimbursement and must be retained for tax deductions.
- Contact a tax professional regarding deductions associated with your move.
- If you received an advance payment from your finance office, your military service might require you to settle your PPM in a specific number of days. Contact your local finance office for more information.
- Keep all original documents and provide copies when filing your PPM request for reimbursement.
- Provide justification for any missing documents. (For example, if you're missing a weight ticket due to a vehicle accident, submit a copy of the accident report.)
- Your transportation office can provide guidance on submitting your final documentation. Also see the PPM Checklist and Expense Certification form generated by the Defense Personal Property System (DPS) during your transportation office counseling appointment.



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Am I allowed temporary storage?

You are authorized 90-days (60-days for DOD Civilians) of temporary storage NTE the GCC. Weight tickets, storage contracts and receipts are required. Contact your local TO for further information. Types of storage options:

- Extension of rental time for your rental truck, trailer, or portable storage container
- Use of self-storage or commercial facilities

What are Rogue Operators?

If you plan on performing a PPM by hiring a commercial moving company, please be cautious of rogue operators. Although there are numerous reputable moving companies, there are some movers that may seek to take advantage of you and your family for financial gain.

These rogue operators may entice you by underbidding your move, increasing prices after picking up your property, or holding your property hostage until you pay prior to performing delivery. You don't want to get caught in this situation, so be sure to do your research on any company you might hire to help you move. Below are some suggested ways to assist you with this:

- We recommend utilizing a mover registered with the Federal Government. You can find a list of companies on the Federal Motor Carrier Safety Administration's website at <https://www.fmcsa.dot.gov/protect-your-move>. This site offers free resources and tools to protect yourself from a "rogue" mover. Moving companies at this link are registered with, but not endorsed by, the federal government.
- You may also contact your state movers association to assist with finding a reputable moving company. The FMCSA link above has a list of state movers associations and their contact info.
- Go to the Better Business Bureau's website to read the moving company's online customer reviews at www.bbb.org.

What are some "Red flags" that may suggest a Rogue Operator?

1. Low-ball quotes.
2. If you are contacted by a moving broker, not the actual moving company.
3. Requiring cash or electronic bank deposit as a down payment prior to your move.
4. Moving personnel not wearing company uniforms or a moving truck with nothing identifying the company when they provide you a bid.

Note: Be sure to protect yourself and your family by researching all information regarding binding and non-binding estimates or contracts. Read everything in your moving contract or estimate so you understand what you're getting yourself into.

Additional PPM Compensation Items

Effective 24 April 2021, you are authorized to get paid for the following services, as applicable:

- Key West Service Charge
- Fuel Surcharge
- PPM Factor: This covers incidentals not otherwise covered by counselor approved accessories (i.e., third party service, debris removal, miscellaneous charges).
- Extra pickup and/or delivery

Bulky items:

- Go-carts/Motorcycles > 250cc/Riding Golf Carts/ Small Rec Vehicle/Snowmobile/Three or Four Wheelers/Riding Lawnmowers (including stand on)
- Canoes/Jet Skis/Kayaks/Windsurfers, Boats/Dinghies/Row Boats/Sculls/Skiffs and Boat Trailers (excluding all other trailers)
- Big Screen TVs (excluding flat screen TVs), Grand (or Baby Grand) Pianos(excluding upright pianos)
- Tool sheds/Kennels/Play House/Shed >100 cu ft. Bathtub/Hot Tub/Jacuzzi/Spa/Whirlpool Baths > 100 cu ft

Any questions regarding payment for any of these services can be directed to your local transportation office.

- You can add these yourself when performing self-counseling in DPS.
- Counselors must review and approve/adjust all accessories requested by you during counseling.
- A "Create a PPM" tutorial is posted on the DPS landing page to assist with these features(under the Quick Reference Guides menu).



WHO TO CALL FOR HELP

1. Local Transportation Office (TO):

<https://installations.militaryonesource.mil/search?program-service=2/view-by=ALL>

2. Branch of Service Customer Call Centers:

Army:
800-521-9959

Navy & Marine Corps:
855-444-6683

Air Force:
Contact your local TO

Coast Guard:
Contact your local TO

3. DPS Help Desk:

Toll Free: 800-462-2176