

PERSONAL PROPERTY QUICK REFERENCE GUIDE

PREPARING FOR YOUR MOVE

Expect Your Mover To:

- Contact you within three business days after shipment award (or one business day for short notice shipments).
- Provide a point of contact to answer your questions or make changes to your move.
- Conduct a pre-move survey at least three business days before your pickup date. Your mover may use this survey to assess the working condition of electronics and appliances.

Your (Customer) Responsibilities:

- Update your contact information in DPS.
- Ensure your residence or pickup location is tidy.
- Set aside anything you do not want packed.
- Disassemble all outdoor items (swing set, shed, etc.) and remove property from your attic, crawl space, or storage area.
- Take photos/videos of your goods as a record of everything you own and to document their condition. Get appraisals on your high value items/antiques.
- Talk to your counselor to learn the differences in rules for different shipment types (HHG vs NTS vs DPM)

YOUR MOVING DAY(S)

Expect Your Mover To:

- Treat you, your home, and your belongings with respect
- Follow all COVID-19 related Health Protection Protocols
- Arrive between 8 AM to 5 PM, and finish work by 9 PM (unless you approve otherwise).
- Prepare an accurate and legible inventory of all your goods and identify in writing your high-risk or high value items.
- Disassemble items to ensure safe transport.

Your (Customer) Responsibilities:

- Follow all COVID-19 related Health Protection Protocols
- Keep all hand-carried items (car keys, cash, cell phones, etc.) and documents containing personal information (ID cards, orders, move paperwork, passports, etc.) in a secure place, out-of-sight, so they don't get packed.
- Ensure the inventory form shows the true condition of all your goods and note inaccuracies on the form **BEFORE** signing.
- Verify inventory is correct **BEFORE** your goods are loaded on the truck or placed into wooden crates.
- Inspect every area (rooms, attic, basement, yard, etc.) **BEFORE** the truck leaves to ensure all items are packed and there is no damage to your home.

YOUR DELIVERY DAY

Expect Your Mover To:

- Call at least 24 hours before arrival to confirm you can accept delivery. After two failed attempts to reach you, the mover will request the PPO's approval to move your goods to temporary storage.
- Unpack all your items with one time placement; reassemble items that were disassembled at origin; and remove all packing materials on the day of delivery. (unless you direct otherwise)
- Use the same inventory prepared at origin to verify delivery at your home

Your (Customer) Responsibilities:

- **BEFORE** delivery day, request and verify a reweigh if shipment is close to or over your max weight allowance.
- Check-off each tag number from your inventory list as each item is offloaded from the truck.
- Document with the moving company obvious loss or damage to your goods.
- Dispose of packing materials if you decline to have the movers unpack your goods.
- Report any loss or damage to the mover or military claims offices within 180 days of delivery of HHG and 75 days of delivery of NTS or DPM shipments.
- Visit Move.mil for guidance on filing a claim for loss or damage.

WHO TO CALL FOR HELP

1. **Quality Assurance Personnel at your local Personal Property Office (PPO):** <https://www.move.mil/resources/locator-maps>

2. Branch of Service Customer Service:



Army (effective April 1, 2021)
(800) 521-9959
(253) 967-5093



Marine Corps
(855) 444-6683



Navy
(855) 444-6683



Air Force
(210) 652-3357



Coast Guard
(833) 551-0887

3. **USTRANSCOM Customer Support Center (Open 24 hrs)**
Toll Free: (833) MIL-MOVE [645-6683]

PROVIDE FEEDBACK

Customer Satisfaction Survey

Your feedback helps determine which companies get DOD's business--please let us know if you were satisfied (or not!)

Complete your survey:

- **Online:** Log into DPS and select the Customer Satisfaction Survey tab
- **Telephone:** System Response Center (SRC) (800) 462-2176, Option 2, then Option 1

Looking for more information and resources?

Visit www.move.mil or
<https://www.militaryonesource.mil/>

Do not sign any document unless you fully understand or agree with it!

Contact your local Personal Property Office if you experience any problems or have questions during your move.

ADDITIONAL TIPS

Non-Temporary Storage (NTS):

- Please note NTS storage facilities are **not** climate controlled.
- You must drain motorcycles of all gasoline.
- You may not store firearms in a locked box or safe.

Real Property Damage:

- Your moving company must conduct a walk-around with you at both arrival and departure, noting in writing any damages (interior and exterior) to your residence.
- Your movers must protect your home (namely flooring and doorways in high-traffic areas) from damage.

Inconvenience Claims:

- If the moving company misses your pickup or delivery date, you may be eligible for an Inconvenience Claim. Learn more at move.mil.

Privately Owned Vehicles (POV):

- If moving or storing a POV, visit PCSmypOV.com for more information and tips.