



# APPOINTING AN AGENT FOR YOUR MOVE

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If you are unavailable for any part of your move, the Department of War (DoW) allows you to appoint an individual to act as your releasing or receiving agent for your personal property shipment(s). You can designate a spouse, another family member, or a trusted friend to serve as your agent. This person becomes your official representative, responsible for your shipment and managing the process to ensure your move stays on track, even when you can't be there.

## How do I appoint an agent?

To appoint your chosen agent to act on your behalf, you must provide your local TO with one of the following legal documents.

- 1. Power of Attorney (POA):** This is the most common, and widely accepted option. You will want to obtain a Special Power of Attorney (SPOA) from your installation's legal office, as it specifically limits your agent's authority to matters concerning your personal property shipment. To be legally valid, the document must be notarized.
- 2. Releasing Agent Authorization Statement:** DD Form 3167 is the official document for you to authorize an agent. To be legally valid, it must detail agent duties, identify parties, state duration, and include the service member's signature. Your local TO staff will assist with correct completion and clarify entitlements and responsibilities.

## The moving process with an agent

Moves will look slightly different when using a trusted agent, as they can be authorized to handle all, some, or even just one critical step on your behalf.

- **Initiate the process:** Begin your move like any other by initiating the shipment(s) in the Defense Personal Property System (DPS). Inform your TO that you will be using an agent and provide them with the necessary DD Form 3167 or POA documentation. Your agent will need to be listed on your moving application.
- **Pre-move survey:** Your agent will need to be present for the pre-move survey conducted by the moving company. During this appointment, the moving company will estimate the weight of your goods and determine packing requirements.
- **Packing and pickup:** Your agent is required to be present at your residence on the scheduled packing and pickup days. They are responsible for supervising the moving company's activities to ensure all belongings are handled correctly and professionally.
- **Inventory:** Your agent is responsible for the official review and signature of the household goods inventory. They must understand that their primary task at this stage is to verify its accuracy. Any and all discrepancies must be noted before they sign.
- **Delivery:** Upon arrival at the new destination, either you or your designated agent must be present to formally accept the delivery. This includes inspecting the shipment for any loss or damage and signing the corresponding delivery documents.

## Key responsibilities of your agent

Your designated agent has several important responsibilities throughout the moving process:

- 1. Availability:** Your agent must be present to coordinate with the moving company during packing, pickup, and delivery appointments.
- 2. Supervise:** Your agent needs to provide oversight of the packing and loading of your belongings to ensure everything is handled correctly.
- 3. Inventory Management:** It is the agent's responsibility to meticulously review the inventory list compiled by the moving company. They must verify that all items are accounted for and that the description of their condition is accurate.
- 4. Communication:** Your agent will serve as the primary liaison between the moving company, the TO, and yourself throughout the moving process.
- 5. Documentation:** Your designated releasing or receiving agent will be authorized to sign all necessary documentation on your behalf, including inventory sheets. It is important to note that you will be held responsible for all decisions made by your agent.



## WHO TO CALL FOR HELP

- 1. Local transportation office (TO):**  
<https://installations.militaryonesource.mil/search?program-service=39/view-by=ALL>
- 2. 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 determine 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.