

PERSONAL PROPERTY QUICK REFERENCE GUIDE

PREPARING FOR YOUR MOVE

Expect your mover to:

- Call within three business days after shipment award
- Conduct a pre-move survey with you no later than three business days prior to pick-up date
- Provide point of contact in case you have questions or changes to your move

I will:

- Segregate anything I do not want packed (e.g., important documents, jewelry, unaccompanied baggage items, etc.)
- Disassemble all outdoor items (e.g. swing set, shed)
- Update my contact information in the DPS
- Ensure my residence or pickup location is tidy
- Know my weight entitlement and request a reweigh if I feel my shipment is close to or over my max weight allowance
- Remove property from my attic, crawl space, or storage area and have those items available for packing
- Understand, I can take pictures, get appraisals on expensive items/antiques, and give the mover a copy of my appraisal
- Request unpacking on delivery day if I want it

MOVING DAY

Expect your mover to:

- Arrive at your residence between 8:00 AM to 5:00 PM and not begin any work that cannot be completed by 9:00 PM without your prior approval
- Disassemble items to ensure safe transport
- Prepare an accurate, legible HHG Descriptive Inventory
- Allow you to identify, in writing, your high-risk or high value items

I will:

- Ensure the inventory form shows the true condition of my property and note inaccuracies on the form BEFORE signing
- Verify my inventory is correct BEFORE my household goods are loaded on the truck or placed into wooden crates
- Inspect every area (rooms, attic, basement, yard, etc.) BEFORE the movers leave my residence to ensure all items are packed
- Keep all hand-carried items out of sight so they don't get packed (e.g., car keys, cash, mobile phones, etc.)
- Protect all documents containing personal information (e.g., ID cards, orders, move paperwork, passports, etc.)

DELIVERY DAY

Expect your mover to:

- Provide 24-hour notice for delivery, and make two attempts to contact you to schedule your delivery date
- Obtain your approval BEFORE placing your household goods into temporary storage
- Unpack all items with one time placement, reassemble items that were disassembled at origin, and remove all packing materials on the day of delivery

I will:

- If requested, verify a reweigh was done BEFORE my shipment is offloaded from the truck
- Check-off each tag number from the inventory prepared at origin as each item is offloaded from the truck
- Document obvious loss and damage on the Notification of Loss or Damage At Delivery form while movers are at my residence
- Specify the items I want my mover to unpack
- Understand, I can waive the unpacking; however, my movers are not obligated to return to pick up any debris
- Understand, I can file an inconvenience claim directly with my mover if the company misses a pickup or delivery date

Do not sign any document you do not understand or agree with!

Contact your local transportation office if you have questions or experience problems during your move

WHO TO CALL FOR HELP

1. Local Transportation Office (TO):

<https://www.move.mil/resources/locator-maps>

2. Branch of Service Customer Service:



Army

Toll-Free: (800) 762-7186

Comm: (703) 806-4900



Marine Corps

Contact your local Distribution Management Office (DMO)



Navy

Toll-Free: (855) 444-6683



Air Force

Comm: (210) 652-3357



Coast Guard

Toll-Free: (800) 564-5504 Option 2

3. USTRANSCOM Customer Support Center (Open 24 hrs)

Toll Free: (833) MIL-MOVE [645-6683]

PROVIDE FEEDBACK

Customer Satisfaction Survey:

Eight questions and a few minutes of your time helps keep the best companies moving the Department of Defense!

Complete your survey:

Online:

Log into the DPS, select the "Customer Satisfaction Survey" tab in DPS

Telephone:

Contact System Response Center (SRC) at (800) 462-2176, Option 2, then Option 1

For more information and resources, to include POV and Non-temporary Storage, scan code below or visit www.move.mil



FILE YOUR CLAIM

- Submit your Notification Loss and Damage Report within 75 calendar days after delivery. For shipments moving on or after 15 May 2020, you have 180 calendar days after delivery to submit. There's no need to submit this form if you file your claim within the 75-or 180-day window, whichever timeline applies for your move.

- File your claim as soon as possible, but no later than nine months after delivery for full replacement value benefits (or within two years from your delivery date for depreciated value).

- Contact your Service's Military Claims Office (MCO) for expert advice and help with negotiating a claim with your mover.

Air Force

Toll-Free: (877) 754-1212

Commercial: (937) 656-8044

Navy and Marine Corps

Toll-Free: (888) 897- 8217

Commercial: (757) 440-6315

Army

Commercial: (502) 626-3000

Coast Guard

Commercial: (757) 628-4212