2025 PEAK MOVING SEASON PREPARATIONS

Date Signed: 5/1/2025 | MARADMINS Number: 208/25

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MARADMIN 208/25
MSGID/GENADMIN/CMC IL WASHINGTON DC//
SUBJ/2025 PEAK MOVING SEASON PREPARATIONS//
REF/A/DOC/DoD 4500.9-R-PART IV PERSONAL PROPERTY A-B DATED 22 JAN
2025//
REF/B/DOC/MCO 4600.39/MARINE CORPS PERSONAL PROPERTY TRANSPORTATION
PROGRAM DTD 19 AUG 2016//
REF/C/DOC/JOINT TRAVEL REGULATIONS DATED 1 APRIL 2025//
REF/D/DOC/DOD FOREIGN CLEARANCE GUIDE DATED 30 JANUARY 2024//
NARR/REF A IS THE DEFENSE TRANSPORTATION REGULATION (DTR) PART IV
PERSONAL PROPERTY, SYSTEM A (LEGACY DPS) AND SYSTEM B (GLOBAL HHG
CONTRACT, MILMOVE).  REF B IS THE CURRENT MCO GOVERNING THE PERSONAL
PROPERTY PROGRAM (CURRENTLY UNDER REVISION).  REF C IS THE CURRENT
MONTHLY EDITION OF THE JOINT TRAVEL REGULATIONS AND IS THE SOURCE
FOR ENTITLEMENTS AND ALLOWANCES FOR UNIFORMED SERVICE MEMBERS AND
THEIR DEPENDENTS, AND CIVILIAN EMPLOYEES AND THEIR FAMILY MEMBERS,
OF THE DEPARTMENT OF DEFENSE.  REF D PROVIDES GUIDANCE AND CLEARANCE
REQUIREMENTS FOR AIRCRAFT INTERNATIONAL MISSION PLANNING AND
EXECUTION.//
POC/I&L LF-G4-DMO/F. D. HYDEN/CIV/PPTY-PAX ISSUES/
TEL: (703) 483-0820/EMAIL: FREDERICK.HYDEN@USMC.MIL/
USMCPERSONALPROPERTY@USMC.MIL//
POC/I&L LPD/M. A. EDWARDS/CIV/PAX ISSUES/
TEL: (571) 388-8031/EMAIL: MARK.A.EDWARDS5@USMC.MIL/
USMCPASSENGERTRAVEL@USMC.MIL//
POC/I&L LF-G4-DMO/J. C. HENDRIX/CIV/PPTY ISSUES/
TEL: (703) 946-7660/EMAIL: JULIE.HENDRIX@USMC.MIL/
USMCPERSONALPROPERTY@USMC.MIL//
POC/M&RA POC/M&RA/MPO/SMB\_HQMC\_MPO@USMC.MIL/TEL: (703)784-9374//
GENTEXT/REMARKS/1.  This MARADMIN provides Marines, civilians
serving with Marines, and their families conducting a Permanent
Change of Station (PCS) move from the issue date of this MARADMIN
through the peak moving season (15 May through 31 August 2025) and
beyond with information on how to ship and store personal property
and execute government travel as effectively and efficiently as
possible using the Defense Transportation System, Defense Personal
Property System (DPS) or the Global Household Goods Contract's (GHC)
Milmove and HomeSafe Connect.  Personal property is defined as
household goods (HHG), unaccompanied baggage (UB), mobile homes and
privately owned vehicles (POVs).  This peak moving season will be a
blended or "hybrid" peak moving season while the deployment of the
GHC continues throughout the Continental United Sates (CONUS).  Many
of the processes identified for DPS are very similar for the GHC
MilMove system and will be annotated DPS/GHC at the beginning of the
paragraph.  Otherwise, note the differences as they apply to each
system as DPS, DPS/GHC or GHC for paragraphs 1 through 6.  Please
note that civilian PCS entitlements and allowances are similar with
certain exceptions for weight allowance (18k pounds), number of days
authorized for Storage in Transit and personally procured moves must
be listed in the orders as a move option.  This MARADMIN speaks to
those processes that are commonly reflected between the two groups
of movers (uniformed service members and civilian employees).

1.a.  Commanders at all levels will ensure every Marine with PCS
Orders is provided a copy of this MARADMIN.

1.b.  The Global Household Goods Contract (GHC) was awarded to
HomeSafe Alliance LLC (HomeSafe) and is replacing the legacy
tender-based program under the DPS.   Service members expressed
concerns regarding the previous relocation program. To address these
concerns, the chosen solution involves utilizing a single move
manager.  The GHC is a federal contract, and the requirements of a
federal contract implementing a moving program are significantly
different than requirements associated with the legacy program using
DPS.  The contract has been deployed since 1 April 2024, from local
moves at selected sites to almost all installations in CONUS being
activated under the GHC.  To provide additional information on the
GHC, please access the following link to better understand the
contract, why it was created and the intended benefits of its use:
https(slash)(slash)www.militaryonesource.mil/resources/
millife-guides/ustranscom-global-household-goods-contract/.

1.c.  U.S. Transportation Command's J9 Defense Personal Property
Program Management Office (USTC J9 DPMO) manages the Personal
Property Program for the DoD and USTC Acquisition (TCAQ) manages the
Contract.  GHC uses the MilMove system to create a move request,
verify requirements with service members and civilian employees, and
perform government required operations to order shipment services
from the Contractor, HomeSafe.  HomeSafe uses their system,
HomeSafeConnect, to coordinate with individual service members and
civilian employees to move shipments.  The GHC continues to be
rolled out over the next several months and some moves will remain
in the legacy system DPS.  Please note that all Outside the
Continental United States (OCONUS) moves will continue to use the
legacy DPS until after Peak Moving Season 2025 (around the end of
August/early September) and then will begin phasing CONUS to OCONUS,
OCONUS to OCONUS and OCONUS to CONUS shipments to the GHC.  The
responses provided in the questionnaire/shipment sort tool located
on the DPS Landing Page as detailed in paragraph three (3) will
determine which move system a Marine will use.

1.d.  GHC does not currently support Non-temporary Storage (NTS)
shipments, POV Shipments and Mobile Home shipments.  These
requirements will be performed using DPS and the PCSMYPOV.com
website until further notice by USTC J9 DPMO.  The DPS Landing Page
sort tool in paragraph 3 will be updated to reflect these additional
capabilities in the future.  Ref (a) provides two sets of
regulations supporting legacy DPS and GHC contract processes and
procedures and are identified as Part IV-A DPS/ETOPS and Part IV-B
MilMove (GHC).

2.  Issues with Marine's CONUS PCS HHG Move DPS/GHC

2.a.  As with any PCS move there may be issues with shipment
support.  Regardless of which HHG move system (legacy DPS or GHC
MilMove) is used, when issues arise such as missed pack start dates,
missed pickup dates, missed delivery dates, or other issues
including communication with the moving company or representative
assigned to the Marine's move, use the following procedures to reach
out for assistance:

2.a.(1).  Contact the Point of Contact (POC) at the moving company/
local agent/customer support representative assigned to the move
and request an update on the specific issue.  For GHC moves, contact
(904) 567-6033.

2.a.(2).  Should the respective POC not resolve the concerns, and
the Marine is located on a Marine Corps installation, immediately
notify the Distribution Management Office, Personal Property Office,
Quality Assurance Section.  When not located on a Marine Corps
installation, immediately notify the nearest Transportation Office,
ask for the Personal Property Office, and ask for the Quality
Assurance Section to report the issue.  The phone numbers of the
Quality Assurance Section at origin and destination are provided
during counseling.  When not located at a DoD installation such as
on recruiting duty, Inspector-Instructor duty or other assignment,
contact the Quality Assurance phone number provided during
counseling or the official USMC Personal Property mailbox at
usmcpersonalproperty@usmc.mil and provide the DPS Bill of Lading
Number or MilMove Move Number, state the exact move issue, POC
information of the company representative, Marine's POC information
including phone number and any additional info related to the move,
and a Personal Property Team Member will contact the Marine as
quickly as possible.

2.a.(3).  Marines should document all communication with TSPs or the
Contractor (HomeSafe) to ensure they can refer to notes and email
should there be an issue with the move.

3.  Initial Steps to Plan and Execute the PCS Move DPS/GHC

3.a.  Personal Property Shipment and Storage Requirements.  Once
notification is received that PCS orders are forthcoming or already
in hand, Marines MUST use the following options to access the DPS
Landing Page to coordinate their move as ALL SHIPMENTS must be
coordinated using the DPS Landing Page.   Even if the Marine already
has a DPS account, the Marine MUST use the instructions below to get
to the DPS Landing Page and follow the instructions from there.

3.b.  Option one: Navigate to the DPS Landing page by following this
link: https:(slash)(slash)dps.move.mil/cust/standard/user/home.xhtml.
Once on the DPS Landing Page, the Marine will accept the Security
banner instructions, then scroll down to DPS LOGIN OPTIONS and see
the "CUSTOMER (I need to ship personal property)" tool called the
"Sort Tool".  The Sort Tool is designed to sort applications between
DPS and GHC.  Once at the "Sort Tool" Marines must follow the
instructions as a "CUSTOMER (I need to ship personal property)."
Accurate responses to the questions will ensure Marines are routed
to the correct system.  Marines must enter correct email addresses
to facilitate communications throughout the application and
onboarding process.  Use ONLY commercial/personal email addresses
on the application(s) for communication, especially for those
Marines separating or retiring.  DO NOT use your @usmc.mil address.

3.c.  Option 2: While the DPS link above is the best method to
access the DPS Landing Page, Marines may also use the Military One
Source website at www.militaryonesource.mil/moving-pcs/
moving-personal-property and click on LOGIN TO DPS to reach the DPS
Landing Page.

3.d.  For those that choose the Military One Source website, scroll
down the page and explore the various links and tabs to learn how
the generic move process works.  Locate the supporting Personal
Property Processing Office (PPPO)/Installation Transportation
Office (ITO), determine the weight of household goods, receive
initial personal property entitlement and allowance information,
review POV shipment and storage instructions, review instructions on
claim filing, and much more.

3.e.  If technical issues arise with the DPS Landing Page, contact
the System Response Center for assistance at 800.462.2176 or email
at usarmy.scott.sddc.mbx.g6-src-dps-hd@army.mil.

4.  Counseling requirements and system selections/considerations
applies to DPS/GHC.

4.a.  Marines conducting their first move, Marines separating or
retiring, and Marines moving a mobile home must receive additional
counseling because of varying entitlements.  Visit/contact your
local PPPO before submitting the shipment application to learn about
your shipping requirements and entitlements.

4.b.  Marines will perform self-counseling using the DPS Landing
Page instructions provided in paragraph 3 for DPS shipments or will
be provided separate counseling instructions by the Personal
Property Office for GHC MilMove supporting the installation/the
nearest installation.

4.b.(1).  Marines using DPS to manage their shipment are encouraged
to take notes on entitlements, allowances, and procedures during
counseling.  Once complete with reviewing the counseling
information, upload the required documents such as PCS Orders and
endorsements, and note any questions not covered by DPS Counseling.
The next step is to contact or visit the nearest installation PPPO
to receive targeted counseling on questions noted during DPS
counseling and submit any additional documents, including documents
for a Personally Procured Move (PPM) and/or to complete shipment or
storage for a POV.

4.b.(2).  Marines directed to use MilMove must follow the
instructions to create an account and follow through with the
process requirements.  Personnel without a CAC, such as separatees
or retirees, contact the nearest Personal Property Office or
usmcpersonalproperty@usmc.mil for instructions.  Personal Property
Office counselors will ensure each Marine is properly counseled.

4.c.  Planning the Move Dates.  Marines MUST complete their
counseling and submit their requested pickup date as soon as
possible after receipt of their orders, but not less than 90 days
before their requested pickup date when possible.

4.d.  Important dates to consider.  The most popular peak season
pickup dates (the peak of the peak season) are immediately following
the Memorial Day weekend through mid-July.  HHG moves in this 45-day
window are difficult to schedule because of the high demand for
shipments across the Department of Defense.  Therefore, the sooner
an application is submitted, the sooner the requested pickup date
can be considered.  Also, be aware that the first two days and last
two days of every month may be difficult to schedule as pickup dates
because of the timing of rental and lease agreements.

4.e.  Requested pickup dates are not confirmed until the
Transportation Service Provider (TSP) or HomeSafe representative
contacts the Marine in writing via email with the confirmed pickup
date(s).  This sets the 7 Day Spread for Routine Shipments
(described in paragraph 4.g.).  Should unexpected circumstances
require a change to the pickup and or delivery dates, Marines
should be aware that new pickup and/or delivery dates that meet
their needs may not be available.  Marines MUST contact their
supporting Personal Property Office/PPSO Outbound Shipment
Section/Shipment Management Section immediately to attempt to
schedule new pickup and/or delivery dates.

4.f.  Marines may have multiple shipments, and a different company
may be assigned to each shipment, particularly for orders OCONUS.
Please note, be careful to not overlap multiple shipment pickup and
delivery dates because (although unlikely) it could cause the wrong
items to be packed and placed in the wrong shipment.  If this
occurs, a "break-in" cost will be charged to the Marine seeking to
retrieve items.  To avoid those costs, schedule requested pickup
and delivery dates accordingly and when possible, be sure to
physically separate different shipments for different locations.

4.g.  The 7 Day Spread for Routine Shipments DPS/GHC.

4.g.(1).  The 7 Day Spread for DPS/GHC shipments:  Marines will
provide a requested pickup date, which should be the last day the
HHGs are ready for pickup.  The preceding six (6) calendar days
before the requested pickup date will be set as the 7 Day Spread
period.  The Marine will submit a preferred pickup date that must
fall within the 7 Day Spread.  When the shipment is awarded to a
TSP/GHC Contractor, the TSP/GHC Contractor may select the requested
pickup date, or the TSP/GHC Contractor may select any one of the
other previous six (6) calendar days before the requested pickup
date to pick up the shipment.  The TSP/GHC Contractor must provide
the confirmed pickup date in writing via email to the Marine within
three (3) calendar days from the date the shipment was awarded.
The Marine and TSP/GHC Contractor may negotiate the pickup date;
however, the TSP must accommodate a pickup date within the
spread-date window.  Once established, the pickup date cannot
change without the Marine's approval and notification by the Marine
and the TSP/GHC Contractor of the approved date change to the
Personal Property Shipping Office (PPSO).  Weekends and holidays
may be part of the previous six (6) calendar days but are not
normally used for routine shipment pickup dates unless the Marine
wants to be picked up on a weekend/holiday and the TSP/GHC
Contractor can accommodate this request. Weekend/holiday pickup
dates must be approved by the Marine, the TSP/GHC Contractor, and
the PPSO that awarded the shipment to the TSP/GHC Contractor.  Note
that there may not be Government Quality Assurance personnel
available on weekends or holidays.  For Marines seeking to move on
a weekend or holiday, confirm Government Quality Assurance
personnel support with their local Personal Property Office before
the pickup date.  If the Marine cannot support the pickup date
selected by the TSP/GHC Contractor, the Marine must immediately
contact the shipping office to explain why that date is not
supportable and request a different date.  For additional details
on the 7 Day Spread for Routine Shipments, Marines are encouraged
to contact their local Personal Property Office.

4.g.(2).  Note 1.  For planning purposes use 4,000 pounds of HHG
weight as equal to one day of packing for DPS shipments.  Therefore,
16,500 pounds of HHG weight equals up to five days of packing
immediately before the confirmed pickup date, unless those days are
weekends or a holiday, in which case the packing on those dates
must be agreed to by the Marine, the TSP, and the PPSO that awarded
the shipment to the TSP.  The confirmed pickup date should drive
all other dates needed to clear quarters and other requirements
necessary to execute the move.  In GHC, the packing days will be
determined during the premove survey.  Once established, the pickup
date should not be changed unless it is necessary to make a change
due to unforeseen circumstances beyond the control of the Marine
because new pickup dates may not be available due to the high
volume of moves.  To estimate the weight for each shipment, use the
authorized weight estimator located at this link:
https:(slash)(slash)www.ustranscom.mil/dp3/weightestimator.cfm.
Short Fuse shipments are not eligible for the 7 Day Spread and will
be processed per paragraph 4.h.

4.g.(3).  Note 2.  For DPS moves, information on the selected TSP
is available at this website: https:(slash)(slash)www.ustranscom.mil
/dp3/tspinformation.cfm#tspdetail.  The Marine will provide the
four-digit Standard Carrier Alpha Code (SCAC), which is assigned to
every TSP, to enable the search feature.  The SCAC will be
identified on the email from the PPSO that announces which TSP was
awarded the shipment.  Select Sort by: "SCAC" and enter the TSP's
SCAC to search for TSP ratings.  Almost every TSP will have at
least one Letter of Warning and/or Letter of Suspension which
will be identified on the TSP Metrics page.  When the Marine has
questions regarding the selected TSP, contact the PPSO at the phone
number/email address provided on the shipment award email to
discuss.

4.g.(4).  Note 3.  Nontemporary Storage (NTS) shipment pickup date
from the NTS facility is not affected by a 7 day spread.

4.h.  Short Fuse shipments DPS/GHC.  A Short Fuse shipment is a
short notice PCS requirement when the Marine receives PCS Orders
with limited time between the orders issuance date and the
Estimated Departure Date, such as "10-day orders," and orders
issued for various schools based on promotion dates, etc., that are
beyond the Marine's control.  In the rare cases when these short
notice situations arise, it is understandable that coordinating all
the elements for a PCS move can be overwhelming.  Commanders at all
leadership levels are encouraged to allow the Marine the necessary
time to complete preparations for the move.  There are several
checklist tools available for a Marine requiring immediate support.
Further, all Marines should plan the move as soon as possible and
complete the counseling process accordingly.  In the event
circumstances beyond the control of the Marine (TAD, Formal Schools,
etc., and supported by documentation) prevent an early submission
of the shipment application, or applications when OCONUS PCS Orders
are issued, contact the local PPPO and inform them of the issues
associated with the delay in submitting the required application(s).
Confirmed pickup date(s) should drive all other dates needed to
clear quarters and other requirements necessary to execute the move.
Marines should not wait until the last minute to submit their
shipment applications as shipping capacity may not be available or
within DPS, lesser quality moving companies may be the only moving
companies available for the shipment.  When capacity is constrained,
it is very important to manage the move and ensure details are
clearly explained and supported by all involved.

4.j.  Lithium Battery shipment and storage limitations DPS/GHC.
Since 15 May 2023, the moving company has been required to properly
package, label, and certify lithium-ion cells rated at 100
watt-hours or less (20 watt-hours or less for a single  cell) and
lithium metal batteries containing two (2) grams or less of
lithium content (one (1) gram or less for single cells).  Questions
regarding lithium batteries can be directed to the local PPO and
should be discussed in counseling sessions to ensure there are no
violations of this requirement.

4.k.  Professional Books, Papers, and Equipment (PBP&E), aka
"Pro Gear" DPS/GHC.  The maximum weight limit for Pro Gear for
Marines of all ranks is 2,000 pounds.  Marines may request an
additional weight allowance up to 500 pounds for spouse Pro Gear
required for employment or community support activities for their
spouse (civilian employee spouses are not authorized a PBP&E weight
allowance).  All Pro Gear requests must be submitted to the local
PPPO for consideration before the move.  Ensure inventory items that
are Pro Gear are weighed separately (bathroom scales are acceptable)
to obtain a weight on each item.  Also, items designated as Pro Gear
on the inventory must be marked as M-PRO for the Service member or
S-PRO for the spouse of the Service member.  See the Defense
Transportation Regulation Part IV-A, Appendix K1 "It's Your Move"
https:(slash)(slash)www.ustranscom.mil/dtr/part-iv/dtr\_part\_iv\_att\_A
-k\_1.pdf for a list of items that qualify as Pro Gear.  For civilian
employees, see Appendix K2 "It's Your Move"
https:(slash)(slash)www.ustranscom.mil/dtr/part-iv/dtr\_part\_iv\_att\_A
-k\_2.pdf.

4.l.  Additional Counseling and Contact Information DPS/GHC.  The
official Marine Corps Facebook Page for Personal Property is located
at www.facebook.com/usmchouseholdgoods.  The official Marine Corps
Facebook Page for Passenger Travel is located at www.facebook.com/
usmcpassengertravel.  LPD Public Page for PCS Move Resources related
to Personal Property Shipment and Storage, Passenger Travel and
other critical information is located at: https:(slash)(slash)www.
iandl.marines.mil/Divisions/Logistics-Division-LP/Logistics-
Distribution-Policy-Branch-LPD/PCS-Move-Resources/.

4.m.  Sailors assigned to Marine Corps units should also access the
Navy Household Goods and Personal Property website at
https:(slash)(slash)www.navsup.navy.mil/NAVSUP-Household-Goods/Home/
for Navy-specific entitlements, allowances and procedures.

4.n.  Post Counseling and Follow-Up Actions Before the Move DPS/GHC.
A Personal Property Shipping Office representative may contact the
Marine to confirm a certain element or elements of a shipment prior
to awarding the shipment to a TSP/GHC Contractor.  Once the shipment
is awarded, a pre-move survey will also be performed by the TSP/GHC
Contractor.  Further, the TSP/GHC Contractor may request the use of
an electronic pre-move survey, using a cell phone with camera, to
conduct the survey.  This method is authorized when approved by the
Marine.

4.o.  Personally Procured Move (PPM) DPS/GHC.  BE IN CONTROL OF THE
MOVE.  PPMs are available in DPS and GHC MilMove and the Sort Tool
will provide which system is the correct method for the move.  PPMs
are designed for the Marine to be their own moving company.  Most
Marines will request a PPM to have more freedom when making
decisions regarding when the shipment will be picked up, how soon
it will be transported to the destination and the delivery timeline.
Using ANY moving company or services will tie the Marine to a
contract that may limit their options. There are several benefits to
executing a PPM, especially during peak season: (1) Marines can
choose who (the Marine, a moving company, friends, family or
combination), when, and how to move their HHG, (2) potentially no
delays in receiving the HHG at destination, (3) Marines are in
charge of caring for their own HHG, and (4) potentially more money
in the Marine's pocket based on how much work they do (sweat equity)
to keep their costs low.  Note: PPM incentives are taxed for both
Federal and State (when applicable).  Additionally, operating
expenses are not reimbursed dollar for dollar but are used to offset
the tax liability associated with the incentive.

4.o.1.  Marines can receive 100% of the Government's cost to move
the same weight (up to the maximum authorized weight allowance based
on rank and with or without dependents) from the authorized origin
location to the authorized destination location in the PCS Orders.
Marines are authorized storage up to (90) days at a commercial
storage facility not to exceed the Government's cost to store the
same weight.

4.o.2.  Marines executing a PPM to Hawaii, Alaska, and U.S.
territories and possessions must be counseled and documents properly
prepared in DPS (in use for these moves only at this time) to ensure
they are advised of information particular to the destination, such
as the requirement to verify the use of U.S. Flag vessels when the
shipment is transiting over ocean.

4.o.3.  Marines performing a routine PCS must use their Government
Travel Charge Card (GTCC) for all expenses related to a PPM.  As of
the date of publication of this MARADMIN DoD Civilians are not
restricted from using their GTCC for PCS moves.  Marines must also
notify their Agency Program Coordinator (APC) to adjust the credit
limits and PCS Mission Critical status to accommodate the required
use of the GTCC at least 10 days prior to departure to ensure the
Marine has a maximum amount of time to submit and settle their PPM
Claim.  The GTCC cannot be used for separation travel, to include
PPMs in conjunction with separation travel of separatees and
retirees.  For those Marines who do not possess a GTCC, an Advance
Operating Allowance (AOA) "may" be authorized as an exception to
policy, however Marines who are using only their POV(s) to execute
a PPM are not eligible to receive an AOA.

4.o.4.  Marines must also provide empty and full weight tickets and
submit their completed PPM Claim via Marine Online (MOL) and/or
Milmove for GHC moves.  If MOL is not available, Marines may turn
the completed claim in to the Marine Corps installation Personal
Property Office at destination.  Make a complete copy of the PPM
Claim before it is turned over for settlement regardless of which
method is used.  Marines who receive an AOA must submit their PPM
claim for settlement within 45 days of receipt of the AOA.  Review
the PPM Claim settlement website at: https:(slash)(slash)www.logcom.
marines.mil/Marines/Personally-Procured-Move/ for the latest
information on how to prepare and submit a PPM Claim in DPS or in
GHC MilMove and the estimated processing time and payment dates for
settled PPM Claims.  Additional information on PPM processes and
claims settlement can be accessed using the link provided in
paragraph 4.l.

5.  Executing the Move DPS/GHC.  Pre-move preparations are fully
explained at this website
https:(slash)(slash)www.militaryonesource.mil/moving-housing/moving/
moving-resources/.  The residence or other pickup location must be
ready for the packers to begin their work. At origin, Marines may
need to contact the origin PPPO Quality Assurance Section, the TSP
or the TSP;s local agent responsible for packing and picking up the
shipment, to resolve any issues with the TSP crewmembers, loaders or
drivers.  Under GHC, the Marine should have received a notification
that the photos of each team member are loaded to the HomeSafe
Connect application on their phone the day prior to the move.  At
destination, Marines may need to contact the destination PPPO
Quality Assurance Section to resolve any issues with the TSP or the
GHC Contractor crew. Origin PCS Counselors will annotate the contact
phone numbers of both the Origin and Destination Quality Assurance
Sections in the Remarks Block of the DD FORM 1299, Application for
Shipment and/or Storage of Personal Property for DPS moves and with
in MilMove for GHC moves. In the event the DD FORM 1299 is
misplaced, Marines may use
https:(slash)(slash)installations.militaryonesource.mil/search?progr
am-service=2/view-by=ALL to locate Quality Assurance Section phone
numbers.

5.a.  Quality Assurance Inspections for all Shipments DPS/GHC.
Personal Property Quality Assurance Inspectors are authorized to
inspect all shipments at origin and destination, including PPM
shipments, before and during packing/loading and unloading/
unpacking. Also, weight scale operators on military installations
can inspect shipments at the scales to ensure only authorized
household goods are being weighed in accordance with ref (b),
Chapter 4.

5.b.  During and After the Move (Completing the Customer
Satisfaction Survey in stages) DPS/GHC.  Marines should complete the
Customer Satisfaction Survey within seven (7) calendar days after
notification that an element of the move is completed, such as
Counseling, Origin Services, Destination Services and Claims. The
comments and scores given to each response for the services provided
contributes toward eliminating poor performers from the legacy DPS
Defense Personal Property Program and ensures the best moving
companies get the most shipments.  This survey also tells the
Government how effectively the GHC contractor, HomeSafe, performed.
Regardless of which move system is used, Marines MUST make their
voices heard by completing the Customer Satisfaction Survey as
their move progresses to delivery and, when necessary, after claims
completion.

6.  Personal Property Claims DPS/GHC

6.a.  Lost and Damage Claims.  For DPS and GHC shipment claims,
please visit the guide located at
https:(slash)(slash)www.militaryonesource.mil/moving- housing/moving
/planning-your-move/file-a-claim-after-your-military-move/. For
non-DPS claims, such as contracted moves called Direct Procurement
Method moves, or if Marines still have questions on their DPS
claims, Marines should contact the Navy Personnel Claims Unit at
(888) 897-8217, (757) 440-6315 (DSN 564) or email
NorfolkClaims@us.navy.mil.  Marines have 180 days from the delivery
of each shipment to identify additional lost or damaged items using
the after delivery form. Marines must also file their claim within 9
months from the delivery date.  Marines are encouraged to complete
their check of all delivered items as soon as possible after
delivery to ensure every item that is lost or damaged is clearly
identified to the delivery TSP within 180 days.  The 180 days after
delivery reporting time does not apply to shipments delivered using
the Direct Procurement Method (DPM) and local moves in the DPS
process.   Such moves have 75 days from delivery date to identify
loss or damage.  Note that the TSP maximum liability for each HHG
shipment is 75,000 dollars, but Military Claims Offices can
compensate the difference between the TSP maximum and the
depreciated value for the remainder of the shipment items not
covered by the TSP maximum.  Marines who own high dollar items
and/or the overall cost to replace the entire HHGs exceeds the
TSP maximum may consider private insurance or verify with their
homeowner/rental property policy to determine coverage for HHGs when
performing a move.  A complete and accurate visual inventory of the
Marine's personal property (photographic evidence) is key to
submission and settlement of any lost and/or damage claim, whether
filed with the TSP/GHC HomeSafe or the Military Claims office.

6.b.  Inconvenience Claims DPS/GHC.  When HHGs are not picked up or
delivered on the agreed upon dates, Marines may qualify to file an
Inconvenience Claim with the DPS TSP or the GHC Contractor.
Shipments moved under the Direct Procurement Method (DPM) do not
qualify for Inconvenience Claims as this time.  Unaccompanied
Baggage delays may not be payable under DPS when the government is
responsible for the delay.  However, under the GHC contract,
HomeSafe is responsible for inconvenience claims for ALL shipment
types except PPMs when OCONUS shipment capabilities are deployed.
Download the latest Inconvenience Claim Information Handout from the
USMC (slash) USTC Handouts and Brochures link identified in
paragraph 11.a. of this MARADMIN.

6.c.  Real Property (Residence) Damage Claims DPS/GHC.  When a
TSP/GHC Contractor damages the residence in any way, Marines may be
able to submit a Real Property Damage Claim to the TSP/GHC HomeSafe.
There is a seven (7) calendar day limit to notify the TSP of the
damage to the residence and the TSP must determine repair estimate
within 15 days of notification of the damage.  To meet deadlines and
PCS on time, Marines must be proactive with photographs and
notifications to the TSP/GHC HomeSafe regarding these damages.

7.  OCONUS Privately Owned Vehicle (POV) Shipment and Storage

7.a.  The National Defense Authorization Act of 2025 authorizes two
POVs for shipment/storage for uniformed Service members.  However,
until the entitlement is published in the Joint Travel Regulations,
ref (c), by the Per Diem, Travel, and Transportation Allowance
Committee, only one POV is authorized shipment at government expense
and only under certain conditions.  This MARADMIN refers to the
current entitlements in effect on the date of publication.  Marines
conducting a PCS move to, from or between OCONUS locations may be
entitled to ship or store one POV at government expense.  Contact
the local PPPO for information regarding POV entitlements based on
the OCONUS destination and prepare required documents needed to ship
or store the POV.  Generally, a POV that cannot be shipped OCONUS
because of a country restriction is authorized storage and may be
stored in government contracted facilities or stored by the Marine
in self-procured POV storage.  Regardless of the method, storage
must be approved in advance by the PPPO.  The reimbursable monthly
storage rate for self-procured POV storage is based on the monthly
POV storage rate paid by the Government to the Global POV Contractor
(GPC) International Auto Logistics (IAL).  Prior to the issuance of
this current contract on 1 October 2024, rates changed annually.
The monthly storage rate for reimbursement is stable throughout the
life of the current contract so contact your local Personal Property
Office for the current monthly storage rate in effect from 1 October
2024 until a new contract is issued, or a renegotiated change is
in effect.

7.b.  Marines must use www.pcsmypov.com to make an appointment for
POV drop-off or pick-up at government provided storage facilities.
During peak season, demand is high for appointments so make them as
soon as possible once orders are received.  Marines remaining OCONUS
with new orders must provide them to the GPC to ensure continuation
of storage at Government expense.

7.c. Marines must prove to the PPPO Counselor and the Vehicle
Processing Center (VPC) that all safety recall repairs have been
performed on the POV prior to turning in the POV for shipment or
storage. Self-procured POV storage businesses may not require the
safety recall repairs to be completed prior to placement in storage,
but Marines should complete them upon notification by the
manufacturer per the instructions in the notification document.

7.d. Late Arrival at Destination.  Ref (c), par. 0534 provides the
current reimbursement rate.  As of 1 February 2025, when a POV is
delayed at destination, the Marine rates reimbursement for the cost
of a rental vehicle for the Marine or their dependent’s use at $30
per day (one POV only) for a maximum of $210.

7.e.  For information on how to prepare a POV for shipment or
storage, review the documents Shipping Your POV, Appendix K3 and
Storing Your POV, Appendix K4 of the Defense Transportation
Regulation, Part IV, Personal Property, System A at
https:(slash)(slash)www.ustranscom.mil/dtr/part-iv/dtr\_part\_iv\_app\_k
\_3.pdf and https:(slash)(slash)www.ustranscom.mil/dtr/part-iv/dtr\_
part\_iv\_app\_k\_4.pdf.

7.f.  Note that POVs will not be picked up for shipment from a
commercial storage facility or any other location that is not under
the control of the Global POV Contractor without the POV’s owner or
a person authorized by the owner with Power of Attorney (POA) onsite
for the pickup.  A copy of the POA, when used, must be provided as
part of the shipment request.  The Marine/person with a POA MUST BE
PRESENT when the contractor arrives.  The Marine will be charged for
a missed pickup fee due to the Marine’s failure or the person with a
POA’s failure to execute the pickup on the provided date and time.
There are NO exceptions to this requirement.

8.  Overseas Moves (OCONUS) Travel Preparations/Overseas Screening
and HHG Shipments.  Overseas Suitability Screening (OSS) and OCONUS
counseling.  The overseas screening process may take up to 60 days
or more; therefore, Marines shall commence overseas screening
immediately upon receipt of orders.  In order to ensure the Marine
reports to the overseas station by the required date, the importance
of complete and timely screening cannot be over-emphasized.  Each
Marine MUST immediately initiate OSS through a Military Medical
Treatment Facility for all dependents authorized to accompany the
Marine to ensure suitability for OCONUS assignments.  In the
meantime, Marines should continue to plan to execute their HHG
shipment pickup dates while this process is occurring.  In the event
the orders are modified or canceled, Marines MUST notify the PPSO
immediately for further instructions.  Additional OCONUS counseling
information is also available at
https:(slash)(slash)www.militaryonesource.mil/moving-housing/moving/
moving-resources/ and the links in paragraph 4.l. of this MARADMIN.

9.   Travel Compliance/Marines Traveling Accompanied with Dependents

9.a.  Travel Compliance.  Each traveler is responsible to ensure
they comply with all travel requirements prior to the departure date
from the airport for a commercial flight or from the Aerial Port of
Embarkation for Air Mobility Command – Patriot Express (AMC-PE)
flights.  Marines should maintain all receipts during travel as many
expenses are reimbursable.  Marines should contact their supporting
Installation Personnel Administration Center or Disbursing Office
for more information regarding travel allowances and reimbursement
processes.  Civilian Marines should contact their supporting Human
Resources Office for such information.

9.b.  U.S. Marine Corps PCS Advocacy Council (UPAC, volunteer
spouses of Marines) and DC, I&L (LPD) and MCICOM G4 DMO prepared
very detailed checklists for Marines executing a PCS to Japan,
Hawaii, and within CONUS that covers everything from travel and
passports to scheduling moves and settling claims, plus many
additional steps needed to execute a PCS with and without
dependents.  The checklists can be downloaded by visiting the LPD
Public Page for PCS Move Resources website.  Information on UPAC
support is also provided on the website:
https:(slash)(slash)www.iandl.marines.mil/Divisions/Logistics-
Division-LP/Logistics-Distribution-Policy-Branch-LPD/PCS-Move-
Resources/.

9.c.  Marines should coordinate with the receiving
command-designated sponsor and the Housing Office to determine
availability of on-base housing.  To obtain the latest status of
available housing on Okinawa, Japan contact Housing at DSN
315-634-0582 or kadenahousing.customerservice@us.af.mil.

9.d.  Special Issuance Passports (SIP) and Visas.  SIPs and Visas
may be required for Marines, civilians, and their dependents
whenever they travel to OCONUS locations.  Ref (d) provides the
requirements necessary for entry into a particular country and can
be accessed for personnel with a Common Access Card (CAC) at link:
https:(slash)(slash)www.fcg.pentagon.mil/fcg.cfm.  \*NOTE: Official
Orders should also state passport requirements.  When SIPs/visas are
required, applications must be prepared and submitted to a DoD
Passport Agent as soon as possible due to an 8–11-week application
processing period.  DoD Passport Agents may be located within the
DMO Passenger Travel Office or other locations aboard the
installation.

10.  Baggage on Commercial and Government Contracted Carrier.
Marines executing PCS travel on a commercial or government
contracted carrier, via aircraft, ship, train, or bus, are
authorized reimbursement for no more than two (2) bags, 70 pounds or
less each, not to exceed 62 linear inches (sum of length plus width
plus height) plus a small carry-on per reserved seat.  Excess
baggage is defined as all baggage more than this quantity, weight,
and/or size.  Excess baggage will not be authorized prior to a
Marine's departure.   A Marine is subject to the commercial carrier's
established baggage restrictions and fee schedules and is required
to pay the commercial carrier in accordance with the carrier's fee
schedule.  A Marine may submit for reimbursement via their PCS travel
claim for baggage fee expenses when their baggage does not exceed
two checked bags, not to exceed 70 pounds, per authorized traveler.
Requests for reimbursement of excess baggage may be submitted to
MMIB-3 after PCS travel has been completed if the contents of the
baggage was necessary at the future permanent duty station (PDS)
prior to the arrival of the UB shipment and the items were not
available at the future PDS.  For further information, contact the
local Passenger Travel Office (PTO) or see the AMC-PE Travel Page at
link:  https:(slash)(slash)www.amc.af.mil/AMC-Travel-Site/.

11.  Transporting Pets

11.a.  The key to a successful pet move is early planning and
constant follow- through.  Marines who are being reassigned to, from
or between OCONUS locations are encouraged to immediately visit
their local PTO located within the DMO to establish transportation
requirements for their pets.  Be aware it may take up to six months
to complete all the requirements for ensuring pet(s) can be imported
to an OCONUS location.

11.b.  PCS orders are NOT required to submit reservations for PCS
travelers and pets (dogs and cats only) on AMC-PE nor do pets have
to be cited within the orders for reimbursement purposes.  Because
pet reservations will be apportioned on a first come/first served
basis, pet transportation needs should be identified to the local
PTO as soon as the Marine has a general idea of the required
departure month.  Reservations will be finalized when AMC schedules
the flight on/about 90 days prior to the flight departure date.  At
that time, pet space requests will be submitted by the PTO.  However,
because of limited space on the AMC-PE and the flight is available
to members of all Services, there is no guarantee of a pet
reservation no matter how early a Marine registers a pet movement
requirement.  Once the Marine completes the PCS Outbound Interview
located in Marine Online (MOL), follow up with the PTO is required
to finalize all pet travel arrangements.

11.b.(1).  A Service member on a PCS order with an effective date of
January 1, 2024, or later, as defined in ref (c), paragraph 050107,
may be authorized reimbursement for the costs related to the
relocation of one household pet that arises from a permanent change
of station.  A household pet is a cat or a dog, owned for personal
companionship.  A Service member is responsible for compliance with
all rules for importing and exporting a pet to and from the United
States to be eligible for reimbursement.  Denial of entry for the
pet could result in denial of reimbursement for pet transport
expenses.  Reimbursement for the actual cost of authorized pet
related transportation expenses is limited to $550 per CONUS PCS
move and $2,000 per OCONUS PCS move.  A Service member may be
authorized the reasonable and substantiated cost of mandatory
microchipping, quarantine fees, boarding fees, hotel service charges,
licensing fees at the new PDS, testing titer levels for entry, and
pet shipping fees if the member flies rather than drives, or the pet
is shipped separately from the member.  For transoceanic travel, use
of Government or Government procured transportation must be used if
available or reimbursement for transportation costs is not
 authorized.  In extenuating circumstances where both Patriot
Express capacity and regularly scheduled commercial airline service
are not available for pets, the Secretarial Process may approve pet
transportation expenses that exceed $2,000 for an OCONUS PCS, not to
exceed $4,000, for a Service member that departs a permanent duty
station listed in JTR supplement AP-PQ-02 at link:
www.travel.dod.mil/Portals/119/Documents/JTR/Supplements/pet\_
allowance\_locations.pdf. This authority became effective November
25, 2024.  Requests for Secretarial Process for this supplement may
be submitted via AA Form with supporting documentation and command
endorsement to CMC (M&RA, MPO-40) via SMB\_HQMC\_MPO@USMC.MIL for
consideration.

11.b.(2).  Transportation of a Pet to or from an Alternate Location
or a Designated Place Effective 1 April 2025

11.b.(2).(a).  Alternate Location. Transportation of a pet to an
alternate location may be authorized if a member with or without
dependents owns a pet and receives PCS orders to a PDS where
Government quarters rules prohibit the possession of a pet, a
particular breed that the Service member owns is prohibited from
being transported to the new PDS, or airline policy prohibits the
transportation of the pet due to breed or other factors.
Transportation of the pet from the alternate location may be
authorized upon the member's receipt of new PCS orders.
Transportation of a pet to an alternate location may be authorized
in the case of a member's death.

11.b.(2).(b) Designated Place. Transportation of a pet may be
authorized to accompany dependents to a designated place when a
Service member receives PCS orders to serve an unaccompanied or
dependent restricted tour, or to an assignment specified as unusually
arduous sea duty, or in the case of an early return of dependents at
Government expense. Transportation of the pet from the designated
place may be authorized upon the member's receipt of new PCS orders.

11.b.(3).  The government contracted AMC-PE rotator flights offer a
discounted rate (ranging from 125 dollars to 375 dollars depending
on pet weight) to transport pets.  However, the number of pet spaces
per flight is very limited.  The maximum weight allowed for a
combined pet and kennel is 150 pounds, which cannot be waived.
Marines are responsible for obtaining an authorized kennel/carrier
bolted with metal nuts/bolts that provides adequate ventilation and
ample space for safe pet movement.  Soft-sided pet kennels/carriers
may be accepted for in-cabin movement only.  See the AMC Pet Travel
Information Page at
https:(slash)(slash) www.amc.af.mil/AMC-Travel-Site/AMC-Pet-Travel-
Page/ then click on AMC Pet Pamphlet 20 October 2023 or later date
when updated on the website.

11.c.  Emotional Support Animals and Service Animals.  The U.S.
Department of Transportation revised its Air Carrier Access Act
(ACAA) regulation on the transportation of Service Animals by air.
This final rule defines a Service Animal as a dog, regardless of
breed or type, that is individually trained for the benefit of a
qualified individual.  It allows airlines to recognize Emotional
Support Animals as pets, rather than Service Animals, and permits
airlines to limit the number of Service Animals that one passenger
can bring onboard an aircraft to two Service Animals.  Please find
more information concerning this matter at:
https:(slash)(slash)www.transportation.gov/briefing-room/us-
department-transportation-announces-final-rule-traveling-air-
service-animals.  Review the procedures for Service Animals
currently posted on the AMC Travel Page or contact the local PTO for
the current policy related to Service Animals and AMC-PE
transportation.

11.d.  Other Options for Moving Pets.  Marines should research all
methods as early as possible to select the overall best
transportation methods for their pets, including quarantine
requirements and costs (Germany, Hawaii, Japan, Korea and Guam).
Options include services offered by regularly scheduled commercial
airlines, including both US and Foreign Flag-carriers (NOTE: Marines
cannot legally be reimbursed if using a Foreign Flag carrier for
transport of your pet), and dedicated pet relocation services.
Regardless of the method, all pets traveling to or returning from
OCONUS require a health certificate from a certified veterinarian.
The animal health screening process may include several visits to
the veterinarian, a quarantine period, and shots which may take at
least six months prior to the expected travel date to complete.  The
following website provides helpful information and guidelines to
consider when traveling with a pet followed by direct links to each
of the City Pair Program's participating airline carrier's pet and
service animal policy:
https:(slash)(slash)www.gsa.gov/travel/plan-book/transportation-
airfare-pov-etc/airfare-rates-city-pairs-programs/resource-library/
airline-pet-policy.

11.e.  Non-Availability. If Government transportation is directed,
but not available, the traveler must provide a statement from the
Traffic Management Office (TMO) or Installation Transportation
Office (ITO) that Government transportation is not available.
When traveling by POV, such as to or from Alaska, a non-availability
statement is not required.

11.f.  For further pet transportation assistance, contact the local
PTO, located in the DMO at Marine Corps installations, and within
Installation Transportation Offices DoD-wide, or visit the official
Marine Corps Passenger Travel Facebook page at
www.facebook.com/usmcpassengertravel and the LPD-2 Public Page at:
https:(slash)(slash)www.iandl.marines.mil/Divisions/Logistics-
Division-LP/Logistics-Distribution-Policy-Branch-LPD/PCS-Move-
Resources/.

12.  Critical Links

12.a.  All move reference documents, Helpful Links, checklists and
other tutorials supporting PCS Moves, UPAC CONUS and OCONUS Facebook
Page links, and Personally Procured Move briefs/links are located on
the LPD Public Page for PCS Move Resources at:
https:(slash)(slash)www.iandl.marines.mil/Divisions/Logistics-
Division-LP/Logistics-Distribution-Policy-Branch-LPD/PCS-Move-
Resources/.

12.b.  Marine Corps Community Services (MCCS) Information, Referral
and Relocation Services connects individuals to military, Department
of Defense, and community resources, including health care, personal
and family counseling, marital counseling, relocation assistance,
housing referral, childcare resources, religious services,
recreation services, consumer affairs, child and spouse abuse
prevention programs, and other personal and family support programs
in both the military and civilian community.  MCCS Information,
Referral and Relocation Services also coordinate classes for CONUS
and OCONUS PCS moves.  Visit their Home Page for installation
specific information at:
https:(slash)(slash)www.usmc-mccs.org/marine-family-support/
information-referral-and-relocation.

13. Keys to Success.  Early counseling, planning, preparation,
flexibility, communication, and command support are the keys to
executing a successful PCS move and especially during this
challenging peak season.  Contact the origin and/or destination
Personal Property Office (PPO)/Passenger Travel Office (PTO) for
additional information, training, and support.

14.  Release authorized by MajGen Jason G. Woodworth, Deputy
Commandant for Installations and Logistics (LF)/Commander, Marine
Corps Installations Command.//