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.//  
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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.//