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# MARINES

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2 PRINT

## 2014 SUMMER HOUSEHOLD GOODS PEAK SEASON PREPARATIONS AND PROFESSIONAL BOOKS, PAPERS, AND EQUIPMENT (PBP E, ALSO KNOWN AS PRO GEAR) ALLOWANCE CHANGES

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SUBJ/2014 SUMMER HOUSEHOLD GOODS PEAK SEASON PREPARATIONS AND PROFESSIONAL BOOKS, PAPERS, AND EQUIPMENT (PBP E, ALSO KNOWN AS PRO GEAR) ALLOWANCE CHANGES//

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GENTEXT/REMARKS/1. THE PURPOSE OF THIS MARADMIN IS TO UPDATE UNITED STATES MARINE CORPS (USMC) LEADERS, MARINES, CIVILIAN MARINES AND THEIR FAMILIES ON THE 2014 SUMMER HOUSEHOLD GOODS PEAK SEASON AND PRO GEAR ALLOWANCE AND DEFINITION CHANGES.

2. LAST SUMMER, THE HOUSEHOLD GOODS INDUSTRY PERFORMED BETTER THAN IN PREVIOUS PEAK SEASONS. HOWEVER, ECONOMIC CONDITIONS AND SIGNIFICANT INCREASES IN COMMERCIAL AND PRIVATE SECTOR MOVES CONTINUES TO NEGATIVELY IMPACT INDUSTRY CAPACITY. STEPS MARINES, CIVILIAN MARINES AND THEIR FAMILIES CAN TAKE TO ALLEVIATE SOME OF THE DIFFICULTIES OF CONDUCTING A PCS MOVE INCLUDE ATTENDING A "PCS SMOOTH MOVE" OR OTHER COMMAND-SPONSORED PCS WORKSHOP, VISIT WWW.MOVE.MIL AND REVIEW THE HOUSEHOLD GOODS MOVE PLANNING TOOLS, ESTABLISH A DEFENSE PERSONAL PROPERTY SYSTEM (DPS) ACCOUNT AT WWW.MOVE.MIL, AND BE ACTIVELY ENGAGED WITH YOUR DISTRIBUTION MANAGEMENT OFFICE (PERSONAL PROPERTY OFFICE) AND HOUSEHOLD GOODS MOVING COMPANY THROUGHOUT YOUR MOVE.

2.A. OVER THE PAST YEAR, DPS HAS RECEIVED SEVERAL SOFTWARE UPDATES TO ENHANCE THE CUSTOMER'S ABILITY TO SELF-COUNSEL AND MAINTAIN VISIBILITY OF THEIR SHIPMENT(S). SOME OF THE CHANGES INCLUDE POSTING MORE INFORMATION ON WWW.MOVE.MIL, PROVIDING ENHANCED PERSONALLY IDENTIFIABLE INFORMATION SECURITY AND UPDATING ENTITLEMENT COUNSELING. BEFORE YOU BEGIN SELF-COUNSELING, TAKE THE TIME TO REVIEW THE "IT'S YOUR MOVE" PAMPHLETS (HOUSEHOLD GOODS AND POV SHIPMENT AND STORAGE), FRONT LOAD WASHER SERVICING NOTICE, FLAT SCREEN TV REQUIREMENTS AND OTHER USEFUL TRAINING AND INFORMATION TOOLS NEEDED TO CONDUCT A MORE EFFECTIVE HOUSEHOLD GOODS MOVE.

2.B. THE SIGNIFICANT UPDATE FOR 2014 INCLUDES PRO GEAR ENTITLEMENT AND ALLOWANCE CHANGES PUBLISHED IN THE JOINT FEDERAL TRAVEL REGULATIONS AND THE JOINT TRAVEL REGULATIONS.

2.B.1. THERE IS NOW A CAP ON THE MAXIMUM WEIGHT ALLOWED AND CHANGES TO THE DEFINITION OF PRO GEAR. MARINES WITH ORDERS ISSUED ON OR AFTER 1 MAY 2014 WILL BE ALLOWED TO SHIP UP TO 2,000 POUNDS OF PRO GEAR. A PARTIAL LISTING OF THE ITEMS THAT ARE NO LONGER DEFINED AS PRO GEAR INCLUDE COMPUTERS AND PERIPHERALS, MEMORABILIA, TABLE SERVICE ITEMS INCLUDING FLAT WARE, GLASSES AND DISHES, BOOKS, AND REFERENCE MATERIAL AVAILABLE AT THE NEXT PERMANENT DUTY STATION, ETC.

2.B.2. MARINES ALREADY LOCATED OCONUS WHO WILL RETURN TO CONUS ON OR AFTER 1 MAY 2014 WILL BE AUTHORIZED TO RETURN THE SAME PRO GEAR WEIGHT AND ITEMS THAT WERE SHIPPED OCONUS AS DOCUMENTED ON THEIR INVENTORY, REGISTERED IN DPS OR ANNOTATED TO A BILL OF LADING.

2.B.3. ENSURE THE HOUSEHOLD GOODS MOVING COMPANY PROPERLY ANNOTATES THE PRO GEAR ON THE INVENTORY SHEET FOR EACH SHIPMENT. IF NOT ADEQUATELY ANNOTATED, THE PRO GEAR CONSTRUCTED WEIGHT WILL BE CALCULATED AT SEVEN POUNDS PER CUBIC FOOT VICE THE PREVIOUSLY AUTHORIZED FORTY POUNDS PER CUBIC FOOT.

2.B.4. THE SPOUSE PRO GEAR WEIGHT ALLOWANCE REMAINS AT 500 POUNDS, HOWEVER, THE CHANGES TO THE LISTING OF ITEMS DEFINED AS PRO GEAR ALSO APPLY TO SPOUSE PRO GEAR.

3. ESTABLISH A DPS ACCOUNT AT WWW.MOVE.MIL. MOST MARINES AND CIVILIAN MARINES CAN ESTABLISH AN ACCOUNT WITH DPS AND PROCEED WITH SELF COUNSELING. HOWEVER, FIRST-TIME MOVERS, SEPARATEES, RETIREES AND OTHER SPECIAL CATEGORY PERSONNEL MUST ALSO BE COUNSELED AT THE LOCAL PERSONAL PROPERTY OFFICE. A DPS ACCOUNT IS STILL REQUIRED TO TRACK AND MANAGE SHIPMENTS AND FILE CLAIMS. LOCAL BASE OR STATION PERSONAL PROPERTY OFFICES CAN ASSIST IN SETTING UP THOSE ACCOUNTS. UPON COMPLETION OF SELF COUNSELING, IMMEDIATELY

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PROVIDE A COPY OF OFFICIAL WEB, SEPARATION OR RETIREMENT ORDERS TO THE PERSONAL PROPERTY OFFICE. APPLICATIONS FOR HOUSEHOLD GOODS MOVES MUST BE ACCOMPANIED BY A VALID COPY OF OFFICIAL ORDERS. ALL PERSONNEL ARE ENCOURAGED TO CONSULT THEIR PERSONAL PROPERTY OFFICE FOR ADDITIONAL COUNSELING ASSISTANCE WHEN NECESSARY AND TO PROVIDE CONSTRUCTIVE FEEDBACK THAT CAN BE RELAYED THROUGH THIS HEADQUARTERS TO THE COMMANDER, UNITED STATES TRANSPORTATION COMMAND (USTRANSCOM), THE OWNER OF THE DEPARTMENT OF DEFENSE (DOD) PERSONAL PROPERTY PROGRAM, FOR USE IN DRIVING CONTINUOUS IMPROVEMENT TO THE PROGRAM.

3.A. ENSURE FLEXIBILITY IN PACKING, PICK-UP AND DELIVERY DATES. THE MOST POPULAR PICK-UP DATES FOR PCS MOVES ARE JUST PRIOR TO THE MEMORIAL DAY WEEKEND AND TWO WEEKS AFTER THE FOURTH OF JULY. EXECUTING HOUSEHOLD GOODS MOVES DURING THIS "PEAK OF THE PEAK" SUMMER SEASON PRESENTS UNIQUE CHALLENGES SINCE SHIPMENT VOLUMES STRETCH THE LIMITS OF INDUSTRY CAPACITY. DESPITE A SIGNIFICANT ECONOMIC IMPROVEMENT OVER THE PAST TWO PEAK SEASONS, INDUSTRY REPORTS THAT LOCAL MANPOWER, LINEHAUL DRIVERS AND TRUCK CAPACITIES REMAIN STRAINED DURING THIS "PEAK OF THE PEAK" PART OF THE SUMMER SEASON. PICK-UP DATES SHOULD BE PLANNED TO ALLOW FOR AT LEAST TWO DAYS BETWEEN REQUESTED AND ACTUAL PICK-UP DATES IN ORDER TO VACATE HOUSING, COMMENCE TRAVEL AND EXECUTE OTHER PCS-RELATED EVENTS. THE LAST TWO DAYS AND THE FIRST TWO DAYS OF EVERY MONTH ARE PARTICULARLY DIFFICULT DATES SINCE MOST LEASES AND RENTAL AGREEMENTS START OR END DURING THAT TIME. AS A REMINDER, FINAL PACK AND PICK-UP DATES ARE NOT CONFIRMED UNTIL THE CONCLUSION OF THE PRE-MOVE SURVEY, SO BE SURE TO OBTAIN CONFIRMATION OF PACK AND PICK-UP DATES BEFORE MAKING ANY FINAL TRAVEL ARRANGEMENTS. IF CIRCUMSTANCES REQUIRE A CHANGE TO THE AGREED UPON PACK AND PICKUP DATES, THERE IS A SUBSTANTIAL RISK THAT NEW REQUESTED DATES MAY NOT BE AVAILABLE, WHICH MAY RESULT IN A SIGNIFICANT DELAY IN EXECUTING YOUR MOVE.

3.B. STAY IN CONTACT WITH THE HOUSEHOLD GOODS MOVING COMPANY, NOW KNOWN AS THE TRANSPORTATION SERVICE PROVIDER (TSP). DPS PROVIDES POINT OF CONTACT TELEPHONE NUMBERS FOR EACH TSP SUPPORTING EACH MOVE. PICKUPS FOR MULTIPLE SHIPMENTS SHOULD NOT BE SCHEDULED ON THE SAME DAY (HOUSEHOLD GOODS, NONTEMPORARY STORAGE AND UNACCOMPANIED BAGGAGE, WHEN APPLICABLE) AS CONFUSION MAY CAUSE THE WRONG ITEMS TO BE PLACED INTO THE WRONG SHIPMENT.

3.C. CONSIDER PERFORMING A PERSONALLY PROCURED MOVE (PPM), FORMERLY KNOWN AS A DITY MOVE. ELIGIBLE MARINES MAY BE PAID UP TO 95 PERCENT OF THE GOVERNMENT'S COST FOR PERFORMING A SIMILAR MOVE. A PPM OFFERS THE GREATEST FLEXIBILITY WHEN PERFORMING AN ELIGIBLE MOVE. MARINES ARE REQUIRED TO PERFORM PPM COUNSELING WITHIN DPS OR AT THE LOCAL PERSONAL PROPERTY OFFICE AND COMPLETE ALL DOCUMENTATION REQUIREMENTS WITHIN DPS INCLUDING THE DD FORM 2278. MARINES MAY BE ADVANCED UP TO 50 PERCENT OF THE COST BASED ON THE ESTIMATED WEIGHT OF THE HOUSEHOLD GOODS. NOTE THAT PPM SHIPMENTS MAY BE INSPECTED TO ENSURE ONLY AUTHORIZED HOUSEHOLD GOODS ARE MOVED. PPM SETTLEMENT CLAIMS MAY BE TURNED IN TO THE NEAREST USMC PERSONAL PROPERTY OFFICE OR MAILED TO THE MARINE CORPS LOGISTICS COMMAND (MARCORLOGCOM) TRANSPORTATION VOUCHER CERTIFICATION DIVISION (TVCD). INSTRUCTIONS ON HOW TO FILE A PPM CLAIM ARE LOCATED AT [WWW.LOGCOM.MARINES.MIL/CAPABILITIES/DITYMOVES.ASPX](http://WWW.LOGCOM.MARINES.MIL/CAPABILITIES/DITYMOVES.ASPX). EMPTY AND FULL WEIGHT TICKETS ARE REQUIRED TO COMPLETE THE REIMBURSEMENT CLAIM. THE INCENTIVE PAYMENT MAY NOT BE AUTHORIZED WITHOUT THE NECESSARY DOCUMENTATION.

4. IF THERE ARE ANY DAMAGES INCURRED DURING YOUR HOUSEHOLD GOODS SHIPMENT, ENSURE THE TSP IS NOTIFIED OF YOUR INTENT TO FILE A CLAIM, USING THE DPS CLAIMS MODULE, WITHIN 75 DAYS OF DELIVERY AND IDENTIFY THOSE ITEMS THAT WERE DISCOVERED DAMAGED AFTER DELIVERY. CLAIMS MUST BE COMPLETED AND FILED WITH THE TSP WITHIN NINE MONTHS OF THE DELIVERY DATE TO RECEIVE FULL REPLACEMENT VALUE AND A SEPARATE CLAIM MUST BE FILED FOR EACH SHIPMENT (HOUSEHOLD GOODS, NONTEMPORARY STORAGE AND UNACCOMPANIED BAGGAGE SHIPMENTS WHEN APPLICABLE). THE CLAIMS SUBMISSION PROCESS IN DPS CAN BE DIFFICULT TO USE BUT A THOROUGH REVIEW OF THE INFORMATION ON [WWW.MOVE.MIL](http://WWW.MOVE.MIL) WILL HELP NAVIGATE YOU THROUGH THIS PROCESS. IF ADDITIONAL ASSISTANCE IS NEEDED, CONTACT THE LOCAL PERSONAL PROPERTY OFFICE. IN THE EVENT AN EQUITABLE SETTLEMENT ON YOUR CLAIM CANNOT BE REACHED THROUGH THE TSP, CONTACT THE MARINE CORPS CLAIMS OFFICE AT (703) 784-9533 FOR ADDITIONAL GUIDANCE.

5. IF YOUR HOUSEHOLD GOODS ARE NOT PICKED UP OR DELIVERED ON THE AGREED UPON DATES, YOU MAY HAVE THE OPTION OF FILING AN INCONVENIENCE CLAIM WITH THE TSP FOR AUTHORIZED OUT OF POCKET EXPENSES. CONTACT YOUR LOCAL PERSONAL PROPERTY OFFICE FOR ADDITIONAL DETAILS.

6. AFTER YOUR HOUSEHOLD GOODS ARE DELIVERED, AN EMAIL WITH A LINK TO COMPLETE A SHORT 12 -QUESTION CUSTOMER SATISFACTION SURVEY WILL BE SENT FOR EACH HOUSEHOLD GOODS SHIPMENT. COMPLETING EACH SURVEY IS EXTREMELY IMPORTANT AS YOUR RATINGS AND COMMENTS DETERMINE THE AMOUNT OF GOVERNMENT SHIPMENTS EACH TSP WILL RECEIVE AS A BEST VALUE PERFORMER. SURVEY RESULTS DIRECTLY CONTRIBUTE TOWARDS REWARDING TOP PERFORMERS AND ELIMINATING POOR PERFORMERS. COMMANDS ARE ENCOURAGED TO MAKE COMPLETION OF THE CUSTOMER SATISFACTION SURVEY A PART OF THEIR PCS CHECK-IN PROCESS.

7. PLANNING, PREPARATION, FLEXIBILITY, AND COMMUNICATION ARE THE KEYS TO EXECUTING A SUCCESSFUL HOUSEHOLD GOODS MOVE.

CONTACT YOUR LOCAL PERSONAL PROPERTY OFFICE FOR ADDITIONAL INFORMATION, TRAINING AND SUPPORT.

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8. RELEASE AUTHORIZED BY W. M. PAULKNER, LTGEN, DEPUTY COMMANDANT, INSTALLATIONS AND LOGISTICS.//