

## USMC ACCOMPANIED CONUS to CONUS CHECKLIST

Updated March 2024 / Reviewed March 2024

If you are moving from a base of a different branch of service, the offices will be different (DMO, PTO, etc.) Find your equivalent!

**COVID-19 Considerations:** Mask policies are based on local guidance. If anyone in your home tests positive for COVID-19, contact your DMO to reschedule your shipment and/or alert others of potential exposure. [More info here](#)

### First Steps After Receiving Orders

*(Most of these action items will be happening simultaneously. Some of them take time, so initiate and then move to the next step.)*

<input type="checkbox"/>	<b>Make sure your Orders are Accurate</b> <i>(Do this immediately)</i>	<b>As soon as you receive your orders, make sure all details are accurate.</b> <ul style="list-style-type: none"><li>• Check service member information, duty stations (present/future commands), family member details (names and birthdates), and reporting dates. Let your supporting admin office (S1) know if there are any errors. Be sure new family members are registered ASAP.</li><li>• Check to make sure dependents are specifically listed on your orders. If not, you'll need to submit a formal request for "Accompanied Orders" through your chain of command.</li></ul> <i>Tip: If you have a short-fuse shipment, contact your local DMO immediately.</i> <i>Tip: If you or a family member is enrolled in EFMP, initiate the <a href="#">EFMP checklist</a> ASAP</i>
<input type="checkbox"/>	<b>Confirm GTCC is in good standing</b>	<b>Apply for a Government Travel Charge Card (GTCC) if you do not already have one.</b> <ul style="list-style-type: none"><li>• All Marines are required to use a GTCC. If you already have one, check with your S1/Admin to make sure your GTCC is activated and in "mission critical" status prior to travel.</li></ul> <i>Tip: Read the <a href="#">GTCC MARADMIN</a> for more information</i>
<input type="checkbox"/>	<b>Register in DPS</b>	<b>Register in DPS.</b> <ul style="list-style-type: none"><li>• The Defense Personal Property System (DPS) is the system used to schedule and track your PCS. Users must first visit <a href="#">DPS</a> to register. This is best initially completed with a CAC card. Once a certificate is registered, customers may access the website at home. For troubleshooting, visit the <a href="#">New User Registration Guide</a></li></ul> <i>Tip: Use Chrome as the preferred browser, and turn off the pop-up blocker</i>
<input type="checkbox"/>	<b>Go to <a href="#">DPS</a> to complete your personal property counseling in DPS</b> <i>(Once notification is received that PCS Orders are forthcoming or the Orders are actually in hand)</i>	<b>Complete personal property counseling.</b> <b>**If this is your first time moving, contact your local DMO first for initial counseling**</b> Use the <a href="#">Locator Map</a> tool to find your nearest DMO/PPO.  After creating your account in DPS, you must perform 'self-counseling'. This counseling will teach the Marine and family members how the personal property portion of the move works. You will receive information on personal property entitlements and allowances, filing claims, and more. The service member (or person acting on behalf of the service member) will prepare an application in DPS. Customers are encouraged to take notes on entitlements, allowances, and procedures during counseling. Contact DMO to receive targeted counseling on any questions noted during DPS counseling before scheduling shipments.  Upon completion of the counseling portion, you will be prompted to upload the required documents in order to schedule your shipments. See next section " <b>Scheduling Shipments</b> "

## Begin to plan your move

(Most of these action items will be happening simultaneously. Some of them take time, so initiate and then move to the next step.)

<input type="checkbox"/>	<b>Understand your HHG weight</b>	<p><b>It is crucial the service member understands the total weight of HHG they are authorized for this move.</b> Entitlements should be populated within DPS, but can be verified in the <a href="#">DTR IV "It's Your Move"</a> on page 5. Service members will be charged for going over authorized weight limits. Use the <a href="#">USTRANSCOM weight estimator tool</a> to help you gauge your weight.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"><li>• PRO Gear listed separately does not count against your total weight allowance. Net weight limit for Pro Gear for Marines (regardless of rank) is 2,000 pounds. Marines may request an additional weight allowance up to 500 pounds for Spouse Pro Gear required for employment or community service for the spouse. All Pro Gear requests <b>MUST</b> be submitted to the local PPO for consideration <b>BEFORE</b> the move. This allows the opportunity for Quality Assurance Inspectors to verify the items qualify as PBP&amp;E.</li><li>• Gun safes (&lt;500lbs) are also authorized to ship in addition to your authorized weight, not to exceed 18,000lbs. Safe must be shipped empty of all personal property and guns <a href="#">DTR IV K section U</a> <b>**Note: O6 and above must request the additional weight allowance from LPD-2 since their weight cannot be increased above 18,000 lbs unless approved via the Secretarial Process in LPD-2.</b></li></ul>
<input type="checkbox"/>	<b>Decide on a PPM or GPM, or partial PPM</b>	<p><b>Members may perform either a Personally Procured Move (PPM), a Government Procured Move (GPM) or a Partial PPM, where both methods are used.</b></p> <p>A <b>Full PPM</b> allows the customer to take control of their move and be eligible to be compensated at 100% of the Government Constructed Cost (GCC). Visit the <a href="#">USMC LPD2 Resources for a PPM</a> for more information, and a checklist specific to PPM. (<a href="#">JTR 051502</a>)</p> <p>A <b>GPM</b> takes care of the packing, loading, shipping, unloading, and unpacking of your authorized HHG, at the government's cost. The member is responsible for understanding their rights and responsibilities outlined in <a href="#">JTR</a>, <a href="#">DTR</a>, and <a href="#">DPS</a> counseling. (<a href="#">JTR 051501</a>)</p> <p>A <b>Partial PPM</b> allows the customer to take advantage of both options. Customers can choose to ship the majority of their HHG through a GPM, and privately transport items that may be of higher value to the service member. <b>Small Package PPM</b> allows some customers to ship smaller necessity items in an expedited manner to your new PDS. These shipments are small, generally &lt;500lbs, and may be authorized for exact-cost reimbursement up to the standard government rate. The combined weight of all shipments must remain within the member's authorized weight allowance, or the member is subject to paying additional fees. See the <a href="#">Small Package PPM handout</a> for details. (<a href="#">JTR 051503</a>)</p>



### Grab a Calendar & Get Organized

### Create a rough timeline for your move.

- Check the NLT (No Later Than) date on your orders and work backwards. Outline your preferred pack-out/pick-up dates, route or flight dates along with alternative dates. Use one calendar as a central location for all things PCS-related.
- If you've opted to use a GPM, you must decide on a "7-day spread", a window in which the TSP will arrange to pick up your shipment. This is designed to reduce blackout dates created by large volumes of shipments during peak season.
- Determine your '7 Day Spread'.
  - o Your "Move Date" also referred to as your "**Pick up Date**" - this is the date you would ideally like everything loaded on a truck and removed from your premises. Now, choose a 7-day window based on this date. The moving company **MUST** choose a date within this 7-day spread to **pick up** your move. Enter the last day of your 7-day spread into DPS, and the window will auto populate. You will also be asked to identify your preferred date within the 7-day spread.
  - o Remember - your "**Pack Dates**" will happen in the days immediately preceding your "**Pick up Date**", this can be outside of your 7 day spread dates, but may not fall on a weekend or holiday without your permission.

*Example: You choose your "Move Date" to be Apr 24. DPS will auto populate your 7-day spread to Apr 18-24. Once awarded, the TSP (assigned moving company) must contact you within 3 days to confirm a **Pick-up** date. If they choose a **Pick-up** date of April 18th, they may be at your home Apr 13, 14 & 17 for **pack out** (not the 15th or 16th as those are weekends).*

### Clear as mud? Check out the **7-Day Spread Window Fact Sheet**

*Tip: Once your shipment has been **awarded**, the TSP must contact you within 3 days to confirm a **pick-up** date within your 7-day spread.*

*\*For parents of school age children: Make sure you identify and confirm early withdrawal/late enrollment dates with your current and prospective schools when considering your move dates. Children have been forced to repeat grades for not considering these dates appropriately!*

<input type="checkbox"/>	<b>Decide on Transportation options</b>	<p><b>Make a plan for your vehicles and dependents.</b></p> <p>How do you plan to get you, your dependents, and any POV (Privately Owned Vehicles) from your old PDS (Permanent Duty Station) to your new PDS?</p> <p><i>Tip: For families with 2 POV, check out <a href="#">JTR 052902</a> for information on reimbursement using “drive one, ship one.”</i></p> <p>Transportation allowances are for travel directly from the old PDS (Permanent Duty Station) to the new PDS. Options include: (<a href="#">JTR 050101</a>)</p> <ol style="list-style-type: none"> <li>1) Government transportation</li> <li>2) Government-procured commercial transportation (e.g., flight)</li> <li>3) Personally procured commercial transportation (e.g., rental car)</li> <li>4) Privately owned transportation</li> <li>5) Mixed Mode transportation (utilizing more than one mode of transportation)</li> </ol> <p>Transportation should occur by whatever means is most beneficial to the government. Discuss your plan with your local DMO before making arrangements.</p>
<input type="checkbox"/>	<b>Map your route</b>	<p><b>Calculate your travel days.</b></p> <p>Using the <a href="#">Defense Table of Official Distances</a>, calculate the maximum number of authorized travel days you’ll be allocated for your journey.</p> <p>For trips over 400 miles, divide the official distance by 350 to determine the number of authorized travel days. If the remainder is 51 or more, then one additional travel day is allowed (<a href="#">JTR 050205</a>).</p> <p><i>Example: If the official distance between Parris Island and MCRD San Diego is 2,400 miles, you would be allowed 6 days at 350 miles per day, with a remaining 300 miles. <math>300 &gt; 51</math>, so 1 additional day = 7 travel days.</i></p> <p>For unique dependent travel situations, please visit <a href="#">JTR 0504</a></p>
<input type="checkbox"/>	<b>Create a budget</b>	<p><b>Come up with a spending plan.</b></p> <p>There will be some up-front costs that will be reimbursed later, but also plan for start-up expenses once you arrive such as stocking your pantry/cleaning supplies and utilities. If the service member is traveling separately from dependents, consider requesting advance DLA (Dislocation Allowance) to help with the cost of move-related expenses. Otherwise, the service member should utilize the GTCC when possible.</p>

## Schedule your move

<input type="checkbox"/>	<p><b>Schedule your HHG shipments/Storage shipment in DPS</b> <i>(after you have completed DPS the Counseling portion online)</i></p>	<p><b>Log into DPS to schedule your HHG shipment.</b></p> <p>Once DPS self-counseling is complete, you've decided on your method of shipment, and your preferred dates, it is time to schedule your shipments/storage. <b>Use DPS to upload your orders and create your shipments. Have this information ready:</b></p> <ul style="list-style-type: none"> <li>• Your contact information, estimated weight, Pick-up &amp; delivery locations, 7-day spread, and any special items and/or PBP&amp;E (also known as Professional-Gear or Pro-Gear)</li> <li>• Completing this step will generate your DD Forms 1299 &amp; 1797. Review them first, sign, and return forms by either uploading into DPS or via email as required by the local DMO. If a Power of Attorney is required, please submit as well. <b>Additional forms may be required, for alcohol, firearms, etc.</b> Questions about your forms? Contact your local DMO.</li> </ul> <p><i>Tip: If you do not know your exact delivery address, you can put your new duty station and update your address later.</i></p>
<input type="checkbox"/>	<p><b>Contact IPAC (Installation Personnel Administration Center) for Entitlement Questions</b></p>	<p><b>Know your entitlements - Call or visit your local IPAC with any questions regarding entitlements.</b></p> <ul style="list-style-type: none"> <li>• <b>TLE (Temporary Lodging Expense):</b> Authorized 14 days for CONUS-to-CONUS moves. TLE is based on the locality of the temporary lodging, and can be split between losing and gaining PDS. Government quarters must be used, if available, before commercial lodging. Customers may not utilize TLE while occupying government quarters. TLE is calculated in <u>JTR 050601</u> Table 5-17</li> <li>• <b>DLA (Dislocation Allowance):</b> Partially reimburses a service member for relocation expenses (typically reimbursed upon checking in once travel claim is completed)</li> <li>• <b>Per Diem:</b> Flat rate for each day of travel (SM may not receive both per diem and TLE for the same day).</li> <li>• <b>BAH (Basic Housing Allowance):</b> Kicks in once the service member checks in at your new duty station</li> <li>• <b>GTCC (Government Travel Charge Card):</b> Know your limit. Ask your S-1 if you need to raise your GTCC limit (larger families).</li> <li>• <b>LICWO (Leave in Conjunction with Orders):</b> Contact your chain of command regarding leave.</li> </ul>

<input type="checkbox"/>	<b>Complete your Outbound Interview (OBI)</b>	<p><b>Sign into your Marine On-Line (MOL) account to complete your Outbound Interview (OBI).</b></p> <ul style="list-style-type: none"> <li>• All Marines in receipt of PCS orders will utilize the OBI module within MOL. This will cover all information needed by IPAC/admin to finalize PCS orders. This will also determine your travel entitlements. If flying, the OBI is needed to start the flight booking process. Be sure to include your pet(s) in your OBI.</li> </ul>
<input type="checkbox"/>	<b>Request a Sponsor</b>	<p><b>Contact the Sponsorship Coordinator (SC) of your gaining command or your local (I&amp;R) Office.</b></p> <ul style="list-style-type: none"> <li>• Per MCO 1320.11H conducting CONUS orders for all personnel in the grades of E1-E9, WO1-WO5 and O1-O6 requires a sponsor.. Sponsors should be of equal or higher pay grade to the Service Member</li> <li>• Your sponsor should be in contact with you no less than 60 days prior to your arrival, ideally shortly after you receive orders. Your sponsor will play a large role in assisting with your transition: housing process, providing local resources and more.</li> <li>• Your sponsor should receive Sponsorship Training (IR&amp;R Office) in order to assist you through this transition.</li> </ul>
<input type="checkbox"/>	<b>Helpful Facebook Pages/Websites for PCS information and updates</b>	<p><b>Follow these pages for helpful PCS Information:</b></p> <ul style="list-style-type: none"> <li>• The official <a href="#">Marine Corps Personal Property Facebook</a></li> <li>• The official <a href="#">Marine Corps Passenger Transportation Facebook</a></li> <li>• Official LPD <a href="#">USMC PCS Move Resources</a></li> <li>• <a href="#">2023 Peak Season MARADMIN.</a></li> <li>• <a href="#">USMC PCS Support CONUS page</a></li> </ul>
<input type="checkbox"/>	<b>Create a "Move Binder" with important documents</b>	<p><b>Create a binder with all of your important documents in one place.</b></p> <ul style="list-style-type: none"> <li>• Day of travel documents: Orders (3-4 copies), Pet Paperwork (and copies), Flight Itineraries, Reservations, Military IDs, Driver's Licenses and Passports</li> <li>• Other important documents: Social Security cards, medical records (immunization, medical, and dental records), birth/marriage certificates, school records/transcripts/IEPs, moving paperwork (TSP inventory sheets/important receipts, vehicle storage paperwork), TLE (hotel) info, important contacts (sponsor, gaining command phone numbers), tax documents, vehicle titles/registrations.</li> <li>• Other examples: EFMP (Exceptional Family Member Program) paperwork, college transcripts/licensure/continuing education paperwork, naturalization certificates, divorce, adoption/guardianship, custody paperwork, etc.</li> </ul> <p><i>Tip: Anything that you would not want to be lost in the move should be hand carried with you!</i></p>

**The Earlier the Better** (Several weeks out is ideal)

<input type="checkbox"/>	<b>Start sorting your Household Items</b>	<p><b>Decide what you will ship, hand carry and what you will purge.</b></p> <p>Set aside items that are not authorized to be moved or stored. This list of items can be found in the <a href="#">"Its Your Move" handout</a>, section N. Your TSP may have additional restrictions.</p>
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<input type="checkbox"/>	<b>Submit your Housing Application</b>	Each base housing will have a different application process, but it is a good idea to apply for base housing even if you intend to live off base. Your <a href="#">local installation page</a> should have a section on housing.
<input type="checkbox"/>	<b>Make hotel reservations at new/old PDS</b>	Remember to check with the base accommodations first and obtain a certificate of non-availability if applicable. If you require a pet-friendly hotel, be sure to contact the hotel directly for policy and reservation. Search “pet friendly hotel” on the <a href="#">USMC PCS Support</a> page for more tips. <a href="#">Search for installation lodging here.</a>
<input type="checkbox"/>	<b>Notify your landlord or sell/rent your home</b>	Once you know your estimated moving dates, you will want to make a plan for your current home. Notify your landlord or make plans to sell your home/find renters if living in off-base housing. Remember, the <a href="#">Service member Civil Relief Act</a> may apply. Be sure to provide the appropriate amount of advance notice, or you may be liable for paying additional rent.
<input type="checkbox"/>	<b>Renew your Military ID</b> <i>(If applicable)</i>	Dependents will likely need POA or the active-duty service member present to renew a military ID. <a href="#">Find your nearest ID/CAC processing location here.</a>
<input type="checkbox"/>	<b>Renew your Driver's License</b> <i>(If applicable)</i>	If you plan to maintain residency at your current PDS, ensure your DL is not due to expire. Be sure to check laws at both the new and old PDS to ensure you are following applicable state laws.
<input type="checkbox"/>	<b>Plan for your Pet's Travel</b> <i>(if applicable)</i>	The 2023 NDAA for pet expenses due to PCS is in effect for those with a detachment date after January 1, 2024. Per the <a href="#">JTR 050107 "Pet Expenses Due to a PCS"</a> , reimbursement is issued for the costs related to the relocation of <b>ONE</b> household pet, defined as a cat or a dog. FAQ for the new pet entitlement can be found <a href="#">here</a> .
<input type="checkbox"/>	<b>Research your Airlines</b> <i>(if applicable)</i>	<b>If traveling commercial</b> , check with your airline for baggage allowance and pet information.
<input type="checkbox"/>	<b>Collect Medical/Dental Records</b>	Request copies of pertinent immunization, dental records, and other important medical records with you, or request your doctor's office send them directly to your new MTF/PCP as required. This process can take some time, so please notify your providers well in advance.
<input type="checkbox"/>	<b>Contact the School Liaison</b> <i>(If applicable)</i>	<a href="#">Locate and contact the School Liaison</a> for school registration information at your new duty station.
<input type="checkbox"/>	<b>Contact the Child Development Center (CDC)</b> <i>(If applicable)</i>	Oftentimes, the CDC will have a waitlist. <a href="#">Find the CDC at your new duty station</a> to inquire about a waitlist if you will require childcare upon arrival (especially dual military or dual working families). Visit <a href="http://www.militarychildcare.com">www.militarychildcare.com</a> to put your child/ren on a waitlist <i>Tip: Subsidies are available in some areas. Visit <a href="#">Childcare Aware</a> for more information.</i>
<input type="checkbox"/>	<b>Contact IR&amp;R</b>	Information, Referral, & Relocation Offices (IR&R) have more helpful resources on your new duty station on <a href="#">their websites</a> .

### Prepping for Packout/Pickup

<input type="checkbox"/>	<b>Confirm dates with your TSP &amp; Complete your Pre-Move Survey</b>	<p><b>Contact your TSP to confirm all dates.</b></p> <p>Your <b>pick-up date</b> should have been confirmed within 3 days of award, and an estimate of the number of pack-out days preceding will be provided based on the weight you submitted into DPS. Your assigned TSP should contact you no later than 9 days prior to the <b>pick-up</b> date to perform an in person or virtual pre-move survey of the HHG items you are moving. This helps them better estimate your weight, confirm the number of <b>pack days</b>, identify items needing special consideration, and determine the materials they will need to bring. Use this opportunity to identify any large or unusual items (large screen TV, piano, pool table, motorcycle), ask any questions you have about the pack out/pick up process. Each TSP has guidelines that their teams will use with regard to what they can or cannot pack. Discuss your choices for unpacking at destination to ensure the TSP is ready to not unpack at all, partially unpack some of the shipment or unpack all of the shipment.</p> <p><i>Tip: Your <b>pick-up</b> date should not change without your permission. Contact your DMO for any additional concerns, or if you are within one week of moving day and have not had your pre-move survey completed.</i></p> <p><i>Tip: You can visit the <u><a href="#">Customer Facing Dashboard</a></u> to learn more about the company assigned to you.</i></p>
<input type="checkbox"/>	<b>Read Tips from Military One Source</b>	Read <u><a href="#">move prep tips</a></u> and <u><a href="#">fact sheets</a></u> from Military One Source





## Prepare your specialty items

### [Take time to know your responsibilities.](#)

The TSP should provide you information on preparing items that need special consideration. It is your responsibility to read and perform those tasks. Failure to do so can lead to the TSP refusal to transport said items.

Visit [DTR "It's your move"](#) for more details

#### **Batteries**

- As of May 2023 Lithium Ion batteries are restricted to less than 100wh per battery, and lithium metal batteries must be less than 2 grams. All lithium containing batteries must be packaged and labeled separately from the rest of your shipments. [See the fact sheet.](#)

#### **Pro Gear**

- Be sure it is separated from the HHG items and identified as pro-gear so it can be listed as such on the inventory.

#### **Motorcycles**

- Motorcycles or dirt bikes can be shipped as a POV or as a part of your HHG. Check with your TSP and the DTR IV section G to verify your responsibilities in prepping your motorcycle or dirt bike, including draining the vehicle of fuel and disconnecting the battery in preparation for transport

**Alcohol** ([DTR IV K1 p.14](#)) see JTR p 226 for link to the code \*\*

- Note: Shipment of sealed alcohol is now authorized (MARADMIN 289/19) \*\*
- [Alcohol](#) is subject to the laws of the state you are moving to/from. Check the DTR and the TSP to verify their policy.

**Weapons** ([DTR IV K1 p17](#)) Also ([DTR IV Chapter 409](#))

- Shipment of firearms within the CONUS must comply with local and/or state laws, and ATF regulations. Shipment of ammunition is NOT authorized. Personal carrying of weapons during PCS must comply with local and/or state laws, and ATF regulations. In general, do not carry firearms on your person. Check the laws of ALL states or countries through which you tend to travel to your new duty station.

**Boats** ([DTR IV K1 p.15](#)) and ([DTR IV Ch.412](#))

- While the JTR does authorize the movement of a boat, the cost cannot exceed the amount to move your maximum authorized weight allowance. Member will be responsible for the cost to prepare the boat, including any special packing, and crating costs. Boats and other personal watercraft less than or equal to 168 inches x 82 inches x 77 inches may be shipped with HHG. Those exceeding these dimensions will be shipped via One-Time-Only rates. Consider a PPM (personally procured move) if transporting a boat. You can receive an incentive of 100% of the Government Constructed Cost.
- Preparations of the boat are the member's responsibility and can be found in the DTR.

<input type="checkbox"/>	<b>Separate suitcases and items you will be traveling with</b>	<p><b>Prep the space.</b></p> <ul style="list-style-type: none"> <li>• Consider blocking off a section of your home that is clearly labeled as "DO NOT MOVE"</li> <li>• Set aside items such as suitcases (you'll be using for travel) trash, donations</li> <li>• Keep passports, move binder, purses, etc. out of the way of the movers so they do not accidentally pack them. Many people put these important documents and items inside their car so they will not be packed.</li> <li>• Don't forget your medications, along with refills to get you through the relocation process</li> <li>• Start setting aside a variety of snacks and entertainment, especially if traveling with children!</li> </ul>
<input type="checkbox"/>	<b>Prepare household items/appliances for pack out &amp; create an inventory</b>	<p><b>Prep your items.</b></p> <p>Drain lawnmower, tape remotes to electronics, remove all batteries, remove all items from walls (curtains, pictures, TVs), disassemble and clean outdoor playsets, move items out of attic/crawl space, and ensure all appliances are disconnected and ready to move.</p> <p><b>Create your own inventory:</b> Always start with your highest-value items. Keep all receipts, get appraisal records, and take photos and videos prior to packing with enough detail to show the condition. Video record your electronics/appliances in working condition and take photos of the serial number plates on these items!</p> <p><i>Tip: Keep a copy of your personal inventory in your move binder.</i></p>
<input type="checkbox"/>	<b>Know your Important Phone Numbers</b>	<p><b>Have these important phone numbers on hand for any issues before or during your move:</b></p> <p><b>Distribution Management Office (DMO):</b> Call for questions before your move, entitlements questions, scheduling counseling, providing updates to orders, assistance with shipment applications, issues with moving company before packing or pickup, date/location changes not accommodated by moving company, or to postpone/cancel a shipment</p> <p><i>Write your local DMO phone number here: _____</i></p> <p><b>Quality Assurance (QA):</b> Call for moving day issues</p> <p><i>Write your QA phone number here: _____</i></p> <p><b>Moving Company (Transportation Service Provider or TSP):</b> Check DPS for your TSP contact information. Contact them for: setting up a pre-move survey, coordinating delivery at destination, date change requests, providing special item information, submitting inconvenience claims if the moving company is late, submitting real property damage claims (damage to your residence), or submitting claims for loss or damage.</p> <p><i>Write your TSP Move Coordinator phone number here: _____</i></p> <p><b>Origin Joint Personal Property Shipping Office</b> Call JPPSO for date or location changes not accommodated by moving company, postpone or cancel a shipment, request an update on shipment status or tracing.</p> <p><i>Write your JPPSO Phone number here: _____</i></p>

## Packout/Pickup Day

<input type="checkbox"/>	<b>Moving day rights &amp; responsibilities</b>	<p><b>Know your rights and responsibilities</b>, found in the <a href="#">DTR IV K1</a> Section X</p> <ul style="list-style-type: none"> <li>- Your team may arrive between the hours of 8:00 am - 5:00 pm on pack, pickup and delivery dates. You are required to be at the residence during this time.</li> <li>- Your team must finish by 5:00 pm, unless approved by the customer, then they may remain until 9:00 pm. You or your assigned representative must be present during the entire move process.</li> </ul> <p><i>Tip: Have your important phone numbers on hand (DMO, QA, and TSP Move Coordinator For any issues that may arise)</i></p>
<input type="checkbox"/>	<b>Review Moving day Tips</b>	<p><b>Moving Tips.</b></p> <ul style="list-style-type: none"> <li>• <b>Keep move binder, purses, passports, medications, jewelry, keys, phones and any other valuables you do not want to be packed either locked in a safe place or with you at all times.</b></li> <li>• Come up with a plan for small children and/or pets while movers are packing up your house. Asking a friend/neighbor/babysitter for help can make things easier on moving day.</li> <li>• Tipping and/or supplying meals are not required. A TSP should never request this compensation from you; however, it is also not illegal to tip or feed your movers. The choice to tip and supply meals is at your own discretion.</li> <li>• The driver is usually in charge of the show. They are responsible for ensuring there is a crew and that everything is properly loaded before departing. If you run into any issues, talk with the driver first. If they are unable to resolve the issue, don't hesitate to call your local DMO or QA for help.</li> <li>• The moving company will be creating an inventory of all your household items and will put stickers on all the boxes and larger items (couches, etc.). On these inventory sheets, they will also be indicating whether or not there was any pre-existing damage to your household goods. Be sure to check the condition codes they use on your items BEFORE they load them onto the truck. If you disagree with their assessment, make sure to write it in the remarks section!</li> <li>• <b>Do not sign the inventory sheet until you understand and agree with everything listed.</b></li> <li>• See more <a href="#">moving day tips</a> from Military OneSource</li> <li>• Real Property Damage: In the event a TSP has caused damage to your residence at pack out or delivery, review the <a href="#">claims factsheet</a> and follow the steps provided under "Residential Damage Claims."</li> </ul>

## Final moving tasks

<input type="checkbox"/>	<b>Notify credit card companies/banks</b>	Notify your credit card companies and banks that you are moving and update your new address.
<input type="checkbox"/>	<b>Submit Change of Mailing Address</b>	It can take 7-10 business days to forward a mailing address through USPS.

<input type="checkbox"/>	<b>Share your forwarding address with providers</b>	Update your new address with healthcare providers and any other local services you utilize as soon as you have it so that any outstanding bills can be forwarded directly to you.
<input type="checkbox"/>	<b>Tricare</b>	Stay enrolled in your current TRICARE plan. You will transfer coverage after you arrive at your new location. Fill or refill any prescriptions to carry you through your relocation period.
<input type="checkbox"/>	<b>Cancel utilities/delivery services</b>	Check any subscriptions, utilities, or delivery services you may have and cancel/update your address
<input type="checkbox"/>	<b>Back up important files</b>	Backup/copy pictures and important documents/files to iCloud or similar
<input type="checkbox"/>	<b>Double Check GTCC</b>	Check with your S1/Admin to make sure your GTCC is activated and in "mission critical" status prior to travel
<input type="checkbox"/>	<b>Complete the Check-Out Process</b>	Contact your losing command with questions regarding the check-out process. You will take all required documents/check-out sheets to IPAC.
<input type="checkbox"/>	<b>Final house cleaning and inspection</b>	Clean your house thoroughly to include emptying and cleaning the refrigerator, stove, and other major appliances. Complete your home inspection (if applicable), turn in the keys, and say goodbye to neighbors!

#### Travel to New PDS

<input type="checkbox"/>		While transiting to your new PDS, be sure you keep all receipts, utilize your GTCC where allowed. Check out the <a href="#">GTCC FAQ</a> for more information on its use.
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#### After You Arrive

<input type="checkbox"/>	<b>Check-In with IPAC</b>	Visit IPAC as required, keeping in mind your report NLT date. Remember, your new local BAH won't begin until you have checked in at your new PDS.
<input type="checkbox"/>	<b>Enroll TRICARE</b>	Verify your TRICARE enrollment, and update to a new region as required. This must be done within 90 days as a qualifying life event. Learn more at <a href="#">Tricare Life Events</a>
<input type="checkbox"/>	<b>Finalize Housing (if required)</b>	If utilizing base housing, report to the family housing office for assignment.
<input type="checkbox"/>	<b>Familiarize yourself with your new base</b>	<a href="#">Search for the many base resources</a> such as Outdoor Recreation, Information Referral & Relocation (IR&R), New Parent Support, and more. Orient yourself to the Commissary, MCX, Post Office, and restaurants.
<input type="checkbox"/>	<b>If conducting a PPM, review "PPM Submission Tutorial" on LPD website</b>	<b><a href="#">PPM submissions are done via the Travel Tab on Marine OnLine (MOL) .</a></b>  A tutorial for how to submit your PPM can be found here: <a href="#">PPM Submission Tutorial</a>

<input type="checkbox"/>	<b>Know your important phone numbers for accepting deliveries (UB, HHG)</b>	<p><b>Know your important phone numbers:</b></p> <p><b>Destination DMO:</b> Call for questions after your move, Assistance with scheduling delivery, Issues with moving company at your destination, Assistance with filing claims, Assistance with submitting Personally Procured Move (PPM) claims for reimbursement, Request delivery out of storage, Request a storage extension  <i>Write your destination DMO phone number here:</i> _____</p> <p><b>Destination QA:</b> Call for delivery day issues  <i>Write your destination QA phone number here:</i> _____</p> <p><b>Destination JPPSO:</b> Call to request an update on shipment status or tracing  <i>Write your destination JPPSO phone number here:</i> _____</p>
<input type="checkbox"/>	<b>Prep for delivery</b>	<p><b>Prepare for your HHG Delivery.</b></p> <ul style="list-style-type: none"> <li>• Notify your TSP of your delivery address, if not previously done</li> <li>• Your TSP should notify you directly when your shipments are ready for delivery (via email or phone)</li> <li>• Know the Required Delivery Date (RDD) which can be found in DPS. If your HHG are not delivered by the RDD, you may be eligible for an inconvenience claim. <u>See handout</u> for more information</li> <li>• If you KNOW your new housing will not be ready for delivery of HHG in advance, you may request Storage in Transit (SIT). See SIT section below for more information</li> <li>• Read the <u>Unpacking &amp; Unloading tips</u> from Military One Source</li> <li>• Remember, you or your pre-designated (in writing) representative must be home on the day of delivery</li> </ul> <p><b><i>If your housing is NOT available by the time your HHG are ready for delivery, then your shipment will enter Storage in Transit (SIT), see below for more</i></b></p>
<input type="checkbox"/>	<b>Storage in Transit (SIT)</b>	<p><b>Storage in Transit</b></p> <p>If you know or anticipate you will be unable to accept delivery of your HHG, you are authorized 90 days of SIT per <u>JTR 0518</u></p> <ul style="list-style-type: none"> <li>- SIT can be approved at the origin, destination, or any point in between.</li> <li>- Storage facility must be a government approved storage facility</li> <li>- The time limit of 90 days is cumulative, and the service member is financially responsible for SIT storage shares that accrue after the appropriate time limit expires</li> </ul> <p>Once you are able to accept HHG, notify your TSP of your new date, and they must schedule delivery within 7 business days.</p> <ul style="list-style-type: none"> <li>- For situations other than a typical PCS, read <u>JTR 0518</u></li> </ul>

## HHG Delivery

<input type="checkbox"/>	<b>Accept your Personal Property Shipments (UB, HHG)</b>	<p><b>Communicate which items you would like the delivery crew to unpack:</b> You have a couple of options, and you should communicate your personal choice with the TSP ahead of time or in DPS.</p> <ol style="list-style-type: none"><li>1) A full unpack: Movers empty the boxes of all their contents into the specified rooms. If you would like a full unpack, you need to include that in the remarks blocks in DPS Counseling: "FULL UN-PACK REQUIRED"</li><li>2) A partial unpack: Movers only open boxes in select areas</li></ol> <p><i>Tip: Movers must assemble furniture that they took apart at the origin (beds, couches, etc.). Items that were the responsibility of the customer, like playground equipment, will NOT be reassembled by the carrier.</i></p> <ul style="list-style-type: none"><li>● Use the inventory sheet to check off the numbers and ensure that everything is delivered. As the boxes/items come off the truck, you should direct them where they should be placed. The TSP is only required to place each item one time.</li><li>● Once the truck is empty, you should verify on the inventory sheet that everything has been delivered. If not, those items need to be annotated on the inventory sheet before you sign off. Any lost/damaged items should be listed on the "Loss or Damage at Delivery" form provided by the driver. See next section: "<b>Submit a Loss/Damage Report.</b>"</li><li>● <b>The TSP is required to move all packing materials only on the day of delivery. Do not sign this form until you are satisfied with the condition. If you waive the unpacking, the TSP is not required to return later to unpack or remove debris.</b></li></ul> <p>*In the event mold is discovered, immediately call your local DMO and do not allow any items to be brought into your home. View <a href="#">this handout</a> for quick look at the next steps</p>
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<input type="checkbox"/>	<p><b>Submit a Loss/Damage Report</b>  <i>(Note: A loss/damage REPORT is different from an actual claim. You will still need to file a claim for lost or damaged items.)</i></p>	<p><b>Complete a Loss/Damage Report DD Form 1840 with your TSP AT THE TIME OF DELIVERY:</b></p> <p>If any of your HHG are lost or damaged during the move process, you are entitled to full replacement value (FRV) of that item. This means that the moving company should pay to repair or replace any lost or damaged property with a like item. The Transportation Service Provider (TSP) will require proof of the item's value and quality and will likely want evidence of the replacement cost. Follow the key steps below for documenting loss/damage of household goods at time of delivery:</p> <ol style="list-style-type: none"> <li>1. Inspect all items</li> <li>2. Note any obvious loss and/or damages and ask the driver to complete and sign a Loss &amp; Damage Report (DD Form 1840). Mutual agreement on major items can lead to fewer disputes later on</li> <li>3. Acknowledge receipt of all high value items</li> <li>4. Review inventories and other forms BEFORE SIGNING</li> </ol> <p><b>You can also submit a Loss/Damage report AFTER THE TIME OF DELIVERY:</b>  You have 180 days (for shipments picked up May 15, 2020 and after) from the date of delivery to notify the moving company in DPS of any lost or damaged items that you intend to file a claim for.</p> <p>Check out DP3 handout on <a href="#">loss and damage here</a>. Read more on <a href="#">loss and damage</a> at Military One Source</p>
<input type="checkbox"/>	<p><b>File an itemized claim for Loss/Damage in order to be reimbursed.</b>  <i>The TSP MUST mark your shipment as "delivery complete" status before you can start the claim process</i></p>	<p><b>Login to DPS to submit a Claim for Loss/Damage.</b>  A Loss/Damage Report is NOT a claim. After you submit a Loss/Damage Report, you must submit an itemized claim in DPS for every item that was lost or damaged during the moving process in order to receive reimbursement.</p> <p><b>Gather the following information before logging into DPS to submit an itemized claim:</b></p> <ul style="list-style-type: none"> <li>• Manufacturer</li> <li>• Brief description of item</li> <li>• Inventory item number</li> <li>• Cost at purchase and year of purchase</li> <li>• Description of damage</li> <li>• Proof of value or condition, photos &amp; receipts (if available)</li> <li>• Repair estimate (optional)</li> </ul> <p>Refer to the DP3 handout on <a href="#">loss and damage here</a>. Read more on <a href="#">loss and damage</a> at Military One Source</p> <ul style="list-style-type: none"> <li>• Questions? Contact the Navy Personnel Claims Unit at (888) 897-8217, (757) 440-6315, or email <a href="mailto:Norfolkclaims@navy.mil">Norfolkclaims@navy.mil</a>.</li> </ul> <p><b>Remember this is a negotiation. If you are not happy with an offer, you should reject it.</b></p> <p><b>Tip: For non-DPS claims such as damage to the residence (Real damage) by the TSP, you will need to file a claim for Real Property Damage with the TSP directly.</b></p>

<input type="checkbox"/>	<b>File an Inconvenience Claim</b>	<p><b>Contact your DMO if you need to file an Inconvenience Claim.</b></p> <p>Marines may file an <a href="#">Inconvenience Claim</a> with the TSP when HHG are not picked-up/delivered by the Required Delivery Date (RDD). Contact your local PPO (DMO) for more information and the process for submission of the claim.</p>
<input type="checkbox"/>	<p><b>Complete the Customer Satisfaction Survey (CSS)</b>  <i>(Should be completed within seven days after delivery is complete)</i></p>	<p><b>Complete your CSS for EACH shipment executed during the PCS.</b></p> <p>The CSS is a tool to make sure only the best moving companies pack, store, and move your household goods. It consists of eight questions and allows you to rate your TSP. HQMC reviews all ratings and comments and uses the CSS to hold moving companies accountable through warnings or suspensions. <a href="#">Learn more here.</a></p> <p><b>How can I complete the CSS?</b></p> <ul style="list-style-type: none"> <li>• Click on the link provided to you by the automated email you will receive</li> <li>• Login to Defense Personal Property System (DPS) and select “Customer Satisfaction Survey” tab</li> <li>• Call 1-800-462-2176 and select Option 5.</li> <li>• The DTR, Part IV, Personal Property, Chapter 401, paragraph 401-G4h requires all users of the Defense Personal Property Program to acknowledge the following statement (in writing) prior to shipment: “I understand that I am required to complete the DPS Customer Satisfaction Survey (CSS) upon completion of my shipment. Failure to do so may result in my Service being notified.”</li> </ul>

This document was compiled with resources from move.mil, HQMC Guide to PCS, 2023 Peak Season MARADMIN, AMC official travel site, official USMC websites (including various DMO websites), and [JTR](#)



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## Glossary

<b>DLA</b>	Dislocation allowances. DLA partially reimburses a servicemember for expenses incurred in moving a household. DLA is a flat amount and may be paid as a primary, secondary, or partial DLA depending on the circumstances of the household move. Only one DLA is permitted per year. Please visit the DTMO Website for current DLA rates <a href="https://www.travel.dod.mil/Travel-Transportation-Rates/Dislocation-Allowance/">https://www.travel.dod.mil/Travel-Transportation-Rates/Dislocation-Allowance/</a> . 2023 rates found here <a href="https://www.travel.dod.mil/Portals/119/Documents/DLA/DLA-2023-01-01.pdf">https://www.travel.dod.mil/Portals/119/Documents/DLA/DLA-2023-01-01.pdf</a>
<b>Per diem Allowance</b>	Allowance paid for days of travel, varies depending on the mode of transportation authorized and used, the official distance, number and age of dependents authorized, and whether they are traveling with the Service Member
<b>SM</b>	Service Member
<b>TLE</b>	Temporary Lodging Expense Allowance designed to partially reimburse the service member for the cost of lodging and meals as when he or she or a dependent occupies temporary lodging in the continental United States (CONUS) during a PCS move.
<b>HHG</b>	Household goods
<b>GPM</b>	Government Procured Move
<b>PPM</b>	Personally Procured Move
<b>PDT</b>	Permanent Duty Travel