

USMC ACCOMPANIED CONUS TO HAWAII CHECKLIST
PCS TO MCB HAWAII AND CAMP SMITH Updated July 2024

Note: If you are PCSing from a Duty Station of a different branch of service, the "names" for the sections will be different (DMO, PTO, PPO, etc. Find your equivalent!)

First Steps After Receiving Orders (Steps below are proactive Member actions, orders are not required to Reserve Air Mobility Command-Patriot Express (AMC-PE) Pet Spaces per peak season MARADMIN)

(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"/>	Ensure your Orders are accurate <i>(Do this immediately)</i>	<p>As soon as you receive your orders, make sure all details are accurate.</p> <ul style="list-style-type: none"> Check order details: service member information, duty stations (present and future commands), family member details (names and birthdates), and reporting dates. Let your supporting admin office (S1/IPac) know if there are any errors as soon as possible. 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. <p><u>Note: Overseas Screening is not required for a PCS to Hawaii.</u></p> <p><u>Ensure all endorsements with all funding lines of accounting are included.</u></p>
<input type="checkbox"/>	Grab a Calendar & Get Organized	<p>Create a rough timeline for your move.</p> <ul style="list-style-type: none"> Check the NLT (no later than) date on your orders and work backwards. Determine your preferred pack-out/pick-up dates and flight dates along with alternative dates. As you make appointments, use one calendar as a central location for all things PCS-related. It's also a good idea to create a binder or similar system to keep important documents in one place. See "Create a Move Binder" Section in this document.
<input type="checkbox"/>	Confirm GTCC is in good standing	<p>Apply for a Government Travel Charge Card (GTCC) if you do not already have one.</p> <ul style="list-style-type: none"> All Marines are required to use a GTCC. If you already have one, check with your S1/Admin or ODTA to make sure your GTCC is activated, in "mission critical" status prior to travel, and will not expire during your PCS.
<input type="checkbox"/>	Sign up for an MCCS Relocation Class with your local Information, Referral, and Relocation (I&R) Office <i>(If available)</i>	<p>Search for your local MCCS Information, Referral, & Relocation (I&R) website to sign up.</p> <ul style="list-style-type: none"> Service members are required to attend a PCS workshop and spouses are highly encouraged to attend. This course will provide an overview of all the moving parts of a PCS. You can also request a sponsor through I&R if your gaining command has not yet provided one. Another great resource: The Marine Corps Personal Property and Passenger Transportation Section (LPD-2) continues to partner with NAVSUP to develop videos and tutorials: Counseling Webinar Videos and Tutorials
<input type="checkbox"/>	Complete your Outbound Interview (OBI)	<p>Sign into your Marine On-Line (MOL) account to complete your Outbound Interview (OBI).</p> <ul style="list-style-type: none"> 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. The OBI is used to finalize the flight booking process. Be sure to include your pet(s) in your OBI. See "Schedule Flights" section.

<input type="checkbox"/>	<p>Schedule Flights with your local Passenger Travel Office (PTO) <i>(PTO is usually located within DMO)</i></p>	<p>The following steps explain the flight booking process.</p> <p>Upon receiving PCS orders, you can initiate the flight process: (*if you have a pet, as stated above, you do not need orders to initiate the flight process. If traveling with a pet, contact your local DMO office to get flights with pet spots):</p> <ol style="list-style-type: none"> 1. Complete your Outbound Interview (OBI) through your MOL Account 2. Research commercial flight options including options for pets if needed and ensure that the port call paragraph is in your PCS orders. 3. Contact your local IPAC/S-1 to submit your port call to DMO/SATO travel office to reserve your flights. If traveling with pets, ask about availability of alternative commercial flights to accommodate pet shipping. 4. There is a difference between having reservations for your commercial flight and being ticketed for your commercial flight. Your reservation (commercial itinerary) will be forwarded to you for your flight. If everything is correct such as location, spelling of names, and birthdates, the traveler will call the Travel Management Company (SATO) to purchase tickets. Once your flight is paid for, a commercial ticket will be issued. This travel is normally paid for (with your GTCC) and ticketed within 72 hours (3 business days) prior to departure OR on a case-by-case basis at the Marine's request upon detaching from your unit if earlier ticketing is needed. <p>Things to consider:</p> <ul style="list-style-type: none"> ● Are you taking leave? Schedule your LICWO (Leave in Conjunction with Orders) travel. The new supplemental circuitous/LICWO travel policy allows you to self-procure travel with the servicing Travel Management Company (MARADMIN 470/23). Please contact your local DMO-PTO to best understand your travel options. ● Are you storing a vehicle? You have the option to leave from the VPC (Vehicle Processing Center).
<input type="checkbox"/>	<p>Initiate the pet importation process for entry to Hawaii <i>(if applicable)</i> <i>This process may take several months to complete</i></p>	<p>Make an appointment with your local Veterinarian, preferably a military Veterinary Treatment facility (VTF) familiar with the process when possible.</p> <ul style="list-style-type: none"> ● Review the official guide for importing cats and dogs into Hawaii: http://hdoa.hawaii.gov/ai/ags/ags-info/ This website contains a checklist with all the requirements necessary to import your pet. Take it with you to your veterinary appointment. The 2023 NDAA for pet travel reimbursement goes into effect for those with a detachment date after January 1, 2024. Please see the August 2023 Pet Transportation Entitlement MARADMIN or the JTR 050107 "Pet Expenses Due to a PCS" for more information on the entitlement. Hawaii is considered to be an OCONUS location for the purposes of pet transportation meaning the allowance for ONE cat or dog up to \$2,000.

<input type="checkbox"/>	<p>Go to Military One Source to complete your personal property counseling in DPS (Once notification is received that PCS Orders are forthcoming or the Orders are in hand)</p>	<p>Complete personal property counseling. Visit Military One Source to create/update your account in the Defense Personal Property System (DPS). **If this is your first time moving, contact your local DMO first** Use the Installation Search Tool to find your nearest DMO (or Personal Property Office if you are not on a USMC base) Tip: Check out the FAQ for PCS Moves section of Military One Source and turn off your popup blocker to enable DPS window</p> <p>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, POV storage instructions, filing claims, and more. The service member (or person acting on behalf of the service member) will prepare an application in DPS. Marines 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.</p> <p>Note:</p> <ul style="list-style-type: none"> ● Unaccompanied Baggage (UB or Express) weight limit is 2,000 lbs regardless of rank or number of dependents for accompanied tours to Hawaii. (JTR Paragraph 051403) If PRO Gear is in the UAB shipment it does count against the 2,000 lbs you are allowed to ship. Total UAB shipment weight can not exceed 2,000 lbs but will be deducted out of total weight allowance. ● 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 MUST be submitted to the local PPO for consideration BEFORE the move. <p>Upon completion of the counseling portion, you will be prompted to upload the required documents in order to schedule your shipments/storage. See the next section "Schedule Shipments/Storage in DPS".</p>
<input type="checkbox"/>	<p>Schedule your HHG shipments/Storage shipment in DPS (after you have completed DPS the Counseling portion online)</p> <p>UB (Unaccompanied Baggage) HHG (Household Goods) NTS (Non-Temp Storage) Small Package PPM (Personally-Procured Move)</p>	<p>Log into DPS to schedule your shipments (UB, HHG, and NTS). Once DPS self-counseling is complete, it is time to schedule your shipments/storage. See FAQ Preparing for Your Move section on Military One Source. Use DPS to upload your orders and create your shipments. Have this information ready:</p> <ul style="list-style-type: none"> ● Your contact information, Estimated weight, Pick-up & delivery locations, Pick-up & delivery dates (be flexible- no weekends or holidays; different dates are needed for each shipment), and any special items and/or PBP&E (also known as Professional-Gear or Pro-Gear) <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> <p>Completing this step will generate your DD Forms. Review them first, and then sign. Questions about your forms? Contact your local DMO.</p> <p>Upload your signed DD forms into DPS: Another option is to send the following to your local DMO via email or in person: Basic orders, Signed DD1299 & DD1797 from DPS for each shipment, and POA (if applicable). Once the above documentation has been submitted to the local DMO/DPS, DMO will submit the application to the booking office, and you will receive an email with the TSP's name/origin name and phone number of the agent who will be packing your shipment. Refer to "Prepping for Packout" section to start preparing your household goods.</p>

		<p>Small Package PPMs are not the primary method of moving HHG OCONUS. However, small-package shipments (e.g. via USPS) are authorized if your shipments combined weights do not exceed your entitled weight. These are small shipments (generally <500 pounds) that the service member ships via USPS or other methods and are authorized for exact-cost reimbursement up to the standard government rate. The reimbursement does not include any costs for expedited shipping or insurance. The intent of Small Package PPMs is to enable the shipment of small household necessities (e.g. sheets, clothes) in an expedited manner to your destination. Review the LPD-2 Handout on Small Package PPMs for more information.</p>
<input type="checkbox"/>	<p>Start thinking about your vehicles: Will you ship or sell them?</p>	<p>Visit PCSMYPOV to learn about POV (privately owned vehicle) storage locations and to make an appointment for drop-off. You will need to notify the DMO if you would like to store a POV.</p> <ul style="list-style-type: none"> ● Marines conducting a PCS move to Hawaii are entitled to ship one POV at government expense. Storage is not authorized. There are exceptions based on the POV. Contact your local DMO for information regarding POV entitlements. Discuss any modifications to your POV with your Personal Property Counselor. If you would like to ship a vehicle at personal expense there are many commercial shipping options available. ● If your vehicle is leased or financed, you may need a lien release letter from your financing company ● OCONUS State (Alaska & Hawaii) April 2024 (ustranscom.mil)
<input type="checkbox"/>	<p>Contact IPAC (Installation Personnel Administration Center) for Entitlement Questions</p>	<p>Know your entitlements - Call or visit your local IPAC with any questions regarding entitlements.</p> <ul style="list-style-type: none"> ● TLE (Temporary Lodging Expense): Authorized 7 days CONUS if PCSing OCONUS ● DLA (Dislocation Allowance): Partially reimburses a service member for relocation expenses (reimbursed upon checking in once travel claim is completed) MARADMIN 100/18 ● Per Diem: Flat rate for each day of travel ● TLA (Temporary Lodging Allowance): Contact the TLA section at MCBH.TLA.FMB@USMC.MIL or by phone at (808) 257-2198. ● BAH (Basic Housing Allowance): Kicks in once you accept a house at your new duty station ● GTCC (Government Travel Charge Card): Know your limit. Ask your S-1/ODTA if you need to raise your GTCC limit (larger families). ● LICWO (Leave in Conjunction with Orders): Contact your chain of command regarding leave

<input type="checkbox"/>	Request a sponsor if you have not been assigned one	<p>Contact the Sponsorship Coordinator (SC) of your gaining command or your local (I&R) Office.</p> <ul style="list-style-type: none"> ● Per MCO 1320.11G, sponsors are to be of equal or higher pay-grade to arriving service members. Commands are encouraged to match marital status (e.g., assign a sponsor who is married with children for the married arriving Service Member and family). ● 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, signing you up for the welcome brief, helping you during ROM, and more. ● Your sponsor should receive Sponsorship Training (I&R Office) in order to assist you through this transition.
<input type="checkbox"/>	EFMP families: Contact your local and gaining EFMP offices (if applicable)	<p>Exceptional Family Member Program (EFMP) families should contact their local installation EFMP Case Worker upon receipt of orders to ensure all paperwork is current. Ask for a PCS Needs Assessment and discuss resources for your upcoming transition. You should also contact your gaining installation EFMP office to discuss any concerns with housing/educational/medical needs. If you need help locating an office, you can search for EFMP family support services through Military One Source and reference this EFMP PCS Preparation Guide</p>

Initial Helpful Resources

<input type="checkbox"/>	Helpful Facebook Pages/Websites for PCS information and updates	<p>Follow these pages for helpful PCS Information:</p> <ul style="list-style-type: none"> ● The official Marine Corps Personal Property Facebook ● The official Marine Corps Passenger Transportation Facebook ● Official MCB Hawaii Website ● Visit the LPD-2 Installations & Logistics website for more PCS information ● USMC PCS Support Pacific Facebook page for PCS information to/from the Pacific Region ● Navy Household Goods/Personal Property is another great website for all DoD service members ● 2024 Peak Season MARADMIN ● Visit Military One Source for OCONUS Move Resources ● OCONUS State (Alaska & Hawaii) April 2024 (ustranscom.mil)
<input type="checkbox"/>	Create a "Move Binder" with important documents	<p>Create a binder with all of your important documents in one place.</p> <ul style="list-style-type: none"> ● Day of travel documents: Orders (4-5 copies), Area clearance (4-5 copies), Pet Paperwork (and copies), Flight Itineraries, Military IDs and Driver's Licenses ● 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), TLF (hotel) info, important contacts (sponsor, gaining command phone numbers), tax documents, vehicle titles/registrations. ● Other examples: EFMP (Exceptional Family Member Program) paperwork, college transcripts/licensure/continuing education paperwork, naturalization certificates, divorce, adoption/guardianship, custody paperwork, etc. Anything that you would not want to be lost in the move should be hand carried with you!

The Earlier the Better

(Several months out is ideal)

<input type="checkbox"/>	Communicate with your Sponsor	<p>Provide your sponsor with the following:</p> <ul style="list-style-type: none"> • A copy of your PCS orders • Your travel itinerary, including the amount of checked baggage and pets if they are picking you up from the airport
<input type="checkbox"/>	Start sorting your Household Items	<p>Decide what you will bring and what you will purge or store.</p> <p>You will be entitled to four shipments: Non-Temp Storage (NTS), Unaccompanied Baggage (UB), Household Goods (HHG), and small package PPM. PRO Gear (Professional Books, Papers and Equipment or PBP&E) should be listed separately and can be shipped to Hawaii in either the Unaccompanied Baggage or the HHG shipment. Set aside items that are not authorized to be moved or stored. See "Prepping for Packout Section"</p>
<input type="checkbox"/>	Submit your Housing Application	<p>The housing application for MCBH begins on the government housing website. Complete the full application and attachments to receive your control date and housing entitlements: MCB Hawaii Family Housing</p> <p>Once a completed housing application is received and you have your control date, you can reach out to Ohana Marine Corps Communities to follow up with your application and housing preferences.</p>
<input type="checkbox"/>	Make a reservation for Temporary Lodging Facility (TLF)	<p>Make your TLF reservations at the Inns of the Corps Hotel or Villas for 30 days. Pet friendly accommodations are available but book up quickly. A pet is not a valid reason for a Certificate of Non-Availability. All incoming Marines are required to stay at TLF lodging on base. If TLF is full you must have a CNA for reimbursement.</p>
<input type="checkbox"/>	Notify your landlord or sell/rent your home	<p>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.</p>
<input type="checkbox"/>	Schedule an appointment to ship your POV <i>(if applicable)</i>	<p>Make an Appointment to ship your POV. Appointments are required. See "Turning in your Vehicle" Section for more details.</p>
<input type="checkbox"/>	Renew your Military ID <i>(if applicable)</i>	<p>Dependents will need the active-duty service member present to renew a military ID. All Dependents without a Sponsor present must have a valid DD Form 1172-2 pre-printed by a DEERS station that has been signed by the Sponsor and a Verifying Official ahead of time. These signed 1172-2 are valid 90 days from signature date. Power of Attorney accepted but must state DEER's or Military ID card related transactions. See Military One Source for information about potentially renewing online.</p>
<input type="checkbox"/>	Renew your Driver's License <i>(if applicable)</i>	<p>Go to your local DMV if you are in the state of your current Driver's License to renew. If not, review your state's DMV renewal requirements. If you plan to get a driver's license in Hawaii, ensure your current license is not and will not expire before you are able to get a DMV appointment. If your license expires, you will be required to take written and driving tests before getting a new license.</p>

<input type="checkbox"/>	Research your Airlines	You will be traveling to Hawaii via a commercial airline. Be sure to research your baggage allowance, pet information, and any airline specific policies. Let your sponsor/gaining unit know as soon as your plans are finalized, so they can prepare for your arrival! You are responsible for calling the commercial airline to arrange your pet travel to Hawaii.
<input type="checkbox"/>	Come up with a spending plan/ Create a budget	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.
<input type="checkbox"/>	Make any other hotel arrangements needed prior to arrival in Hawaii	Consult with IPAC for any questions regarding entitlements: TLE (Temp Lodging Expenses), TLA (Temp Lodging Allowance), or per diem, for example.
<input type="checkbox"/>	Contact the School Liaison <i>(if applicable)</i>	Contact the School Liaison for Hawaii school registration requirements. Children must be 5 by July 31 to register for Kindergarten in Hawaii. The school Liaison is Amy Solomon; she can be reached at amy.solomon@usmc.mil or via phone at 808-257-2019
<input type="checkbox"/>	Contact the Child Development Center (CDC) <i>(if applicable)</i>	Oftentimes, the CDC will have a waitlist. Contact the CDC at your new duty station to inquire about a waitlist if you will require childcare upon arrival (especially dual military or dual working families). The waitlist for the CDC is through www.militarychildcare.com .
<input type="checkbox"/>	Contact I&R	Information, Referral, & Relocation Offices (I&R) have more helpful resources on your new duty station on their websites: MCB Hawaii I&R
<input type="checkbox"/>	Start collecting Medical/Dental Records	You do not need to bring a hard copy of your medical records with you. You can request an electronic copy of them be sent to you for your PCS travels. Bring immunization records, dental records, and other important medical records with you.
<input type="checkbox"/>	Mail Forwarding Options	USPS will hold your mail for up to 30 days and then you can submit your new address for forwarding. If you anticipate a hotel stay longer than 30 days, you may need to set up a box at the UPS store on base. This can be done via email store6074@theupsstore.com . They will send you all the instructions and forms, be sure to note some of the forms must be notarized, all forms must be mailed back to the UPS store.

Prepping for Packout/Pickup *(Pack-out/Pick-up of your shipments is usually a few weeks to a few months before your move, depending on your situation)*

<input type="checkbox"/>	Confirm dates with your TSP	Contact your TSP to confirm all dates. Your pack-out dates will be the days leading up to your pick-up dates (This varies depending on your estimated weight). The pick-up date is the day your items are placed on the truck.
<input type="checkbox"/>	Complete your Pre-Move Survey	Call your TSP or DMO if you are within one week of moving day and have not had a Pre-Move Survey completed. The assigned TSP should contact you to schedule a pre-move survey. This is usually done at your home or over the phone depending on the type of shipment/estimated weight. They will estimate your weight and identify any special items entered in the DPS. This will allow them to have all the necessary packing materials on moving day. This is also a great chance to ask any questions you might have about the pack out/pick up process. Each TSP has guidelines that their teams will use in terms of what they can and 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.
<input type="checkbox"/>	Read Tips from Military One Source	Read Military One Source Preparing for your move FAQ
<input type="checkbox"/>	Organize and Separate UB/HHG/NTS and PRO Gear	<ul style="list-style-type: none"> • Sticky notes or labels can help identify which items are going into which shipment • Choose one room or area in your house where you can start separating express shipment items and items you need to travel with so they do not mistakenly get packed in the wrong shipment • Items that certain movers are willing to take will be TSP-dependent (examples: spices, sealed food items, etc.) • Make sure you let your DMO know that you have PRO Gear and it is listed as separate on the inventory. • Get rid of any Unauthorized items • Shipment of sealed alcohol and some food products are now authorized (MARADMIN 289/19). If you are planning on shipping any alcohol or food, they require documentation that must be completed prior to your move date. Please inform your move counselor when you are being briefed to receive the proper paperwork. • Ensure all Lithium Batteries are accounted for per the MOS factsheet. Contact your DMO office with questions.
<input type="checkbox"/>	Prepare for your Unaccompanied Baggage (Express Shipment) <i>(Although variable and delays can occur, transit time is usually ~1 month)</i>	<p>Accompanied tours from CONUS to Hawaii are 2,000lbs for UB. (JTR Paragraph 051403)</p> <p>The UB shipment may get to your new location faster than your Household Goods (HHG) shipment. This should include any items you will want as soon as you arrive while waiting for the rest of your belongings.</p> <ul style="list-style-type: none"> • What you can ship as UB: Personal clothing/shoes, Kitchenware (Essential pots, pans, utensils, etc.), light household items (sheets, towels, pillows, comforters), Collapsible items such as cribs, playpens, and strollers, items to care for your dependents, and other household basics. Here is an Example UB Packing List. • What you cannot ship in UB: Appliances (washers/dryers/refrigerators), furniture, items of extraordinary value.
<input type="checkbox"/>	Prepare for your HHG Shipment <i>(Although variable, transit time is usually ~2-3 months)</i>	<p>You should have learned your total weight allowance from the forms that were generated through DPS. HHG will take longer than the UB shipment. It will usually take a few months to arrive in Hawaii. This is the rest of your belongings that will be going to your new duty station- including all of your furniture. You will be offered temporary furniture when you arrive if you are still waiting for your HHG.</p>

<input type="checkbox"/>	Prepare for your NTS shipment	<p>Almost anything you do not want to take with you can be stored in NTS for the duration of your overseas tour. Examples: bulky furniture that might not fit, garage items, recreational gear that you might not have room to store, large appliances like washer/dryer/refrigerator (these are provided by base housing). Remember: houses are smaller in Hawaii and storage is limited. When you return to the US and establish a new address, you can request retrieval and shipment of these stored belongings. It is suggested to schedule your pack-out/pick-up for NTS last. Customers have the option to conduct a self-storage NTS. Most often this is done to obtain humidity and temperature-controlled facilities, usually at a greater cost than government-provided NTS.</p>
<input type="checkbox"/>	Separate suitcases and items you will be traveling with	<ul style="list-style-type: none"> ● Consider blocking off a section of your home that is clearly labeled as "DO NOT MOVE" ● Set aside items such as suitcases you will be traveling with that you do not want to be moved ● 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. ● Check the baggage allowance for your airlines. ● Don't forget your medications along with a few refills to get you through the relocation process ● Start setting aside a variety of snacks and entertainment, especially if traveling with children! ● Many people choose to bring 45-gallon storage totes in addition to luggage to Hawaii. Check with your airlines for size and weight restrictions for Military Baggage. Some items that people bring in totes include: instant pot, air fryer, board games, gaming devices, food, Tupperware, school items for kids' distance learning, linens, beach gear, scooters and helmets, etc.
<input type="checkbox"/>	Prepare household items/appliances for pack out & Create an inventory	<p>Drain lawnmower, tape remotes to electronics, remove all batteries, remove all items from walls (curtains, pictures, TVs), disassemble outdoor playsets, move items out of attic/crawl space, and ensure all appliances are disconnected and ready to move.</p> <p>Create your own inventory: 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>Tip: Keep a copy of your inventory in your move binder.</p>

<input type="checkbox"/>	Know your Important Phone Numbers	<p>Have these important phone numbers on hand for any issues before or during your move:</p> <p>Distribution Management Office (DMO): 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 Write your local DMO phone number here: _____</p> <p>Quality Assurance (QA): Call for moving day issues Write your QA phone number here: _____</p> <p>Moving Company (Transportation Service Provider or TSP): 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. Write your TSP Move Coordinator phone number here: _____</p> <p>Origin Joint Personal Property Shipping Office 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. Write your JPPSO Phone number here: _____</p>
--------------------------	--	---

Packout/Pickup Day

<input type="checkbox"/>	Review Moving day Tips	<p>Have your important phone numbers on hand (DMO, QA, and TSP Move Coordinator).</p> <ul style="list-style-type: none"> ● Keep move binder, purses, passports, medications, jewelry and any other valuables you do not want to be packed either locked in a safe place or with you at all times. ● 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. ● 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. ● 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. ● 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. If you disagree with their assessment, make sure to write it in the remarks section! ● Do not sign the inventory sheet until you understand and agree with everything listed. ● See more moving day tips from Military OneSource ● TSPs ARE required to use tamper proof seals for overseas shipments. See this crating FAQ. ● Real Property Damage: In the event a TSP has caused damage to your residence at pack out OR delivery, visit the claims factsheet and follow the steps provided under "Residential Damage Claims."
--------------------------	-------------------------------	--

Things to Consider Before you Leave CONUS (Several Weeks out to up until you initiate travel)

<input type="checkbox"/>	Mail Pet Quarantine Paperwork <i>(Paperwork needs to arrive at least 10 days prior to arrival. Failure to do this will result in delays and higher fees)</i>	<p>Send all required documents to the Hawaii Animal Quarantine office. The following documents need to arrive at the quarantine office at least 10 days before your arrival:</p> <p>Refer to the Hawaii Animal Quarantine website and Honolulu Pet Arrival Checklist for full details.</p> <p>Mail documents to:</p> <p>Animal Quarantine Station 99-951 Halawa Valley Street Aiea, Hawaii 96701</p> <ul style="list-style-type: none"> ● Two Original Rabies Certificates (must be signed in ink by a licensed veterinarian) ● AQS- 279 "Dog & Cat Import Form" ● Cashier's check or money order (no personal checks are accepted) for Direct Airport Release (DAR) made out to Department of Agriculture for \$185. Tip: Add your pet's microchip number on the cashier's check. <p>Send these documents via certified mail, return receipt, or priority envelope for tracking purposes.</p> <p>To reach the quarantine station staff, call (808) 483-7151 or email: rabiesfree@hawaii.gov</p>
<input type="checkbox"/>	Contact IPAC with Questions Regarding Entitlements	<p>For any last-minute questions regarding non-HHG entitlements and/or GTCC, contact your unit APC.</p>
<input type="checkbox"/>	Notify credit card companies/banks	<p>Notify your credit card companies and banks that you are moving to Hawaii and pay any outstanding bills or set up autopay while you are in transit to your new duty station.</p>

<input type="checkbox"/>	Submit Change of Address	It can take 7-10 business days to forward a mailing address through USPS.
<input type="checkbox"/>	Share your forwarding address with providers	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"/>	Confirm TLF reservation	Call or email to confirm your TLF reservation.
<input type="checkbox"/>	Tricare	Stay enrolled in your current TRICARE plan. You will transfer to Tricare West coverage after you arrive in Hawaii. Fill or refill any prescriptions to carry you through your relocation period.

Final Pre-Move Clean Out Before Leaving Residence

<input type="checkbox"/>	Cancel utilities/delivery services	Check any subscriptions, utilities, or delivery services you may have and cancel/update your address
<input type="checkbox"/>	Back up important files	Back up/copy pictures and important documents/files to iCloud or similar
<input type="checkbox"/>	Final house cleaning and inspection	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!

Shipping your POV

<input type="checkbox"/>	Confirm your PCSmyPOV Appointment	Login to the PCS myPOV Website to find information about your appointment. You can search by your appointment number to edit or cancel an existing appointment. Appointments during peak season (May-Aug) are difficult to get, so try not to cancel or request a new date/time to turn in your POV.
<input type="checkbox"/>	Turning in your Vehicle	<p>Make sure you have let your local DMO know you are shipping a POV. You will need a letter from DMO to turn your vehicle into the VPC (Vehicle Processing Center).</p> <p>Visit PCSMYPOV to learn all about the POV Turn-In process and important documents to bring.</p> <p>KEY REQUIREMENTS FOR POV TURN-IN</p> <ul style="list-style-type: none"> ● Valid set of orders/amendments ● Written approval from leasing or lienholder authorizing export ● Government/State issued identification ● Proof of vehicle ownership (title or registration) ● No unresolved Recall Notices ● Fuel at ¼ tank or less ● A complete set of keys, to include gas cap and wheel locks (valet keys are not accepted) ● Installed auto alarm or anti-theft devices turned off or disconnected ● POV is clean and in a safe and operable condition ● POV meets host nation emission control and safety standards (listed in the PPCIG). <p>You will also want to understand your POV Customer Bill of Rights</p>

48-72 Hours Before Travel (2-3 business days)

<input type="checkbox"/>	Make sure commercial flights are TICKETED	<p>Call PTO to confirm your commercial flights are ticketed.</p> <p>There is a difference between having reservations for your commercial flight and being ticketed for your commercial flight. If everything is correct such as location, spelling of names, and birthdates, the traveler will call the Travel Management Company (SATO) to purchase tickets. Once your flight is paid for, a commercial ticket will be issued. This travel is paid for with your GTCC and ticketed within 72 hours (3 business days) prior to departure OR on a case-by-case basis at the Marine's request upon detaching from your unit if earlier ticketing is needed.</p>
<input type="checkbox"/>	Double Check GTCC	Check with your S1/Admin/ODTA to make sure your GTCC is activated and in "mission critical" status prior to travel
<input type="checkbox"/>	Double check all flight itineraries for check-in/flight information	It is your responsibility to check with your commercial airlines for baggage, pet, and any airline specific policies. Have the following ready for travel: Official Orders, Military IDs, and Move Binder with multiple copies of everything.
<input type="checkbox"/>	Double check all important pet documentation	<p>Bring ALL pet documentation if traveling with a pet (and copies):</p> <ul style="list-style-type: none"> • Microchip • Vaccines • Fluorescent Antibody Virus Neutralization (FAVN) rabies blood test • 30-day Quarantine • Health Certificate, to include most recent vaccine info AND application of approved flea/tick treatment. • All original documents if electing to HAND CARRY to turn in to Animal Quarantine for the 5 days or less program
<input type="checkbox"/>	Communicate with your Sponsor	Communicate your travel arrangements/arrival times/lodging with your sponsor/gaining unit, write down their phone numbers, and make sure you have communicated your family needs prior to arrival.
<input type="checkbox"/>	Complete the Check-Out Process	Contact your losing command with questions regarding the check-out process. You will take all required documents/check-out sheets to IPAC.

After You Arrive

<input type="checkbox"/>	<p>After Hours/Holiday Arrivals: Contact AAQHF to arrange Pet Pickup (if applicable)</p>	<p>You must contact the AAQHF and notify them at (808) 837-8092 if you cannot pick up your pet the day it is delivered to the Airport Animal Quarantine Holding Facility (AAQHF) in HNL during normal inspection hours between 8:00 AM to 5:00 PM.</p> <ul style="list-style-type: none"> • If you arrive after-hours, coordinate with your sponsor or a pet shipping company to pick up your pet(s) between 8am-10am the next day from the AAQHF. • Be sure the pick up person is listed as an agent on your pet paperwork. Email the animal quarantine office if you've already submitted your paperwork and need to update the pick up person: rabiesfree@hawaii.gov • If your pet is not picked up from the holding facility by 10am the following day, your pet will be transferred to the Animal Quarantine Station (AQS) and fees will apply.
--------------------------	---	---

<input type="checkbox"/>	Check-In with IPAC	Your sponsor should assist with the check-in process and introduce you to your gaining command. All accession pipeline Marines will conduct a new join audit at the IPAC. Marines on a second or subsequent tour will be joined through the unit S-1.
<input type="checkbox"/>	Enroll TRICARE West	Enroll in Tricare West . See website for more information.
<input type="checkbox"/>	Sign up for Welcome Aboard Brief	Your sponsor should sign you up for the mandatory welcome brief and provide information on childcare. You can also contact your MCB Hawaii I&R Office for more information on this brief.
<input type="checkbox"/>	Familiarize yourself with your new base	Utilize the many MCCS resources on base such as Outdoor Recreation, Information & Referral (I&R), New Parent Support, and more. Orient yourself to the Commissary, MCX, Post Office, and restaurants.
<input type="checkbox"/>	Arrange for Vehicle Pick-Up (if applicable)	Schedule an appointment to pick up your vehicle: Your vehicle will arrive at the Honolulu VPC on Sand Island. Once you get an email from the VPC that your vehicle is ready for pick-up, you can schedule an appointment on the VPC website.
<input type="checkbox"/>	Know your important phone numbers for accepting deliveries (UB, HHG)	<p>Know your important phone numbers:</p> <p>Destination DMO: 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. Write your local DMO phone number here: _____</p> <p>Destination QA: Call for delivery day issues Write your QA phone number here: _____</p> <p>Destination JPPSO: Call to request an update on shipment status or tracing Write your JPPSO phone number here: _____</p>
<input type="checkbox"/>	Accept your Personal Property Shipments (UB, HHG)	<p>Communicate which items you would like the delivery crew to unpack: You have a couple of options, and you should communicate your personal choice with the TSP ahead of time or in DPS.</p> <p>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"</p> <p>2) A partial un-pack: Movers only open boxes in select areas.</p> <p>3) Movers assemble furniture that they took apart at the origin (beds, couches, etc.)</p> <ul style="list-style-type: none"> ● Your TSP should notify you directly when your shipments are ready for delivery (usually via email) ● Know the Required Delivery Date (RDD) which can be found in DPS ● Read the Unpacking & Unloading tips from Military One Source ● 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. ● 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: "Submit a Loss/Damage Report."

<input type="checkbox"/>	<p>Submit a Loss/Damage Report <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>Complete a Loss/Damage Report DD Form 1840 with your TSP “AT DELIVERY”: See Military One Source for a full explanation of the Loss/Damage Report.</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"> 1. Inspect all items 2. Note any obvious loss and/or damages and ask the driver to complete and sign a Loss & Damage Report (DD Form 1840). Mutual agreement on major items can lead to fewer disputes later on 3. Acknowledge receipt of all high value items 4. Review inventories and other forms BEFORE SIGNING <p>You can also submit a Loss/Damage report “AFTER DELIVERY”: 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>
<input type="checkbox"/>	<p>File an itemized claim for Loss/Damage in order to be reimbursed. <i>The TSP MUST mark your shipment as “delivery complete” status before you can start the claim process</i></p>	<p>Login to DPS to submit a Claim for Loss/Damage. 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>Gather the following information before logging into DPS to submit an itemized claim:</p> <ul style="list-style-type: none"> • Manufacturer • Brief description of item • Inventory item number • Cost at purchase and year of purchase • Description of damage • Proof of value or condition, photos & receipts (if available) • Repair estimate (optional) • Refer to the USTRANSCOM Claims User Guide for more information on claims. Visit the Understanding Claims section on Military One Source if you need additional help. • For non-DPS claims such as damage to the residence by the TSP, you will need to file a claim for Real Property Damage with the TSP directly. • Questions? Contact the Navy Personnel Claims Unit at (888) 897-8217, (757) 440-6315, or email Norfolkclaims@navy.mil. <p>Remember this is a negotiation. If you are not happy with an offer, you should reject it.</p>
<input type="checkbox"/>	<p>File an Inconvenience Claim</p>	<p>Contact your DMO if you need to file an Inconvenience Claim. Marines may file an Inconvenience Claim with the TSP when HHG are not picked-up/delivered on the agreed upon dates. Contact your local PPO (DMO) for more information and the new process for submission of the claim.</p>

<input type="checkbox"/>	<p>Complete the Customer Satisfaction Survey (CSS) <i>(Should be completed within seven days after delivery is complete)</i></p>	<p>Complete your CSS for EACH shipment executed during the PCS.</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.</p> <p>How can I complete the CSS?</p> <ul style="list-style-type: none"> • Click on the link provided to you by the automated email you will receive • Login to Defense Personal Property System (DPS) and select “Customer Satisfaction Survey” tab • Call 1-800-462-2176 and select Option 5. • 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>“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.”</i>
<input type="checkbox"/>	<p>Finally, enjoy all that Hawaii has to offer!</p>	<p>You put a lot of work into your move, now take some time to enjoy your new duty station overseas!</p>

This document was compiled with resources from Military One Source, HQMC Guide to PCS, 2024 Peak Season MARADMIN, official USMC websites (including various DMO websites), [Joint Travel Regulations \(JTR\)](#) and the [Defense Travel Regulations for Passenger Travel \(Part I\)](#) and [Personal Property \(Part IV\)](#)