

7 Steps to Make Your Household Goods Move a Smart Move

A household goods shipment involves many steps, so it's important to coordinate your move immediately upon receiving orders. Here's how to do it, from start to finish:



Visit your local Transportation Office

(listed as Household Goods/Transportation Office inbound or outbound on MilitaryINSTALLATIONS) to conduct a counseling session for you and your spouse. Be sure to ask about your weight limit and other entitlements.



Schedule your move in the Defense Personal Property System, or DPS

- You will be asked to specify the 7-day Spread Window the movers must use for scheduling your pickup date.
- Remember to update your contact information in your DPS account.



Prepare your home and belongings

Tidy up your residence; remove items from the walls; disconnect washer/dryer; disassemble and clean outdoor and gym items. (Movers can refuse service if deemed unsanitary or not accessible.)

- Inventory and take pictures/videos of your residence and everything you own to document condition.
- Get appraisals for high value items and antiques.
- Prepare electronic items (i.e., TV, Blu-ray player, sound system, etc.) to show working condition.



Put aside special items

Make sure to hand carry special items to your new location. Put hand carry items in a place where the movers won't pack them, such as in a locked room or closet, or inside your car. This includes:

- Treasured items like family heirlooms, jewelry or signed sports memorabilia
- Important paperwork like medical records, car titles and insurance documents
- Items you'll need in the first week like clothing, medicines, laptops and your kids' favorite toys



Verify your inventory form with the moving crew

Confirm all items are accounted for, including pro-gear and gun safes, during pickup and delivery.

- Ensure the form shows the true condition of your goods and note inaccuracies before signing.
- Inspect every area to confirm all items are packed up and loaded before the moving truck leaves.
- Ensure you receive a copy of your form before the movers depart your residence and keep it for delivery day and claims filing.



Check for damaged or missing items

- You have 180 days to notify your moving company about your lost or damaged items. Visit DPS to submit this notification and create an itemized claim for reimbursement.
- Report any damage to your residence to the pickup and/or delivery crew.



Complete the Customer Satisfaction Survey

Look for emails and text messages about when to provide your feedback to make future moves better for military families.



For more tips, information and customer service contacts, visit the Moving Your Personal Property page on MilitaryOneSource.mil

