

# Whom to Call



From your Marine Corps  
Personal Property Office  
23 March 2021

Point of Contact	Question or Issue
<b>Origin Personal Property Office (PPO)</b>  Phone: Email:	<ul style="list-style-type: none"> <li>• Questions before your move</li> <li>• Entitlements questions</li> <li>• Scheduling counseling</li> <li>• Providing updates to orders</li> <li>• Assistance with shipment applications</li> <li>• Providing documentation</li> <li>• Issues with moving company before packing or pickup</li> <li>• Date or location changes not accommodated by moving company</li> <li>• Postpone or cancel a shipment</li> </ul>
<b>Origin Quality Assurance (QA)</b>  Phone:	<ul style="list-style-type: none"> <li>• Moving day issues</li> </ul>
<b>Moving Company</b> (also known as Transportation Service Provider (TSP))  Check Department of Defense (DoD) Personal Property System (DPS) for contact information	<ul style="list-style-type: none"> <li>• Setting up a pre-move survey</li> <li>• Coordinating delivery at destination</li> <li>• Date change requests</li> <li>• Providing special item information</li> <li>• Submitting inconvenience claims if the moving company is late</li> <li>• Submitting real property damage claims (damage to your residence)</li> <li>• Submitting claims for loss or damage</li> </ul>
<b>Origin Joint Personal Property Shipping Office (JPPSO)</b>  Phone: Email:	<ul style="list-style-type: none"> <li>• Date or location changes not accommodated by moving company</li> <li>• Postpone or cancel a shipment</li> <li>• Request an update on shipment status or tracing</li> </ul>

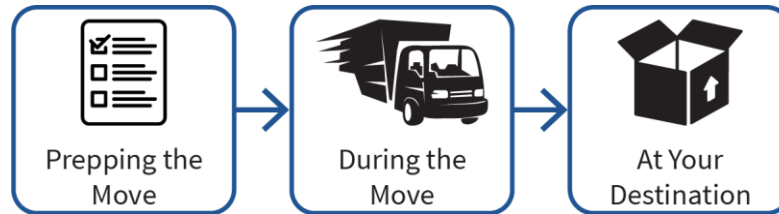
Point of Contact	Question or Issue
<b>Destination PPO</b>  Phone: Email:	<ul style="list-style-type: none"> <li>• Questions after your move</li> <li>• Assistance with scheduling delivery</li> <li>• Issues with moving company at your destination</li> <li>• Assistance with filing claims</li> <li>• Assistance with submitting Personally Procured Move (PPM) claims for reimbursement</li> <li>• Request delivery out of storage</li> <li>• Request a storage extension</li> </ul>
<b>Destination QA</b>  Phone:	<ul style="list-style-type: none"> <li>• Delivery day issues</li> </ul>
<b>Destination JPPSO</b>  Phone: Email:	<ul style="list-style-type: none"> <li>• Request an update on shipment status or tracing</li> <li>• Request a delivery out of storage</li> <li>• Request a storage extension</li> </ul>
<b>Marines: Transportation Voucher Certification Branch (TVCB)</b> <b>Others: Defense Finance Accounting System (DFAS)</b>  Phone: Email:	<ul style="list-style-type: none"> <li>• Submit PPM claims for reimbursement</li> <li>• Request excess cost information</li> </ul>
<b>Military Claims Office (MCO)</b>  Phone: Email:	<ul style="list-style-type: none"> <li>• Request assistance with claims for loss or damage when moving company response is unsatisfactory</li> </ul>
<b>DPS System Response Center (SRC)</b>  Toll-Free Phone: 1-800-462-2176 Commercial Phone: 1-618-589-9445 Email: <a href="mailto:usarmy.scott.sddc.mbx.g6-SRC-DPS-HD@mail.mil">usarmy.scott.sddc.mbx.g6-SRC-DPS-HD@mail.mil</a> Online Ticket: <a href="https://src.service-now.com/src">https://src.service-now.com/src</a>	<ul style="list-style-type: none"> <li>• Assistance with setting up a DPS account</li> <li>• Assistance with navigating DPS</li> </ul>

US Transportation Command  
 Customer Service 24/7/365  
 (833) MIL-MOVE, or (833) 645-6683

Navy/Marine Corps HHG Help Line  
 Toll-Free (855) HHG-MOVE  
 (855) 444-6683

# Moving Tips

23 March 2021



## Prepping the Move



Increase the likelihood of getting your preferred moving dates by moving on historically less popular days (ideally, not the summer; otherwise, choose the middle of the month).



Stay organized by creating a moving binder. Include your orders and all handouts and printouts you receive.



Guard yourself from claim disputes later on by creating your own photo inventory. Show electronics on and working and photograph the manufacturers and serial number plate.



Photograph (or video) the condition of your home on moving day before the packers arrive just in case the moving company damages your home.



Prepare drawers and toy bins for packing by placing contents in zip lock bags before the packers come. This way, smaller items are harder to lose in loose boxes.



Have quart and gallon zip lock bags on standby to collect any loose hardware during furniture disassembly.



Take a picture of the back of your TV so that you can remember how to set it up again at your new location. Include the serial number and working condition to help with claims.



If you have not opened boxes from your previous move, verify you still need the items before moving them. This is a good time to get rid of unneeded items.



Remove wall-mounted items from the walls before the packers arrive.



Block off a special “Do Not Pack” spot for any items you will need on your road trip or deem special. Make sure to clearly mark it and verify that all packers and loaders know not to include it. Consider placing these items in your car or truck.

## During the Move



Plan for a playdate or childcare. Keep your kids and pets away from the commotion, if possible.



Watch your packers carefully. The better they pack, the less likely you are to have any property damaged in transit.



You do not have to put up with poor packers and/or loaders. Call your Personal Property Office immediately if either are behaving unacceptably.



Do not sign the moving company’s inventory until you understand and agree with everything listed. If you disagree, make sure you write it in the remarks section! Make sure to check any condition codes used. Some companies claim that everything is damaged.



Throw out your old toilet brush, mop head and other cleaning items that do not travel well before you move. Treat yourself to new ones in your new house.



Clean out your trash before the packers come. Do not risk packing up your trash.



Make sure your “First Day” box is one of the last items loaded on the truck. Prevent the packers from loading your in-transit luggage or any other necessities on the truck.



Empty the medicine cabinet and plan to take all prescriptions with you.



Two sets of eyes are better than one (and three better than two). Invite good friends and neighbors to your house to keep an eye on the packers.



Have the packers show you the inside of each box before they tape it. You can make additional notes on the outside describing exactly what is in there! Take a photograph of every high value item and list the serial number on the inventory.

## At Your Destination



Play inspector with your new place. Document any pre-existing damage and plan where you might want your furniture to go. Take photos for future reference.



Take time to pre-clean the bathroom and kitchen.



Only unpack one box at a time. It is easier to focus and make sure you get through them all.



Make unpacking into a family game; how many boxes can each person unpack in an hour?



Assign roles to your family while the moving company is unpacking. One person can check off box numbers while the other person worries about where things will go.



Save any crates you got with your move-you should reuse them on your next move. If the moving company tries to take them, contact the local quality assurance office.



Document and report any damage to your goods as they come in the house. List the inventory number, description, and whether it was missing or damaged.



For more information,  
visit [move.mil/moving-guide/tips](https://move.mil/moving-guide/tips)



From your Marine Corps  
Personal Property Office

# Unauthorized Items

## 23 March 2021

Combustible Liquids		
Alcohols Combustible Fluid Cleaners	Antifreeze Compounds Camphor Oil	Chlorinated Hydrocarbons in Decorative Lamps
Corrosive Liquids		
Battery with Acid Flame Retardant Compounds Paint Muriatic Acid Photographic Acids	Disinfectants Sulfuric Acid Paint Related Products Nitric Acid	Dyes Iron/Steel Rust Preventing Compound Iron/Steel Rust Removing Compound
Explosives		
Ammunition Dynamite or Similar Explosives Fuse Lighters Propellants Souvenir Explosives (War Item)	Black Powder Explosive Auto Alarms Igniters Signal Flares Spear Guns with Charged Heads	Blasting Caps Fireworks Primers Smokeless Powder Toy Propellants or Smoke Device
Flammables		
Acetone Charcoal Briquettes Denatured Alcohol Insecticides Leather Dressing or Bleach Matches Paint or Varnish Remover Shellac Stains Wood Filler	Adhesives (glues, cements) Cleaning Fluids Enamel Kerosene Lighter Fluids Wood Oil Stains Propane Tanks (Non-Purged) Liquid Shoe Polish Turpentine Varnish	Ammonia Compound 3 Weed Killers Gasoline Lacquer Liquors (Any Single Container Exceeding 1 Gallon) Paint Other Gas Used For Cooking or Heating Plastic Solvents
Compressed Gases		
Engine Starting Fluids Scuba Tanks (see Note )	Fire Extinguishers	Construction Gases (Welding)
Aerosol Cans		
Containing a Flammable Gas Containing a Corrosive Substance	Flammable Liquids	Containing a Toxic Substance
Other Regulated Material Termed Combustible, Corrosive, or Flammable (ORM-D Designated)		

**Note:** Only those scuba diving tanks containing not more than 25 pounds per square inch at 70 degrees Fahrenheit may be shipped as personal property. Servicing for shipment will include: (1) written certification of purging serviced by dive shop or licensed individual qualified to perform purging. A tag or label must be affixed to the tank certifying service was performed; or (2) completely empty tank, remove the valve and replace valve with a plug designed for this purpose.



# Personal Property Weight Estimation

23 March 2021



From your Marine Corps  
Personal Property Office

## ESTIMATE THE WEIGHT OF YOUR PERSONAL PROPERTY

<https://www.move.mil/resources/weight-estimator>

### WHY DO I HAVE TO ESTIMATE MY WEIGHT?

An accurate weight estimate is the key to a successful move. It will save you time, money, and stress. Not only does it help you identify how much stuff you are moving before you pack, but it:

- Helps match the right Transportation Service Provider (TSP) to your shipment;
- Determines the number of days required for packing;
- Helps your TSP come prepared the first time;
- Gives you an idea of what you need to do to avoid responsibility for excess costs; and
- Provides a baseline for your Personally Procured Move (PPM) Advance Operating Allowance.



### HOW DO I ESTIMATE MY WEIGHT?



1. Go to the online weight estimator tool.  
<https://www.move.mil/resources/weight-estimator>
2. Fill in information for the items that you plan to ship as completely as possible.
3. When you are finished, click "Calculate my Estimate". There are two important pieces of information from the output of the tool.
  - The Grand Total
    - This is the total for your shipment and should be BELOW your weight allowance.
  - Average Pack Time
    - This is the estimated time required for your TSPs to pack your property before pickup. Plan your move accordingly.
4. Print and save your estimate for future reference.

### TIPS

- *Have you moved before?* Use your previous move weight as a starting point and add any heavy items you've acquired in the time since.



- *Need a quick estimate?* You can approximate by multiplying the number of rooms you have (excluding bathrooms) by 1,000 pounds.
- *Are you planning multiple shipments?* Complete a separate weight estimate for each (household goods, unaccompanied baggage, non-temporary storage, etc.) and make sure the sum of all estimates is less than your weight allowance.
- *Not sure how to classify your property?* Your TSP will review your estimates as part of the pre-move survey.
- *Near or over your weight allowance?* Donate or throw away unneeded items in advance to avoid being charged excess costs. Request a reweigh if you're still close.
- *How will we check your actual weight?* Your TSP (or you if performing a PPM) is required to get full and empty weight tickets at your origin destination and a full weight ticket at the destination.





# Unaccompanied Baggage

23 March 2021



From your Marine Corps  
Personal Property Office

## PLAN AND PREPARE FOR SHIPPING YOUR UNACCOMPANIED BAGGAGE (UB)

<https://www.move.mil/>

### WHAT IS UB?

- UB is part of your weight allowance that ships separately from household goods (HHG), usually via expedited means.
- Generally, UB consists of the essentials that you want to arrive first or that you want to keep later than HHG.
- Shipments under 1,000 pounds may travel via commercial air when approved by LPD-2.



### HOW SHOULD YOU USE UB?

Time the shipment of your UB based on your specific circumstances. For example, it may be harder to find essentials overseas.

- *When leaving* the United States, it is usually helpful to send your UB as early as possible to minimize your wait time for your essentials at your destination. The items you send will help you while you wait for your HHG to arrive.
- *When returning* to the United States, it may be better to send your UB as late as possible to allow you to send your HHG sooner. This strategy minimizes wait time on your full HHG when you return to the states and allows you to use your essentials overseas longer.

### WHO QUALIFIES FOR UB?

- UB is approved for outside the continental United States (OCONUS) Permanent Change of Station (PCS) moves and Temporary Duty (TDY) moves by exception only
  - UB must be listed on your orders
- Active duty uniformed Service members
  - 2,000 pounds with command-sponsored family members
  - 10% of the authorized weight allowance for an unaccompanied member normally assigned to furnished government quarters
  - 2,000 pounds for unaccompanied member not normally assigned to furnished bachelor enlisted quarters or bachelor officer quarters
- DOD civilian employees
  - 350 pounds for employees on TDY for more than 31 days

Some restrictions apply; please review the Joint Travel Regulations (JTR) and HHG Authorized Locations at

<http://www.defensetravel.dod.mil/site/travelreg.cfm> for complete details.

### WHAT CAN YOU SHIP AS UB?

- Personal clothing
- Essential pots, pans, and light housekeeping items
- Collapsible items such as cribs, playpens, and baby carriages
- Other items to care for dependents



- Required medical equipment
- Professional Books, Papers, and Equipment (PBP&E) urgently needed in the performance of official duties

### WHAT CAN'T YOU SHIP AS UB?

- Refrigerators
- Washing machines
- Other appliances
- Furniture
- Items of extraordinary value

## Links

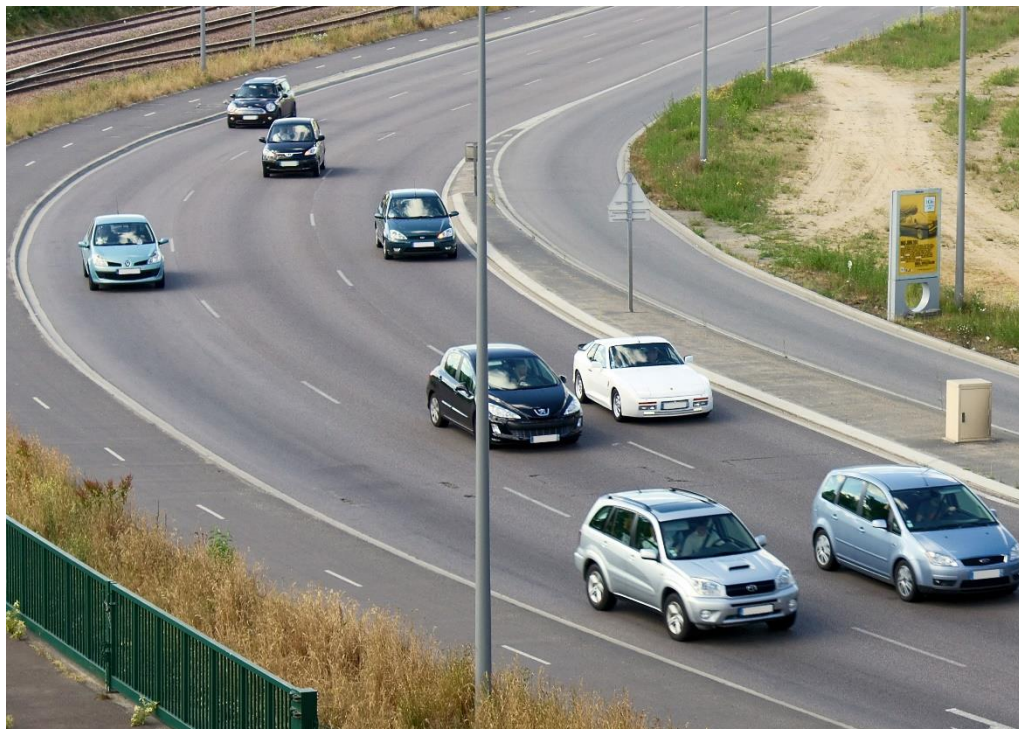
The links below are listed in order of their appearance on the handout and are for informational purposes only. Be advised that some links are to non-US government websites and may be blocked if you attempt to access them from a military network. Please direct specific entitlement questions to your PPO.

1. [http://kidshealth.org/en/parents/move.html#kha\\_12](http://kidshealth.org/en/parents/move.html#kha_12)
2. <https://tinyurl.com/movingbinder>
3. <https://www.move.mil/entitlements>
4. <https://www.irs.gov/pub/irs-pdf/p521.pdf>
5. <https://tinyurl.com/examplepowerofattorney>
6. <https://www.move.mil/>
7. <https://www.move.mil/resources/weight-estimator>
8. <https://tinyurl.com/MovingEntitlements>
9. <https://tinyurl.com/LandlordNotificationLetter>
10. <https://tinyurl.com/PCS-PantryTips>
11. <https://www.ustranscom.mil/dtr/part-iv/dtr-part-4-app-i.pdf>
12. <https://tinyurl.com/UtilityCancellationTips>
13. <https://tinyurl.com/FirstNightBox>
14. [https://www.ustranscom.mil/dtr/part-iv/dtr\\_part\\_iv\\_app\\_k\\_1.pdf](https://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_1.pdf)
15. <https://tinyurl.com/Change-of-Address-USPS>



From your Marine Corps  
Personal Property Office





# Shipping or Storing Your Privately Owned Vehicle

23 March 2021



From your Marine Corps  
Personal Property Office

## PLAN AND PREPARE FOR PRIVATELY OWNED VEHICLE (POV) MOVEMENT OR STORAGE

<https://www.move.mil/>

### WHO CAN SHIP A POV?

You can ship your POV if you are a Department of Defense member or employee who is completing a Permanent Change of Station (PCS) to or from outside the continental United States (OCONUS), provided:

- Your host country allows import of your POV, and the POV meets all basic host country requirements (see the Personal Property Consignment Instruction Guide (PPCIG) Country Instructions);
- Your orders do not otherwise restrict shipment; and
- You possess an authority to ship (from your Personal Property Office (PPO));
- POV storage is authorized ONLY when shipment is prohibited (either by military order or host nation regulation).

Check with your local Personal Property Office or consult the Defense Travel Regulations (DTR) Part IV, Attachment K-3 for additional information.



### WHAT QUALIFIES AS A POV?

- Any motor vehicle owned by, or on a long-term lease (12 or more months) to a customer or their dependent to provide personal transportation that:
  - Is self-propelled;
  - Is licensed to travel on the public highways;
  - Is designed to carry passengers or household goods; and
  - Has four or more wheels; or, is a motorcycle or moped (applicable if you do not ship a vehicle with four or more wheels on the same authorization or order).

The DTR lists additional restrictions in Part IV, Attachment K-3.

### WHEN TO SHIP YOUR POV?

Consult your PPO as to the most appropriate time to ship your POV. The PPO will direct you to the nearest Vehicle Processing Center (VPC) for turn-in. Travel time for your POV varies by destination, but plan to be without your vehicle for at least six weeks. Service policies dictate when you must ship the vehicle and what you need to get an exception approved.



### WHAT CAN YOU SHIP IN YOUR POV?

- Vehicle tools, not to exceed \$200 in value
- Items such as jacks, tire irons, tire chains, fire extinguishers, nonflammable tire inflators, first aid kits, jumper cables, and warning triangle/trouble lights
- One spare tire and two snow tires with wheels (either mounted or un-mounted)
- Portable cribs, children's car seats, and strollers
- Luggage racks and supports
- Small items such as thermos bottles, bottle warmers, and car cushions will be packed for transportation by the VPC
- Speakers and audio/video equipment in POV or trunk must be bolted down or permanently fixed as part of the POV
- Catalytic converters, catalyst components (pellets), oxygen sensors, or pipe segments used to replace converters in overseas areas.

## KEY REQUIREMENTS FOR POV TURN-IN

- Valid set of orders/amendments
- Written approval from leasing or lien-holder authorizing export
- Government/State issued identification
- Proof of vehicle ownership (title or registration)
- No unresolved Recall Notices
- Fuel at ¼ tank or less
- Department of Transportation and Environmental Protection Agency sticker attached in the original position (for import into the US)
- 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).

## TIPS

- Plan to be without your vehicle for approximately six weeks. It may make sense to turn-in the vehicle early to minimize inconvenience at your destination (or vice versa).
- Verify that vehicle description codes annotated on turn-in paperwork are accurate (failure to do so may prevent claim settlement in your favor if your vehicle is damaged).
- Retain a duplicate set of keys.
- Provide accurate and up-to-date contact information so the VPC can notify you when your vehicle is ready for pickup.
- Do not schedule drop-off on the way to the airport. Allow at least 6 hours for drop-off.



## TOP REASONS FOR TURN-IN DELAYS

- Too much fuel
- Vehicle not clean per standards
- Documentation not complete
- Late for appointment
- Recall not corrected
- PPCIG requirements not checked.

## PICKING UP YOUR POV AT DESTINATION/FROM STORAGE

Contact the VPC for official confirmation that the POV is on-hand and available for pick up. When you or your designated agent pick up your POV at the destination VPC, you must have:

- Proper Government/State issued identification;
- Your copy of the DD Form 788 or VPC provided commercial equivalent of the DD Form 788;
- Complete set of keys;
- If using an agent, a certified Power of Attorney or letter of authorization; and
- A valid US street address to clear US Customs (when shipping from OCONUS to continental United States (CONUS)).

## WHEN PICKING UP YOUR POV

- Carefully inspect the exterior and interior to determine if there is any new damage;
- Ensure items left in the POV at origin are still there; and
- Carefully and completely list any loss and or damage to your POV on your vehicle shipping document, DD Form 788, or commercial equivalent.



## FOR FURTHER GUIDANCE

- International Auto Logistics (IAL) website detailed Information & Links  
[www.PCSmyPOV.com](http://www.PCSmyPOV.com)
- K-3: Shipping Your POV  
[http://www.ustranscom.mil/dtr/part-iv/dtr\\_part\\_iv\\_app\\_k\\_3.pdf](http://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_3.pdf)
- K-4: Storing Your POV  
[http://www.ustranscom.mil/dtr/part-iv/dtr\\_part\\_iv\\_app\\_k\\_4.pdf](http://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_4.pdf)
- PPCIG  
[https://archive.move.mil/documents/OC\\_ONUS\\_Country\\_Instructions.pdf](https://archive.move.mil/documents/OC_ONUS_Country_Instructions.pdf)
- IAL VPC Location & Specific Requirements  
<https://www.pcsmypov.com/locations>
- Customer Service  
[customerservice@ialpov.us](mailto:customerservice@ialpov.us)





# Customer Satisfaction Survey

23 March 2021



From your Marine Corps  
Personal Property Office

**HELP US MAKE SURE ONLY QUALIFIED COMPANIES SUPPORT OUR MEMBERS**

<https://www.move.mil/>

## WHAT IS THE CSS?

The *Customer Satisfaction Survey (CSS)* is a vital tool for helping us make sure only the best moving companies pack, store, and move your household goods. The CSS is important because it determines 70% of a company's Best Value (BV) Score. The BV Score, in turn, regulates how much business a moving company can get from the U.S. Government.



## WHY SHOULD I COMPLETE THE CSS?

Our goal is 100% participation in the CSS. By completing this survey, you will help ensure only the best companies support your future moves and those of your fellow service members.

## HOW IS THE CSS STRUCTURED?

The CSS is quick and easy to compete, and includes:

- 7 questions to rate your moving company's timeliness and professionalism in packing, pickup and delivery
- Open comments sections where you can provide clarification on responses
- Fields for entering your contact information (so that we can contact you directly to resolve identified moving company issues)
- A request to be contacted or not to be contacted.

**Take  
the Survey**

Your ratings are important for rewarding good companies and weeding out bad performers.

Personnel from Headquarters Marine Corps review CSS comments and can use the CSS to hold moving companies accountable through warnings or suspensions.

## WHERE CAN I COMPLETE THE CSS?

You can easily complete the CSS online or by phone at the following locations:

- Click on the link provided by email
- Log into Defense Personal Property System (DPS) and select the "Customer Satisfaction Survey" tab
- Call 1-800-462-2176 and select Option 5.



## FOR FURTHER GUIDANCE

- CSS Tutorial  
<https://www.move.mil/tutorials/customer-satisfaction-survey>



## WHAT INFORMATION DO I NEED TO FILE AN ITEMIZED CLAIM?

Even 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. Gather the following information before logging into DPS to submit a claim:

- Manufacturer;
- Brief description of item;
- Inventory item number;
- Cost at purchase and year of purchase;
- Description of damage;
- Proof of value or condition (optional);
- Repair estimate (optional); and
- Photos & receipts (if available).

## TIPS

- Submit a Loss & Damage Report within 75 days of delivery to let your moving company know you plan to file a claim. This step will give you an extra 6 months to file your claim.
- Check the inventory sheet for accuracy;
- Document everything completely;
- For high value items:
  - keep all receipts;
  - get appraisal records; and
  - take photos or videos prior to packing, with enough detail to show condition (show electronics on and working).

Remember ... a Loss/Damage Report is NOT a claim. You must still file an itemized claim in DPS to receive reimbursement!



## FOR FURTHER GUIDANCE

- *Claims Management User Guide* and picture tutorial  
[https://www.navsup.navy.mil/site/public/household/downloads/DPS\\_Claims\\_User\\_Guide\\_27\\_Feb\\_17.pdf](https://www.navsup.navy.mil/site/public/household/downloads/DPS_Claims_User_Guide_27_Feb_17.pdf)
- *Filing a Claim* tutorial at move.mil  
<https://www.move.mil/tutorials/file-a-claim>

## IMPORTANT DATES

		Timeline WITH Loss & Damage Report	Timeline WITHOUT Loss & Damage Report
Delivery	For any lost or damaged items discovered on delivery day, request that your moving driver complete and sign a DD Form 1840. Mutual agreement on major items can lead to fewer disputes later on.	0 days after delivery	N/A
	If applicable: Electronically file the DD Form 1840 created on Delivery Day in DPS.	0 - 30 days after delivery	N/A
Loss & Damage Report	Sign in to DPS and submit Loss/Damage Report (DD1840R) indicating your intent to file a claim.	0-75 days after delivery	N/A
	Sign in to DPS and submit itemized claims for any lost or damage items for full replacement value.	0 - 9 months after delivery	0 - 75 days after delivery
Claims Submission	Contact the Military Claims Office for help receiving partial replacement value for any lost or damaged items not previously submitted.	9 months to 2 years after delivery	75 days - 2 years after delivery
Mover Response	Your moving company should pay, deny, or make a counter claim within 60 days after your claim is final.	60 days after claims submission	60 days after claims submission
Your Response	Accept, reject, or transfer your claim to the Military Claims Office.	Any time after claim response	Any time after claim response



# Navigating the PCS Maze

23 March 2021



From your Marine Corps  
Personal Property Office

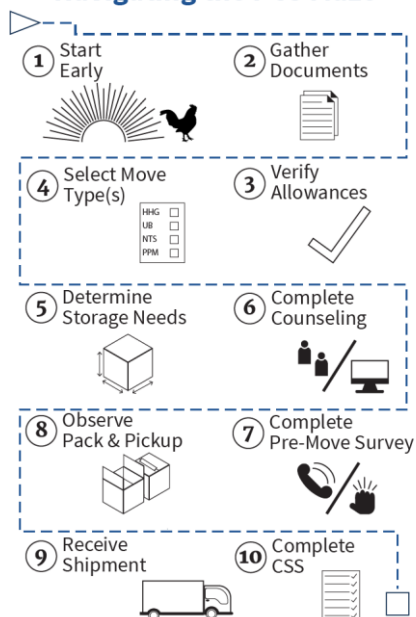
HELPING YOU SAIL SMOOTHLY THROUGH YOUR PERMANENT CHANGE OF STATION (PCS)

<https://www.move.mil/>

## WHAT IS INVOLVED IN A MOVE?

As a military or civilian member of the U.S. Armed Forces, relocation becomes part of the routine. However, moving your family and belongings can be a complicated and stressful challenge. **We are here to help!**

### Navigating the PCS Maze



## WHAT IS THE PPO?

The Personal Property Office (PPO) is your one stop shop for all property movement and storage needs. At the PPO you can:

- Get assistance translating PCS orders into move options
- Apply for shipment and/or storage of your personal property
- Get support executing your Personally Procured Move (PPM)
- Submit paperwork relating to shipment or storage
- Request release of personal property from non-temporary storage (NTS)
- Get in-person or remote counseling assistance with move issues and shipment applications.

## WHERE IS THE NEAREST PPO?

You can locate your nearest PPO using the locator map link below. Enter your zip code and search.

- <http://www.move.mil/resources/locator-maps>

## WHAT KIND OF MOVES DOES THE PPO SUPPORT?

- Household Goods (HHG)
- Unaccompanied Baggage
- Privately Owned Vehicle shipment/storage
- NTS
- PPMs
- Combination or Split Shipments
- Boat or mobile home shipments.





## WHO IS MY MOVING COMPANY?

Your moving company may go by different names, and may send different people for different parts of your move -- that's OK!

### Transportation Service Provider (TSP)

- The moving company officially assigned to you.
- TSPs are responsible for all aspects of your move, including hiring and managing the packers and drivers who handle your household goods.

### Origin Local Agent

- Hired by your TSP to pack and load your property at your current home.

### Linehaul Agent

- Hired by your TSP to drive your property from your origin to your destination.



## WHAT SHOULD I DO IF ...

### *I need to change my dates?*

- Call your TSP—their contact information is in Defense Personal Property System (DPS);
- Log in to DPS and change your dates and verify with your TSP; or
- Call your local PPO.

### *My contact information changes?*

- Update your contact information in DPS and verify with your TSP; or
- Request your local PPO to update your information.

### *I'm having an issue with my moving company?*

- Call quality assurance (QA) directly; or
- Call your local PPO and ask for QA.

### *My orders change?*

- Contact your PPO as soon as possible.

### *I need help not covered above?*

- Contact your local PPO; or
- Check <https://www.move.mil/> or the NAVSUP HHG website at <https://www.navsup.navy.mil/public/navsup/hhg/home/>



## WE NEED (TO FIND) YOU

During your move, accurate and up-to-date contact information is critical to ensure your move goes smoothly and problems are resolved quickly.

### *Your PPO may need to:*

- Ask you to re-sign a shipment application
- Notify you of pending expiration of NTS.

### *Your moving company may need to:*

- Call or email you to schedule a pre-move survey
- Notify you of estimated arrival time on pack/move day.

Remember ... Everyone can see changes in DPS!

### *To help us reach you:*

- Keep your contact information up-to-date in DPS
- Have a plan for communicating internationally and in transit
- Provide primary and secondary means of communication
- Include a non-Department of Defense (DoD) email that you can check regularly.



## FOR FURTHER GUIDANCE

- Official DoD Moving Portal <https://www.move.mil/>
- PPO Locator <http://www.move.mil/resources/locator-maps>

Once you receive your pickup date, do not change it. During peak season, assets are limited and you may not be able to change your pickup and/or delivery dates without a long delay. Provide a personal phone number and email address so the TSP or the Government representatives can locate you to provide assistance.

Ultimately, your TSP listed in DPS is responsible for your move but can get help from other companies.





# Shipping Firearms Safely

23 March 2021



From your Marine Corps  
Personal Property Office

SHIP YOUR PRIVATELY OWNED FIREARMS (POF) LEGALLY AND EFFICIENTLY

<https://www.move.mil/>

## WHAT SHOULD I KNOW?

Moving with a POF can be complicated. The laws and regulations vary widely between and within states, and especially between countries. It is your responsibility to understand the requirements for legal transfer of a POF from one place to another. When moving a POF:

- Start early.
- Determine transport method.
- Gather paperwork.
- Complete forms/applications.
- Prep for the move.
- Execute the move.



## Start Early

Do not wait until the last minute if you have a POF that you intend to move. You will need time to research requirements and determine the method of transport that works best for you. Additionally, some POFs require special permits, registration, and/or government approval. These administrative matters can take up to six weeks or more to complete. Improper shipment of POFs can result in confiscation and/or fines.

The government prohibits the shipment or storage of ammunition.

## Determine Transport Method

The following are the main ways to transport your POF to your new duty station:

- Household Goods (HHG) Shipment
  - If you intend to ship your POF as counseling process. If you self-counsel, identify that you intend to move a POF in the comments section of the shipment application.
  - If you do not notify your moving company that you intend to include one or more POFs in your shipment, they reserve the right to refuse to pack the POFs.

- **Hand Carry:** You can travel with your POFs via car/truck or commercial air. See below for further instructions.
- **Partial Personally Procured Move (PPM)**
  - **Self-Shipment:** You may ship a POF to yourself in the care of another person in your destination state. Address the package to yourself "in care of" the out-of-State resident. See the link to the Bureau of Alcohol, Tobacco and Firearms (ATF) FAQ at the end of this handout for further guidance.
    - The United States Postal Service (USPS) and other mail services will ship your POFs for you. It is your responsibility to follow all of their packaging, shipping, and sending regulations. Note that the USPS will not ship handguns.
  - **Federal Firearms License (FFL) Transfer:** You can have the holder of an FFL transfer your POF(s) to another FFL holder in your destination *state* for a fee (usually around \$25). You will also be responsible for any shipping costs. These shipments comply with all federal, state, and local laws, and offer you the option of insuring the shipment against loss and damage.

## Gather Paperwork

Build a folder containing any receipts, current permits, and any other paperwork applicable to your POF(s).

## Research Requirements

Verify that the POF(s) you intend to move are legal in your destination state or country. For outside the continental United States (OCNUS) moves, identify country-specific requirements by consulting the Personal Property Consignment Instruction Guide (PPCIG). The PPCIG link is in the list at the end of this handout.

For continental United States (CONUS) moves, consult the laws and regulations of your destination state. ATF provides a summary of the laws of all U.S. states and territories. If you intend to travel with your POF(s), you should also consult the laws and regulations of the states you will cross on the way.

## Complete Forms/Applications

Some states require POF owners to register with the police or state authorities. Other states require a permit to possess a POF. If either of these policies are in place in your destination state, it is a good idea to fill out the paperwork in advance if possible.

Additionally, certain types of weapons are restricted under the National Firearms Act (NFA). The ATF regulates these POFs, and you must comply with ATF rules when moving a POF restricted under the NFA. Finally, if you are moving back to the U.S. from OCNUS, you must complete ATF Form 6 in advance. Allow at least six weeks for processing.

List all firearms on the High Value Inventory with the make, model, serial number, unique characteristics, and caliber or gauge of each firearm.

## Prep for the Move

If you are shipping your POF as part of your household goods:

- Make the POF inoperable by removing the bolt, firing pin, trigger assembly, and other arming parts.
- Remove all ammunition from the POF.

If you intend to travel with your POF(s):

- Obtain a hard-sided case.
- Remove all ammunition from the POF.
- Place the POF in the case.
- Lock the case.
- Place the locked case in the trunk of the vehicle (if applicable).

If you intend to ship your POF separately from your HHG:

- Obtain permission from your local Personal Property Office (PPO) to execute a partial PPM.
- Apply for an Advance Operating Allowance (if needed).
- Gather required shipping materials.
- Pack your POF(s) per shipper guidelines.
- Ship POFs via FFL transfer, UPS, FedEx, DHL, or USPS as applicable.
- Save all receipts for reimbursement at destination.

## Execute the Move

You are now ready to execute the move. Follow these tips for success:

- Hand carry all paperwork related to your POF(s), including shipment paperwork.
- If travelling via car/truck, keep all POFs locked in and in the trunk of the vehicle.

## FOR FURTHER GUIDANCE

### ATF Resources

- Shipping Guidance: <https://www.atf.gov/firearms/qa/may-person-who-relocating-out-state-move-firearms-other-household-goods>
- Frequently Asked Questions: <https://www.atf.gov/resource-center/docs/0813-firearms-top-12-gaspdf/download>
- NFA Definitions: <https://www.atf.gov/firearms/qa/which-firearms-are-regulated-under-nfa>
- State Laws and Published Ordinances (reviewed annually): <https://www.atf.gov/firearms/state-laws-and-published-ordinances-firearms-32nd-edition>
- FFL Listing: <https://www.atf.gov/firearms/listing-federal-firearms-licensees-ffls-2017>

### Other Resources

- OCNUS Restrictions-PPCIG [https://archive.move.mil/documents/OCNUS\\_Country\\_Instructions.pdf](https://archive.move.mil/documents/OCNUS_Country_Instructions.pdf)
- Defense Transportation Regulations (DTR) Part IV Chapter 409 <https://www.ustranscom.mil/dtr/part-iv/dtr-part-4-409.pdf>
- Transportation Security Administration Guidance <https://www.tsa.gov/travel/transporting-firearms-and-ammunition>
- USPS Firearms Information [https://pe.usps.com/text/pub52/pub52c4\\_008.htm](https://pe.usps.com/text/pub52/pub52c4_008.htm)