

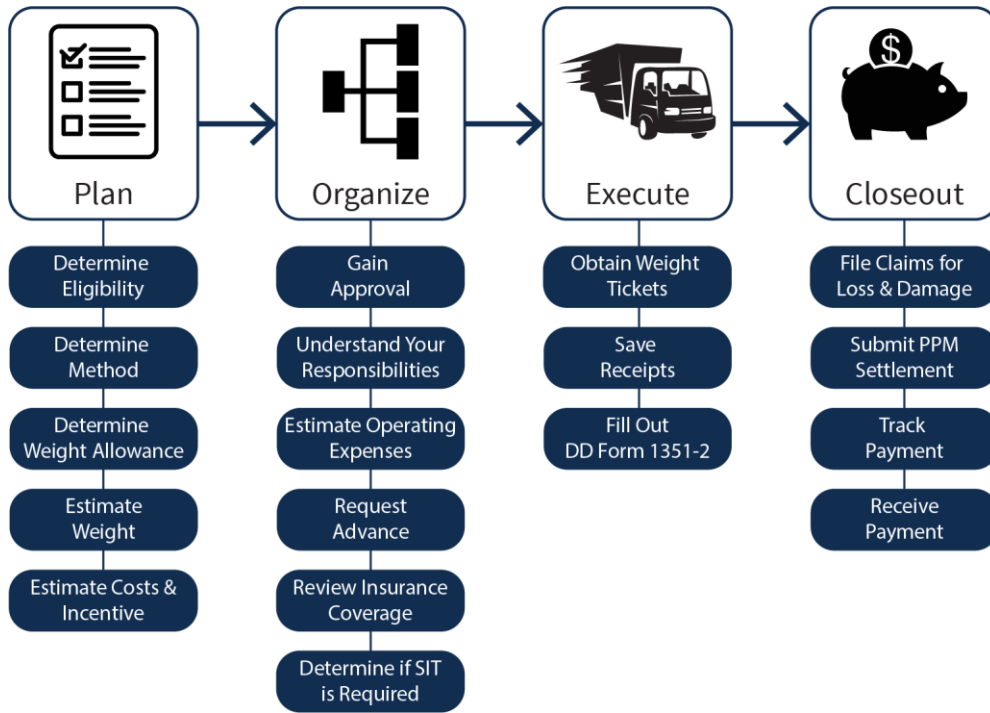
# Whom to Call



From your Marine Corps  
Personal Property Office

Point of Contact	Question or Issue
<p><b>Origin Personal Property Office (PPO)</b></p> <p>Phone: Email:</p>	<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>
<p><b>Origin Quality Assurance (QA)</b></p> <p>Phone:</p>	<ul style="list-style-type: none"> <li>• Moving day issues</li> </ul>
<p><b>Moving Company</b> (also known as Transportation Service Provider (TSP))</p> <p>Check Department of Defense (DoD) Personal Property System (DPS) for contact information</p>	<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>
<p><b>Origin Joint Personal Property Shipping Office (JPPSO)</b></p> <p>Phone: Email:</p>	<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
<p><b>Destination PPO</b></p> <p>Phone: Email:</p>	<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>
<p><b>Destination QA</b></p> <p>Phone:</p>	<ul style="list-style-type: none"> <li>• Delivery day issues</li> </ul>
<p><b>Destination JPPSO</b></p> <p>Phone: Email:</p>	<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>
<p><b>Marines: Transportation Voucher Certification Branch (TVCB)</b> <b>Others: Defense Finance Accounting System (DFAS)</b></p> <p>Phone: Email:</p>	<ul style="list-style-type: none"> <li>• Submit PPM claims for reimbursement</li> <li>• Request excess cost information</li> </ul>
<p><b>Military Claims Office (MCO)</b></p> <p>Phone: Email:</p>	<ul style="list-style-type: none"> <li>• Request assistance with claims for loss or damage when moving company response is unsatisfactory</li> </ul>
<p><b>DPS System Response Center (SRC)</b></p> <p>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></p>	<ul style="list-style-type: none"> <li>• Assistance with setting up a DPS account</li> <li>• Assistance with navigating DPS</li> </ul>



# Conducting a Personally Procured Move



From your Marine Corps  
Personal Property Office

## HELPING YOU PLAN AND PREPARE FOR YOUR PERSONALLY PROCURED MOVE (PPM)

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

### PLAN

#### Am I eligible?

- Any service member or deceased service member's next of kin is eligible for incentive payment.
- Civilians who execute a PPM are eligible only for reimbursement.

#### How can I move my household goods?

- Partial PPM
  - A combination of a government arranged move and a PPM.
- Privately Owned Vehicles (POVs)/Trailers
  - Use your POV with/without your own trailer to complete the move
- Rental Vehicles.
  - Rent a vehicle to transport your household goods (HHG).
- You-Load They-Drive
  - Hire a commercial carrier to drive the loaded goods from one location to the next.
- Selective Commercial Services
  - Choose to hire packing, loading, transporting, storage, unloading, and unpacking services from various commercial carriers, agents, or companies.



#### How much am I allowed to bring?

You may move up to the weight allowance determined by your orders, grade/rank/rating, and dependent status. To avoid paying extra, use the Weight Estimator tool found on [move.mil](http://move.mil) under Tools & Resources.

#### How much do I get paid?

- The government will pay you an incentive equal to 95% of the government's costs to move your goods.
- Remember: the incentive payment depends on the actual weight moved and is not a full reimbursement.
- Planning is key to ensuring your costs do not exceed your incentive payment because choosing more expensive moving companies and services may result in costs that are higher than your incentive will cover.

### ORGANIZE

#### How do I get approval?

- Attend a counseling session at your local Personal Property Office (PPO).
- Obtain a DD Form 2278 signed by your PPO.

#### What are my responsibilities?

- Obtain necessary equipment, materials, and vehicles to transport all property in a safe manner.
- Locate weigh scales for full and empty weight tickets.
- Obtain certified and legible full and empty weight tickets.
- Submit a final PPM claim with all required supporting documentation within 30 calendar days of receipt of the Advance Operating Allowance (AOA), when applicable.
- Maintain copies of all contracts, receipts, and a settled copy of the claims package for at least seven years (for tax purposes).

#### What are operating expenses?

- Expenses required to complete your move such as rental vehicles/trailers, packing materials, moving equipment, blanket wraps, gasoline, tolls, cost for weight tickets, etc.
- Calculate your tax liability by subtracting your documented costs from your total incentive payment (Tax Liability = Incentive – Costs).
- The incentive payment refunds the operating expenses up to 95% of the government's costs.

## What is an Advance Operating Allowance?

- An AOA is an advance payment of up to 60% of the government's costs that you can use to defray up-front move costs.
- If your final incentive payment is less than your AOA, you will owe the government money.
  - An accurate weight estimate makes this much less likely, and is required for you to receive an AOA.
- To receive your AOA payment, turn in DD Form 2278 and other required documents to the local disbursing office.

## Do I need insurance?

Insurance is highly recommended. The most common need for extra insurance is if your car insurance does not cover trailers pulled behind your car. The government will not reimburse the cost of buying extra insurance.

## What if I need to store my items?

You are responsible for booking your own storage-in-transit (SIT). The maximum reimbursable time limit for SIT is 90 days. Options for SIT include extended vehicle rental time, commercial warehouses, and SIT warehouses. Make every effort to avoid storage, as it can quickly result in excess cost.



## EXECUTE

### What is a weight ticket and what are weight ticket requirements?

- A weight ticket is a certificate stating the weight of a vehicle and is usually machine printed.
- You must obtain empty and full weight tickets for each load at installation weigh scales (preferred). When those scales are not available, you can obtain weight tickets at origin, destination or any location between the origin and destination.
- Tickets must be produced by a certified scale and must be legible.
  - All on-base scales are certified.
- No passengers can be in the vehicle when weighing vehicles.
- If you are towing a POV behind a rental vehicle, the POV must be detached while obtaining weight tickets.
- Locate weigh scales at <https://www.move.mil>.

## What should I do with my receipts?

Save all of your authorized expenses receipts from your move. If a receipt is not legible or descriptive you should write the amount/description to the side. You must initial next to any pen changes.



## Anything else I should consider while moving?

Keep DD Form 1351-2 updated throughout your move.

## CLOSEOUT

### What if something is lost or damaged?

Generally, the government will not pay claims for lost or damaged items because you are responsible for everything in a PPM. For a claim to be accepted it must be proven that the damage was out of your control. For example, your truck was rear-ended by a drunk driver.

### How do I submit my settlement?

Take your claim to a USMC PPO where they will review your claim, scan it in, and send it to the right office. If you do not have access to a USMC PPO or other-service equivalent, mail or email your completed paperwork to Transportation Voucher Certification Branch (TVCB).

### When will I get paid?

- Transportation Voucher Certification Branch (TVCB) works claims on a first come first served basis. They keep their website up to date with the submit date for the claims they are currently working on. Once TVCB posts that they are working on the date your claim was received, allow 10-15 days before contacting the office for a status update.
- To know exactly when TVCB received your settlement, send it through United States Postal Service (USPS) and request a return receipt. Turn "read-receipt" on for emailed packages.

## FOR FURTHER GUIDANCE

### Joint Travel Regulations (JTR)

- <http://www.defensetravel.dod.mil/Docs/perdiem/JTR.pdf>
- Uniformed Service Members see Paragraph 051502
- Civilians see Paragraph 5626
- Appendix A provides definition of HHG

### Defense Transportation Regulations (DTR) Part IV

- Uniformed Service Members see Appendix K-1. Paragraph AA
  - [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)
- Civilians see Appendix K-2. Paragraph Q
  - [https://www.ustranscom.mil/dtr/part-iv/dtr\\_part\\_iv\\_app\\_k\\_2.pdf](https://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_2.pdf)

### Marine Corps Order (MCO) 4600.39

- <http://www.marines.mil/Portals/59/Publications/MCO%204600%2039.pdf?ver=2016-08-23-121155-623>
- Chapter 4 provides specific guidance for Marines

### TVCB (for Marines)

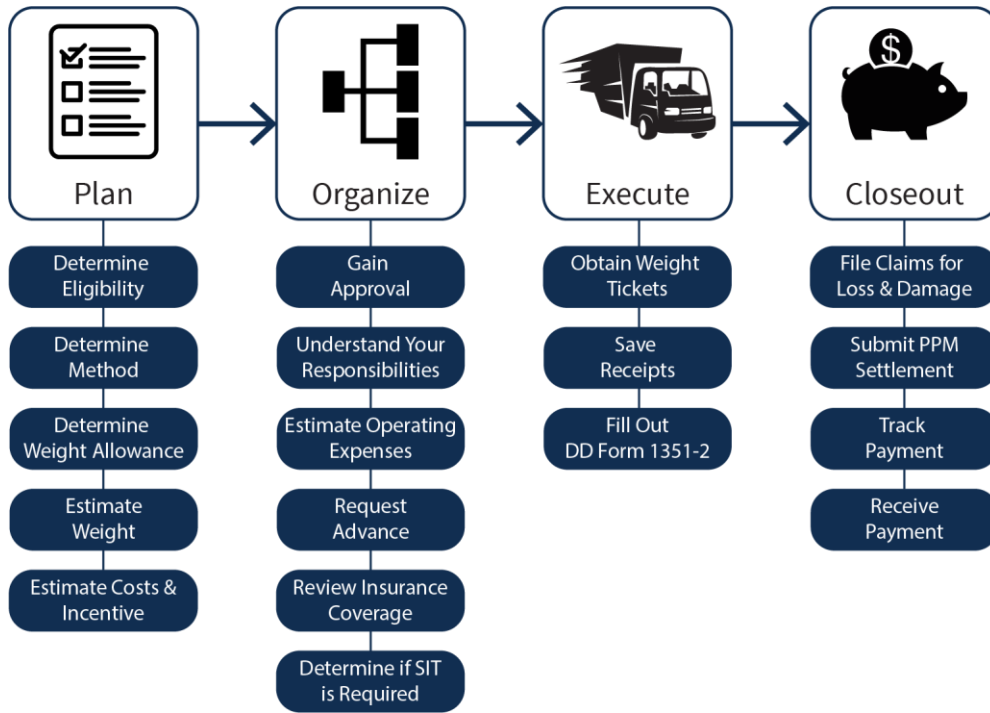
- See FAQ for answers to common PPM Questions
- <http://www.logcom.marines.mil/Capabilities/Personally-Procured-Move/faq.aspx>
- See PPM Brochure and PPM Claim Guidance PowerPoint Presentation

### Naval Supply System Command (NAVSUP) Website (for Sailors)

- <https://www.navsup.navy.mil/public/navsup/hhg/home/>
- Presentation on PPMs

### Internal Revenue Service (IRS)

- Publication 521: Provides guidance on deducting moving expenses
  - <https://www.irs.gov/pub/irs-pdf/p521.pdf>
- Form 3903: The form used to claim moving expenses
  - <https://www.irs.gov/pub/irs-pdf/f3903.pdf>



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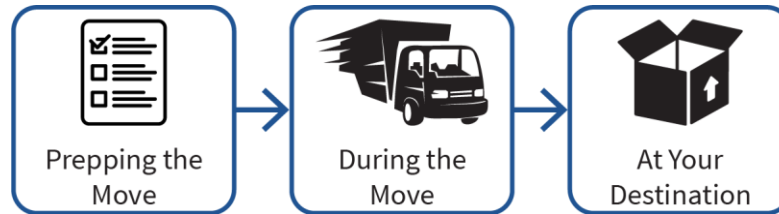
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# Moving Tips



## 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

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.

# Rights and Responsibilities

Adapted from the *Defense Personal Property Program Customer Bill of Rights* and the *It's Your Move Pamphlet*

It is your <b>RIGHT</b> to...	It is your <b>RESPONSIBILITY</b> to...	The <b>IMPLICATION</b> is that...
receive <b>professional, courteous, and helpful service</b> throughout your personal property move	<b><u>TAKE A PROACTIVE ROLE IN YOUR MOVE</u></b>	<b>YOU</b> are your own best or worst advocate
receive <b>prompt, timely responses</b> from your moving company as well as your Personal Property Office (PPO)	<b><u>PROVIDE ACCURATE CONTACT INFORMATION</u></b>	your PPO and moving company cannot help you if they cannot find you
receive counseling on your shipment and storage entitlements	ensure that your shipment is below the maximum authorized weight	exceeding your weight authorization will result in excess cost
schedule a convenient time to have the moving company conduct a pre-move survey	ensure that you or your authorized agent are present at the agreed-upon time	if you are not available, your moving company will not be prepared for your move
receive a pre-move survey in your residence or by phone	provide the person conducting the survey with relevant information	if the moving company is not properly prepared, your pack up may be delayed
negotiate pack, pickup and delivery dates during the pre-move survey	ensure that you or your authorized agent are present at the agreed-upon time	if you are not ready for the moving company to pack on the agreed-upon day you may be charged for re-awarding the shipment
contact your PPO for assistance in settling unresolvable disputes with your moving company	take an active role in preparing for your move	if something does not seem right you should call your PPO
review and receive a legible copy of your inventory when your shipment is picked up	observe the packers during packing and document any discrepancies	if it is your word against the moving company it will be harder to get things settled in your favor
have the opportunity to annotate any inventory discrepancies and identify (in writing) high-value items on your inventory	read your inventory sheet and ensure that it accurately reflects the property that was packed	if you sign the sheet, you and the moving company have agreed on what was packed and the condition the belongings were in
request a reweigh if you believe your shipment(s) will exceed your weight allowance	ensure that Professional Books, Papers and Equipment is properly annotated and that you have taken every effort to ensure that your weight is below the maximum allowance	if you are over your maximum weight allowance, you will be charged for excess cost (which is expensive)

It is your <b>RIGHT</b> to...	It is your <b>RESPONSIBILITY</b> to...	The <b>IMPLICATION</b> is that...
observe the reweigh if you so desire	call the PPO if the moving company will not tell you the date/time/location of the reweigh	the reweigh is your opportunity to ensure that the moving company is weighing fairly
have your shipment picked up on time and offered for delivery at destination before the required delivery date (RDD)	plan your move as far in advance as practicable and work with your PPO if your move is short notice	you need to notify the installation PPO immediately of any issues with pickup or delivery
file an Inconvenience Claim with the moving company for missed pickup, delivery, or RDD	understand what expenses can be reimbursed and accurately document those expenses	if you do not have documentation, it cannot be reimbursed
have items disassembled at origin and unloaded, unpacked, reassembled and placed one-time within your residence at delivery	have a plan for where you want your property placed in the new residence	if you know where you want your personal property placed, your moving company will set everything up for you
have unpacked containers, packing materials, and other debris removed, on the day of delivery only, at no cost	tell the moving personnel to remove those items and call the PPO BEFORE they leave if they do not	just because disposal is your right does not mean that it is guaranteed
file a notification of loss/damage in Department of Defense (DoD) Personal Property System (DPS) for full replacement value	prepare for the move by documenting (photo/video/receipt) all fragile and/or high dollar value items	if it's your word against the moving company, it will be harder to get reimbursed
receive a response from the moving company within 60 days of filing your claim in DPS	check DPS regularly for updates on your claim status and contact your moving company directly if it looks like they will miss the deadline	you are the one who cares the most about your claim
transfer your loss and damage claim to the Military Claims Office (MCO) if you are unable to negotiate a fair settlement with your moving company	understand how the claims process works and try to resolve the claim with the moving company if at all possible	if you transfer your claim to the MCO you forego full replacement value initially, but may receive it after the MCO negotiates with the moving company
evaluate your moving company by completing your Customer Satisfaction Survey once your move and your loss and damage claims are completed	provide the government with objective feedback on the quality of your move; evaluate each move separately	feedback directly impacts the moving company's Best Value Score, which makes it easier/harder for them to get more business from the Department of Defense



From your Marine Corps  
Personal Property Office



# Personal Property Weight Estimation



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



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.



### 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

# 100-Day International Moving Checklist

	Actions	Tips and Resources
Week	<b>1-2</b> <b>Initial Administration</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Arrange with Air Mobility Command (AMC) to move your pet</li> <li><input type="checkbox"/> Inform family and friends</li> <li><input type="checkbox"/> Construct a moving binder</li> <li><input type="checkbox"/> Determine weight allowance</li> <li><input type="checkbox"/> Make a financial plan for moving expenses</li> <li><input type="checkbox"/> Obtain Special Power of Attorney (POA)/Letter of Authorization</li> <li><input type="checkbox"/> Log in to Defense Personal Property System (DPS)</li> <li><input type="checkbox"/> Determine the type of move you want to execute</li> <li><input type="checkbox"/> Attend a moving class</li> </ul>	<ul style="list-style-type: none"> <li>• Must be done at the 90-day mark for AMC</li> <li>• <a href="#">Tips</a> for discussing a move with children</li> <li>• Keeps <a href="#">information</a> organized/accessible</li> <li>• Entitlement <a href="#">calculator</a> (weight allowance)</li> <li>• Internal Revenue Service <a href="#">Publication</a> 521 tax information</li> <li>• <a href="#">Example</a> Special POA</li> <li>• If you do not have an account, go to <a href="#">move.mil</a></li> <li>• Household goods (HHG), Personally Procured Moves, or other</li> <li>• Check with base Marine Corps Community Services for dates/times</li> </ul>
	<b>3</b> <b>Counseling and Shipment Processing</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Estimate the weight you will be moving</li> <li><input type="checkbox"/> Gather required documentation</li> <li><input type="checkbox"/> Complete self-counseling through DPS</li> <li><input type="checkbox"/> Turn in required documentation to Personal Property Office (PPO)</li> <li><input type="checkbox"/> Schedule the pre-move survey after you have a moving company</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Weight estimator tool</a></li> <li>• Orders, desired move dates, weight estimation (at a minimum)</li> <li>• Signed DD Form 1797 and 1299(s)</li> </ul>
	<b>4</b> <b>Housing and Travel</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Contact sponsor regarding housing options</li> <li><input type="checkbox"/> Determine if you will take leave in conjunction with moving</li> <li><input type="checkbox"/> Notify your landlord of approximate move dates</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Overview</a> of entitlements</li> <li>• Ensure permission for delay en route</li> <li>• <a href="#">Example</a> notification letter</li> </ul>
	<b>5-7</b> <b>Sorting and Inventory</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Sort all HHG, identify items to donate, return, or trash/recycle</li> <li><input type="checkbox"/> Inventory as you sort, starting with highest-value items</li> <li><input type="checkbox"/> Assign responsibilities to different family members</li> <li><input type="checkbox"/> Order supplies that will make your life easier on move day</li> <li><input type="checkbox"/> Begin eating down the contents of your food pantry</li> <li><input type="checkbox"/> Separate items that are not authorized to be shipped as HHG</li> </ul>	<ul style="list-style-type: none"> <li>• Use as an opportunity to purge</li> <li>• Break up by room or type of item</li> <li>• Make sure everyone does their part</li> <li>• Labels, space bags, tape, mattress bag, etc.</li> <li>• Food pantry <a href="#">tips</a></li> <li>• List of <a href="#">Unauthorized</a> Items</li> </ul>
	<b>8</b> <b>Make Arrangements (as applicable)</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Book kennels for pets; schedule vet appointments</li> <li><input type="checkbox"/> Schedule babysitting services for moving day</li> <li><input type="checkbox"/> Reserve temporary lodging</li> <li><input type="checkbox"/> Schedule rental car (not an entitlement)</li> <li><input type="checkbox"/> Make plan for house cleaning</li> </ul>	<ul style="list-style-type: none"> <li>• Find ways to ease the stress of transition</li> <li>• Plan early to lessen stress</li> <li>• Give yourself time to find a new home</li> </ul>
	<b>9</b> <b>Medical and Dental</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Determine procedures for medical and dental records</li> <li><input type="checkbox"/> Consider scheduling appointments prior to move</li> </ul>	<ul style="list-style-type: none"> <li>• Note on the calendar when to request dental exams, eye exams, and physicals</li> </ul>
	<b>10-13</b> <b>Final Pre-Move Preparations</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Confirm move dates with the moving company</li> <li><input type="checkbox"/> Cancel utilities, subscription and delivery services</li> <li><input type="checkbox"/> Copy important computer files</li> <li><input type="checkbox"/> Assemble your “first night box”</li> <li><input type="checkbox"/> Disassemble outdoor playsets, clean outdoor items</li> <li><input type="checkbox"/> Move items out of attics and crawlspaces</li> <li><input type="checkbox"/> Separate professional gear (member and spouse)</li> <li><input type="checkbox"/> Submit change of address to postal service</li> <li><input type="checkbox"/> Separate suitcases and unaccompanied baggage from HHG</li> <li><input type="checkbox"/> Empty, thaw, and thoroughly clean refrigerator</li> <li><input type="checkbox"/> Remove all items from the walls</li> <li><input type="checkbox"/> Mark everything you do not want moved</li> <li><input type="checkbox"/> Drain lawnmower of gas and oil</li> <li><input type="checkbox"/> Tape remotes to electronics, remove batteries from all items</li> </ul>	<ul style="list-style-type: none"> <li>• Contact PPO for any issues</li> <li>• Utility cancellation <a href="#">considerations</a></li> <li>• Consider using cloud backup</li> <li>• <a href="#">Items</a> you will need on your first night</li> <li>• Cleaning especially important outside the continental United States (OCONUS)</li> <li>• Moving company not required to move inaccessible items</li> <li>• See “<a href="#">It’s Your Move</a>” Paragraph J</li> <li>• Change of address <a href="#">link</a></li> <li>• Designate “Do Not Pack” room or load in car</li> <li>• Ensure all appliances are ready to move; Moving companies are not required to connect/disconnect appliances</li> </ul>

**These checklist items are for planning purposes only, and do not indicate approved government entitlements or required actions. The government will not cover costs for items outside of your entitlements, so verify entitlements before incurring expenses.**

## 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

# 90-Day Domestic Moving Checklist

	Actions	Tips and Resources
Week	<b>1</b> <b>Initial Administration</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Inform family and friends</li> <li><input type="checkbox"/> Construct a moving binder</li> <li><input type="checkbox"/> Determine weight allowance</li> <li><input type="checkbox"/> Make a financial plan for moving expenses</li> <li><input type="checkbox"/> Obtain Special Power of Attorney (POA)/Letter of Authorization</li> <li><input type="checkbox"/> Log in to Defense Personal Property System (DPS)</li> <li><input type="checkbox"/> Determine the type of move you want to execute</li> <li><input type="checkbox"/> Attend a moving class</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Tips</a> for discussing a move with children.</li> <li>• Keeps <a href="#">information</a> organized/accessible</li> <li>• Entitlement <a href="#">calculator</a> (weight allowance)</li> <li>• Internal Revenue Service <a href="#">Publication 521</a> tax information</li> <li>• <a href="#">Example</a> Special POA</li> <li>• If you do not have an account, go to <a href="#">move.mil</a></li> <li>• Household goods (HHG), Personally Procured Moves, or other</li> <li>• Verify dates/times with base Marine Corps Community Services</li> </ul>
	<b>2</b> <b>Counseling and Shipment Booking</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Estimate the weight you will be moving</li> <li><input type="checkbox"/> Gather required documentation</li> <li><input type="checkbox"/> Complete self-counseling through DPS</li> <li><input type="checkbox"/> Turn in required documentation to Personal Property Office (PPO)</li> <li><input type="checkbox"/> Schedule pre-move survey when you have a moving company</li> </ul>	<ul style="list-style-type: none"> <li>• Weight estimator <a href="#">tool</a></li> <li>• Orders, desired move dates, weight estimation (at a minimum)</li> <li>• Signed DD Form 1797 and 1299(s)</li> </ul>
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	<b>4-6</b> <b>Sorting and Inventory</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Sort all HHG, identify items to donate, return, or trash/recycle</li> <li><input type="checkbox"/> Inventory as you sort, starting with highest-value items</li> <li><input type="checkbox"/> Assign responsibilities to different family members</li> <li><input type="checkbox"/> Order supplies that will make your life easier on move day</li> <li><input type="checkbox"/> Begin eating down the contents of your food pantry</li> <li><input type="checkbox"/> Separate items that are not authorized to be shipped as HHG</li> </ul>	<ul style="list-style-type: none"> <li>• Use as an opportunity to purge</li> <li>• Break up by room or type of item</li> <li>• Make sure everyone does their part</li> <li>• Labels, space bags, tape, mattress bag, etc.</li> <li>• Food pantry <a href="#">tips</a></li> <li>• List of <a href="#">Unauthorized</a> Items</li> </ul>
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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



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 lienholder 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



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>



# Inconvenience Claims



From your Marine Corps  
Personal Property Office

**RECOUP UNPLANNED EXPENSES WHEN YOUR TSP MISSES SCHEDULED DATES**

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

## WHAT IS AN INCONVENIENCE CLAIM?

If your moving company cannot meet agreed-upon dates, they may cause a serious inconvenience and unplanned out-of-pocket expenses. An inconvenience claim allows you to recoup unplanned expenses such as lodging, meals, and household items. However, the maximum liability for lodging and meals cannot exceed established per diem rates.

## WHEN CAN I SUBMIT A CLAIM?

You may submit a claim if your Transportation Service Provider (TSP) misses any of the following as indicated on the Government Bill of Lading:

- Pick-up date
- Delivery date
- Required Delivery Date
- Delivery date out of storage.

Contact your company's customer service section or Personal Property Office (PPO) for additional information and assistance with submission of inconvenience claims.

Remember ... this is not an entitlement program; contact your moving company prior to making purchases.

## WHAT IS THE CLAIM PROCESS?

- Contact your TSP before buying anything.
- Save all receipts and submit your claim directly to your TSP's claims department.
- Your TSP will acknowledge receipt within 7 days and pay approved reimbursements within 30 days.



## ARE THERE EXCEPTIONS?

Personnel on temporary living allowances are not allowed to file inconvenience claims. Generally, events that are out of the control of the moving company are also exempt, such as:

- Natural disasters
- Acts of the public enemy or mob interference
- Acts of the Government or the public authority.

## WHAT EXPENSES CAN I CLAIM?

You are eligible to claim reasonable out-of-pocket expenses that relate directly to relieving a definite hardship including:

- Lodging and meals (if not in residence)
- Laundry Service
- Kitchen and household items (towels, bedding, pots, pans, paper plates, napkins and disposable cutlery)
- Rental furniture (beds, cribs, sofa, table, chairs, appliances, and one TV).

## WHAT ITEMS ARE EXCLUDED?

Any expense or item not supported by an itemized receipt is excluded from an inconvenience claim. Other exclusions include:

- Cleaning supplies
- Toiletries and cosmetics
- Military attire or personal clothing
- Dry cleaning
- School supplies
- Alcohol or pharmaceuticals
- Expenses that occur before the delivery date or out of the local area.



# Loss & Damage Claims

*What to do when things go wrong*



From your Marine Corps  
Personal Property Office

**RESOLVE LOSS & DAMAGE CLAIMS TO YOUR HOUSEHOLD GOODS (HHG) AND PROPERTY**

<https://www.move.mil/moving-guide/claims>

## KNOW YOUR RIGHTS!

If any of your HHG are lost or damaged during the move process, you are entitled to full replacement value 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.

## LOSS/DAMAGE AT DELIVERY

Follow the key steps below for documenting loss/damage of household goods at delivery.

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);
3. Acknowledge receipt of all high value items; and
4. Review inventories and other forms before signing.

Your TSP may offer you up to \$500 on the day you move in, called a "quick claim." Be careful in your negotiation and only accept if you agree with the offer – you cannot file a claim again on the same items.

## WHAT IF MY MOVING COMPANY DAMAGES MY RESIDENCE?

If your TSP causes damage to your home or residence, you should contact your moving company directly and arrange for the damage to be fixed. Residential damage is not covered under Defense Personal Property Program. To document proof of damage:

- Take photos or video of your residence prior to arrival of packers;
- Note damage on inventory or delivery forms; and
- Call your Personal Property Office (PPO) for assistance.

If you have any problems negotiating settlement, you should contact your local legal office and seek assistance from a Legal Assistance Attorney. If you are not entitled to military legal services, you should consult with a local attorney.

Remember ... this is a negotiation, so if you are not happy with an offer, you should reject it.



## WHAT IF I DISAGREE WITH THE MOVING COMPANY?

You may transfer any part of your loss or damage claim to your Military Claims Office (MCO) after claim submission through DPS. The MCO does not handle claims for residence damage. Once you make the transfer in Defense Personal Property System (DPS), the MCO will contact you if they need any additional information.

- The MCO pays depreciated value plus any money they recoup from the company, but the process is usually slower.
- Send as much documentation as you can to help the MCO recoup your money from the moving company.
- Do not feel pressured to take the moving company's offer if you can prove your property value- let the MCO help you.



## 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).

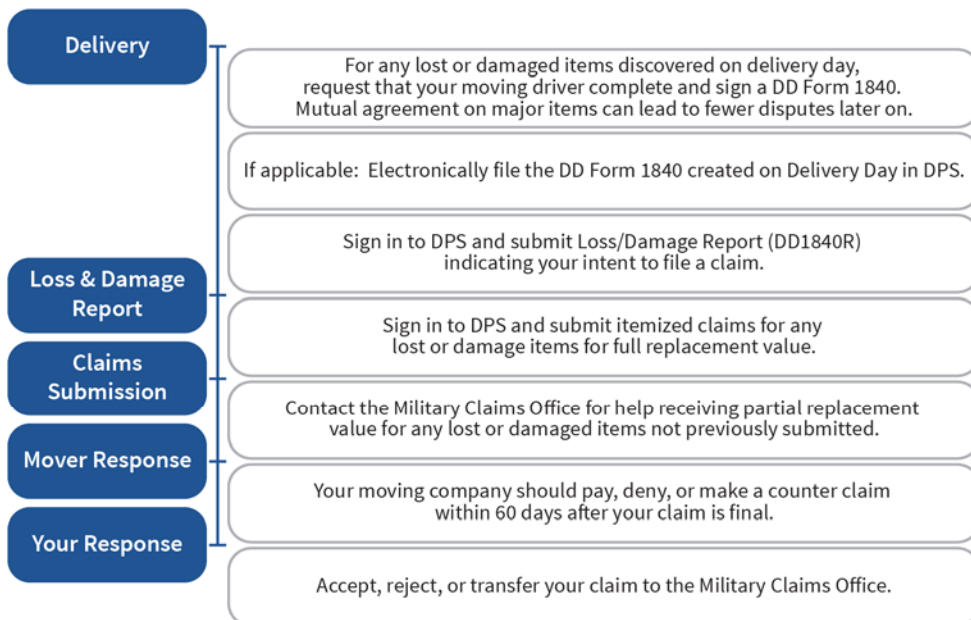
Remember ... a Loss/Damage Report is NOT a claim. You must still file an itemized claim in DPS to receive reimbursement!



## 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](http://move.mil)  
<https://www.move.mil/tutorials/file-a-claim>

## IMPORTANT DATES



Timeline WITH Loss & Damage Report	Timeline WITHOUT Loss & Damage Report
0 days after delivery	N/A
0 - 30 days after delivery	N/A
0-75 days after delivery	N/A
0 - 9 months after delivery	0 - 75 days after delivery
9 months to 2 years after delivery	75 days - 2 years after delivery
60 days after claims submission	60 days after claims submission
Any time after claim response	Any time after claim response



# Navigating the PCS Maze



From your Marine Corps  
Personal Property Office

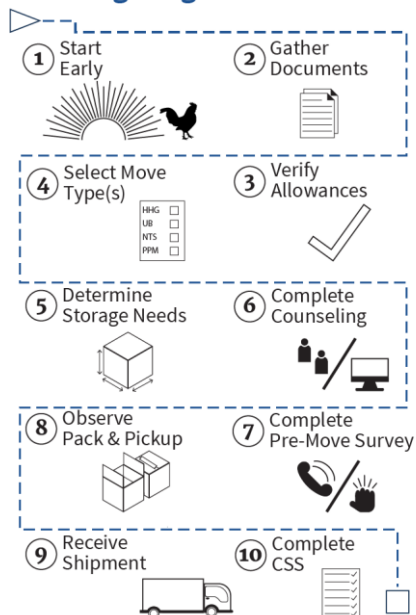
HELPING YOU SAIL SMOOTHLY THROUGH YOUR PERMANENT CHANGE OF STATION (PCS)

<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.



### Destination Local Agent

- Hired by your TSP to unload and unpack your property at your new home.

### NTS TSP

- Coordinates the packing, loading, and storage of your household goods in non-temporary storage.

### Move Manager

- May be hired by your TSP to oversee the administrative aspects of your move.

### Third Party Claims Service

- May be hired by your TSP to oversee the claims process.

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



## 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>



# Shipping Firearms Safely



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 (OCONUS) 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 OCONUS, 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

- OCONUS Restrictions-PPCIG [https://archive.move.mil/documents/OCONUS\\_Country\\_Instructions.pdf](https://archive.move.mil/documents/OCONUS_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)

## Helpful Hints

- Travel on the same flight as your pet when possible. Ask the airline if you can watch your pet being loaded and unloaded into the cargo hold.
  - When you board the plane, and are flying with your pet, notify the captain and at least one flight attendant that your pet is traveling in the cargo hold. If the captain knows that pets are on board, they may take special precautions.
  - If traveling during the summer or winter, choose flights that will accommodate the temperature extremes. Early morning or late evening flights are better in the summer. Afternoon flights are better in the winter.
  - Fit your pet with a collar that cannot be caught in carrier doors. Affix two pieces of identification on the collar - a permanent ID with your name, home address, telephone number, and a temporary travel ID with the address and telephone number where you or another contact person can be reached.
  - Affix a travel label to the carrier on which you have written your name, permanent address and telephone number, final destination, and where you or a contact person can be reached when the flight arrives.
  - Make sure that your pet's nails have been clipped to protect against them being hooked in the carrier's door, holes and other crevices.
  - Give your pet at least a month before your flight to become familiar with the travel carrier. This will minimize stress during travel.
- Do not give your pet tranquilizers unless they are prescribed by your veterinarian.
  - Do not feed your pet four to six hours before the trip. However, you can give them small amounts of water. If possible, put ice cubes in the water tray attached to the inside of your pet's crate. A full water bowl may spill and cause discomfort.
  - Carry a current photograph of your pet. If your pet is lost during the trip, a photograph will make it much easier for airline employees to search effectively.
  - When you arrive at your destination, open the carrier as soon as you are in a safe place and examine your pet. If anything seems wrong, take your pet to a veterinarian.

### The Humane Society of the United States

The HSUS recommends that you weigh all risks when deciding to transport your pet by airplane. Air travel can be particularly dangerous for animals with "pushed in" faces (the medical term is "brachycephalic"), such as bulldogs, pugs and Persian cats. Their short nasal passages leave them especially vulnerable to oxygen deprivation and heat stroke.

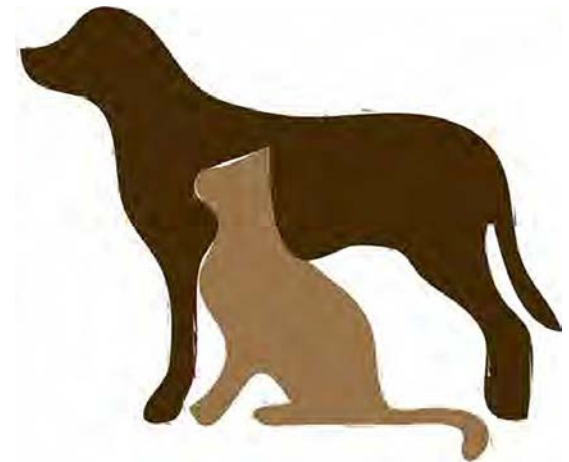
Transporting pets during the summer (May – Sept) can be challenging due to the possibility of high temperatures and resulting airline embargoes. Please contact your airline for details on restrictions.

### MCIPAC DMO Okinawa reminds travelers:

Each airline establishes its own company policy for the proper handling of the animals they transport. There are two ways you can transport your pet via the airlines:

1. Dependent on size, breed and time of year, your pet may be able to travel with you in-cabin or as excess baggage. This option varies amongst airlines. Please contact airline for details and requirements for your pet.
2. You can have your pet shipped through a licensed commercial shipper. You will be charged the cargo rate, plus the shipper's fee, which is more expensive than excess baggage.

## Pet Brochure for Commercial Airline Transport (Japan) 1 February 2019



Created by Headquarters USMC  
USMCPASSENGERTRAVEL@USMC.MIL

## Airline Information

### **American Airlines:** 1-800-433-7300

Pets are accepted in the cabin as checked baggage or transported with American Airlines Cargo. Cats and dogs are the only types of pets accepted on American Airlines. Pet cabins, where pet owners may easily secure a carrier, are available in first class only. Pets will not be accepted for flights over 12 hours or on flights traveling to the United Kingdom. American Airlines requires a health certificate for the acceptance of pets for travel as checked baggage. Valid health certificates must be issued by a veterinarian. Checked pets will only be able to connect through a hub city. American Airlines does recognize breed restrictions. \*\*Checked baggage service is not offered on flights to Japan.

### **Delta Airlines:** 1-800-352-2746

With the exception of US Military on active transfer orders, Delta Airlines will no longer permit pets to travel as checked baggage. All pets that are too large to travel in the cabin will be allowed to travel as air cargo, and all international transport must be booked through an IPATA agent. Additionally, Delta will no longer accept pets traveling as cargo on flights over 12 hours. Delta Airlines does recognize breed restrictions.

### **United Airlines:** 1-800-864-8331

Pets must be at least 8 weeks old, over 1 pound, and their carrier must fit comfortably under the seat in front of you. Your pet airline carrier will count as a piece of carry-on luggage. One pet is allowed per carrier and one carrier per passenger.

Through the Return Home Exception (RHE), United will make a "one-trip-only" exception for Military customers who want to return pets previously flown on United, but who are no longer eligible to fly with United under their new policies to anywhere globally that United services. Other species of pets previously flown may also be transported via the RHE. Military members should contact United PetSafe to inquire about specific species. If you wish to take advantage of the RHE, contact the PetSafe Customer Service team and request to begin the process. PetSafe agents will be able to send you the RHE form. When you return the form, the PetSafe team will verify your previous pet travel. If the qualify for the RHE, the PetSafe team will assist you with your reservation and preparation for your pet's transport. The United RHE program is currently set to expire 31 July 2019.

### **Alaska Airlines:** 1-800-252-7522

If your pet is too large to fit under the seat, is an animal other than a dog or cat, or if it is a very long flight, Alaska Airlines will transport your pet in the cargo section of the aircraft. The cargo section has the same temperature and pressure as the passenger cabin. Pets are not permitted in the cargo area on Alaska Airlines flights 2000-2999 or flights 3450-3499 from November 25 through December 3 and December 13 through January 3. Alaska Airlines recognizes the risk to pets when transporting them during periods of heat or cold. If temperatures are above 85° or below 40°, your pet's flight may have to be rescheduled. Alaska Airlines does recognize breed restrictions.

### **Southwest Airlines:** 1-800-435-9792

Currently, Southwest does not offer air cargo or checked baggage service for live animals. Pets are not permitted to travel on international flights including those to Puerto Rico. Southwest will transport puppies and kittens over 8 weeks of age (domestic in-cabin flights). Southwest does not ban dog or cat breeds from traveling in the cabin of their aircraft.

### **JetBlue Airlines:** 1-800-538-2583

If your dog or cat meets the requirements listed in JetBlue Airways pet policy to travel in cabin, you will need an approved airline pet carrier. JetBlue Airlines does recognize breed restrictions.

### **Hawaiian Airlines:** 1-800-367-5320

Hawaiian Airlines may transport your pet in the cargo section of the aircraft, according to its regulations, if your pet is too large to fit under the seat, if your pet is an animal other than a dog or cat, or if it is a very long flight. Hawaiian Airlines does recognize breed restrictions.

### **Silver Airways:** 1-801-401-9100

Small animals will only be accepted for transportation in the passenger compartment. Advance arrangements must be made. Silver Airways does not identify breed restrictions.

### **All Nippon Airways:** 1-800-235-9262

Pets are not accepted in the cabin, but will be carried in the cargo section. Short-nosed dogs are not accepted from June 1 through September 30 every year. Passengers with dogs and cats must submit advance notification to the Animal Quarantine Service of Japan. For dogs or cats imported from rabies-free countries or regions, the quarantine period will be completed within 12 hours, if you have an export certificate that the animal is fitted with a microchip of ISO standards. All Nippon does recognize breed restrictions.

### **Korean Airlines:** 1-800-438-5000

In Cabin Travel: If your dog, cat or household bird meets the requirements of Korean Air, you will need a compliant airline pet carrier. You must notify Korean Air that you are traveling with a pet. Reservations cannot be made on-line. Korean Air does recognize breed restrictions.