

OUR COMMITMENT TO PERSONAL PROPERTY CUSTOMERS MOVING IN 2023



As we enter the fourth year of working in a COVID-19 environment, the Department of Defense (DOD) remains committed to finding ways to ease stress, maintain safety, and provide assistance. We offer the following information to keep you aware of the situation and help properly prepare for your upcoming move.

Managing the Supply Chain & Labor Shortage

Moving companies, like many other business sectors throughout the world, are continuing to experience labor shortages, supply chain congestion, and other global-related challenges. While DOD cannot control the environment, we have taken steps to mitigate the impact of these capacity issues on you, our valued customer. These actions include:

- Adjusting transit times to help reflect a more accurate estimated delivery date for your shipment.
- Limiting the number of moves per week to ensure the DOD does not flood an already strained market.
- Requesting moving companies avoid overbooking themselves and only accept shipments they can handle safely with competent crews.
- Encouraging moving companies to proactively communicate with you when things go off-plan.

Decision Making for a Successful Move

While we hope the above actions will help provide some relief, we cannot emphasize enough to plan accordingly, proactively communicate, and not be afraid to ask for help. We offer this advice to help prepare for your move and manage issues.

- Do not delay! Request your move in DPS as soon as you receive your orders, so you have a better chance of securing the dates and services you will need.
- Speak with your chain of command about delayed reporting options and other solutions if you are experiencing scheduling problems.
- Prepare in advance for your move by ensuring your home and belongings are clean, organized, and ready to be packed. This will prevent movers from having to reschedule your pack or pickup dates. Also, plan to take necessary items with you in case your shipment is delayed.
- Stay in close contact with your move manager on your booked dates and request the help of your local transportation office if your mover does not meet the agreed upon dates. In some situations, you may qualify for an inconvenience claim.
- Please see Attachment K-1 [https://www.ustranscom.mil/dtr/part-iv/dtr part iv app k 1.pdf](https://www.ustranscom.mil/dtr/part-iv/dtr%20part%20iv%20app%20k%201.pdf) or K-2 [https://www.ustranscom.mil/dtr/part-iv/dtr part iv app k 2.pdf](https://www.ustranscom.mil/dtr/part-iv/dtr%20part%20iv%20app%20k%202.pdf) for helpful suggestions.

COVID-19 Safety

The DOD is continuing to enforce protocols to protect the health of you and your family during personal property movements. This includes holding both you and the moving crews accountable for adhering to safety protocols as directed by local guidance. A quality assurance inspector from the local transportation office will contact you during the relocation process to verify all parties are following the safety health protocols, and to take corrective action when needed.

If your movers are not in compliance with local safety protocols or you are uncomfortable at any time during the pack-out, pickup or delivery process, inform your service provider, contact your local transportation office, and if needed, your chain of command.

WHO TO CALL FOR HELP

1. Local Transportation Office:

<https://installations.militaryonesource.mil/>

2. Branch of Service Customer Service:



Army

(800) 521-9959
(253) 967-5093
DSN: 312-357-5093



Marine Corps

Local Distribution Management
Office (DMO) or
Call Center: (855) 444-6683



Navy

Local Personal Property Office
or Call Center: (855) 444-6683



Air Force

Local Personal Property Office
or Call Center: (210) 652-3357



Coast Guard

PCS Assist Team:
844-727-2022

3. USTRANSCOM Customer Support Center:

Toll-Free: (833) MIL-MOVE [645-6683]