U.S. MARINE CORPS PERSONAL PROPERTY SECTION (LPD-2) 13 MARCH 2025

Steps to resolve issues with your HHG Shipment:

1. As with any PCS move there may be issues with shipment support. Regardless of which HHG move system (legacy DPS or GHC MilMove.mil) is used, when issues arise such as missed pack start dates, missed pickup dates, missed delivery dates, or other issues including communication with the moving company or representative assigned to the Marine's move, use the following procedures to reach out for assistance:

2. Contact the Point of Contact (POC) at the moving company / local agent / customer support representative assigned to the move and request an update on the specific issue.

3. Should the respective POC not resolve the concerns, and the Marine is located on a Marine Corps installation, immediately notify the Distribution Management Office, Personal Property Office, Quality Assurance Section.

4. Should the respective POC not resolve the concerns, and the Marine is not located on a Marine Corps installation, immediately notify the Transportation Office, Personal Property Office, Quality Assurance Section to report the issue. The phone numbers of the QA Section at origin and destination should have been provided during counseling.

5. When not located at or near a DoD installation such as on recruiting duty, Inspector-Instructor duty or other assignment, contact the Quality Assurance phone number provided during counseling or the official USMC Personal Property mailbox at usmcpersonalproperty@usmc.mil and provide the DPS Bill of Lading Number or GHGC MilMove.mil Move Number, state the exact move issue, POC information of the company representative, Marine's POC information including phone number, and any additional info related to the move, and a Personal Property Team Member will contact the Marine as quickly as possible.

This information will be updated as often as required. Questions or concerns may be addressed to USMCPERSONALPROPERTY@USMC.MIL