



CONUS PCS MOVE

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A successful move is not a matter of chance. It is the result of planning and hard work. At the center of these efforts is you, the customer. If you expect a good move, you must play an active role.

It is your move. Ask questions. Read and understand what you sign. Get involved!

- ✓ Know your Entitlements
- ✓ Know your Responsibilities
- ✓ Get involved
- ✓ Ask Questions!

PEAK SEASON CHALLENGES

- There are a number of challenges associated with moving household goods during the summer season:
 - 65 % of all DoD moves are performed 15 May through 30 September.
 - Higher demand creates a shortage in moving capacity; adds difficulties.
- Proper planning can mitigate most of the issues encountered during the summer season and lead to a smooth move:

COMMON ISSUES

PRE-PACK OUT:

- Misunderstanding that pack/pickup dates requested during counseling are confirmed dates. Dates are **NOT** confirmed until contacted by TSP.
- TSP unable to reach Member/Appointed Agent to confirm dates and/or schedule pre-move survey.
- Appointed Agent not properly informed of responsibilities.
- Requesting date changes after shipment has been booked with TSP.
 - Justification for any date change request is required when a request is received after shipment has been booked with TSP.

PACK DAY:

- Member/Assigned Agent, not available upon TSP arrival at residence
- Residence untidy/unsanitary and not pack ready, and/or signs of infestation.
- Appointments scheduled during pack/loading, packers asked to take a break so Member can leave for appointment.
- Scheduling quarters turn-in same day as scheduled HHGs pickup allowing no flexibility if issues arise that delay pickup.
- Pro-gear not properly separated and labeled.
 - ✓ Provide descriptive pro-gear inventory during counseling to ensure appropriate weight credit.
 - ✓ DD1299 must indicate the estimated weight of Member, Spouse, and DA Civilian PBP&E.
 - ✓ All PBP&E must be separated & in one location

AGENDA

1. JTR WEIGHT ALLOWANCES
2. TYPES OF SHIPMENTS
4. CONSIDERATIONS
5. UNAUTHORIZED ITEMS
6. MEMBERS RESPONSIBILITIES
7. RELEASING/RECEIVING AGENT
8. TSP RESPONSIBILITIES
9. WHAT YOU CAN & CANNOT SHIP
10. MOVE TIMELINE & READINESS

11. CLAIMING PRO GEAR
12. STORAGE-IN-TRANSIT
13. INVENTORY
14. EXCESS COST
15. PET TRAVEL
16. DELIVERY DAY RESPONSIBILITIES
17. CLAIMS
18. QA TEAM
19. RESOURCES

JTR WEIGHT ALLOWANCES

Grade	With Dependents	Without Dependents
O-6 to O-10	18,000	18,000
O-5/W-5	17,500	16,000
O-4/W-4	17,000	14,000
O-3/W-3	14,500	13,000
O-2/W-2	13,500	12,500
O-1/W-1	12,000	10,000
E-9	15,000	13,000
E-8	14,000	12,000
E-7	13,000	11,000
E-6	11,000	8,000
E-5	9,000	7,000
E-4	8,000	7,000
E-1 to E-3	8,000	5,000

Authorized the weight allowance of the grade held on the member's PCS authorization/order effective date used for HHG transportation.

AUTHORIZED WEIGHT

❑ Enter realistic weight estimate

- Assists TSPs to better assess requirements and ability to service the shipment.
- Excess cost/debt if you have multiple shipments or receive advance for partial PPM
- Weight Estimator is available on militaryonesource.mil website
- Utilize an average of 1,000lbs. Per furnished room, or 1,500lbs. For oversized/heavy furniture.

❑ Smaller Shipments (estimating less than 1,000lbs)

- List any Furniture items or Items that may be larger than 32".
- Determines how your property will be shipped.

TYPES OF SHIPMENTS - 1

Household Goods (HHG) Shipment:

- Assigned to a Transportation Service Provider (TSP or moving company) who is responsible for the packing, loading, transporting and delivery of the shipment
- Authorized 90 days temporary storage (SIT)

Non-Temporary Storage (NTS)

- Long-term storage, if authorized based on orders
- Items you do not wish to ship to your new duty station
- Utilized at origin (pickup) location
- Items may remain in NTS for the duration of your tour (some restrictions may apply depending on the type of orders you hold)
- Not authorized SIT at destination, must have delivery address when scheduling.

Personally Procured Move (PPM)

- All aspects of the move are arranged by you (i.e. packing, loading, transporting, and unloading)
- May use your own vehicle, rent a truck and/or trailer, hire a commercial carrier or utilize a “you pack/they load” method (i.e. PODs, U-Haul’s U-Box, etc.)

TYPES OF SHIPMENTS - 2

Unaccompanied Baggage (UB) Shipment:

- OCONUS shipments only
- Limited in weight based on new assignment location
- Cannot contain furniture but can contain clothing, bedding & linens, pots & pans, small electronics and collapsible baby items such as a crib, highchair, stroller, etc.

Personally Owned Vehicle (POV):

- Primarily an OCONUS authorized shipment, however, some locations have restrictions
- Authorization within CONUS is only authorized under certain conditions and require HQDA approval:
 - 1) Member is unable to drive due to medical reasons
 - 2) Insufficient time to drive to new duty station based on when orders were issued and report date

PRE-MOVE READINESS

EXPECT MOVER TO:

- Contact you within three business days after shipment award to confirm your pickup date.
- Provide a point of contact to answer any questions regarding your move.
- Conduct a pre-move survey with you at least five days after shipment award but no later than nine days prior to the first scheduled pack or pickup date.
- TSP should initiate contact 7-10 prior to pickup to schedule premove survey
- On site premove survey is highly encouraged over virtual surveys.

**** Watch for Emails from your TSP ****

YOUR RESPONSIBILITIES:

- Ensure residence or pickup location is tidy.
 - Free from clutter & trash
 - Free from animal feces
 - Free of pest infestations
- Disassemble all outdoor items (swing set, shed, etc.) and remove property from your attic, crawl space, or storage area.
- All items removed from walls & appliances unplugged.
- Take photos/videos of goods as a record of everything and to document their condition. Get appraisals on high value items/antiques.
- During inclement weather, clear driveway, stairs, and sidewalk of snow/ice. Servicing agent is not able to work until conditions are safe for all.
- Set aside anything not wanting to pack.

MOVE DAY

EXPECT MOVER TO:

- Treat customers home and belongings with respect
 - Lay floor protection
- Arrive between 8 AM to 5 PM, and finish work by 9 PM (unless otherwise approved).
- Provide clean packing material and label boxes with description of contents.
- Prepare an accurate and legible inventory of all household goods. Including ProGear and Gun Safes.
- Identify in writing your high-risk or high value items.
- Disassemble items to ensure safe transport, except outdoor items, such as swing sets, other playground equipment, television and radio antennas, and similar articles.

YOUR RESPONSIBILITIES:

- Place all pets in a designated location while workers are in the home to ensure their safety and that of the packers moving in and out of the home.
- Keep all hand-carried items (car keys, cash, cell phones, etc.) and documents containing personal information (ID cards, orders, move paperwork, passports, etc.) in a secure place, out of-sight, so they don't get packed.
- Ensure the inventory form shows the true condition of all household goods, and inaccuracies noted on the form BEFORE signing.
- Verify inventory is correct BEFORE goods are loaded on the truck or placed into wooden crates.
- Inspect every area (rooms, attic, basement, yard, etc.) BEFORE the truck leaves to ensure all items are packed and there is no damage to home.

DELIVERY DAY

EXPECT MOVER TO:

- Call at least 24 hours before arrival to confirm SM can accept delivery. After two failed attempts to reach SM, the mover will request approval to move goods to temporary storage.
- Unpack all items with one time placement; reassemble items that were disassembled at origin; and remove all packing materials on the day of delivery. (unless SM directs otherwise)
- Use the same inventory prepared at origin to verify delivery at residence.

YOUR RESPONSIBILITIES:

- BEFORE delivery day, request and verify a reweigh if shipment is close to or over max weight allowance.
- Check-off each tag number from inventory list as each item is offloaded from the truck.
- Document with the moving company obvious loss or damage to goods.
- Dispose of packing materials if declined to have the movers unpack goods.
- Report any loss or damage to the mover or military claims offices within 180 days of delivery of HHG and 75 days of delivery of NTS or DPM shipments.

UNAUTHORIZED ITEMS

1. Accompanied personal baggage when carried free on commercial transportation
2. Automobiles, trucks, vans and similar motor vehicles
3. Aircraft
4. Mobile homes
5. Recreational Vehicles (Camper, Camping Trailer, 5th Wheel Camper)
6. Farming vehicles and horse/livestock trailers
7. Live animals including birds, fish and reptiles
8. Cordwood (aka firewood) and building materials
9. HHG for resale, disposal or commercial use
10. Privately owned live ammunition (B-130583, May 8, 1957)
11. Hazardous articles-(See DTR 4500.9-R, Part IV for examples) No propane tanks
12. Low Speed Vehicles (LSVs –i.e. street legal golf cart)
13. Items liable to damage other equipment/property (e.g. home canned items, liquid articles that are highly susceptible to breakage or leakage.
14. Items that cannot be taken from premises w/o damage to the article/premises.
15. Perishable items that require refrigeration/freezing
16. Perishable plants, (exceptions for local moves)
17. Items for which the law or carrier regulations prohibit commercial transportation.

LITHIUM BATTERIES

Not all lithium batteries can be moved in your personal property due to chemical, fire, and electrical hazards.

- ☐ **Lithium metal batteries** - Usually found in cameras, watches, remote controls, handheld games, and smoke detectors. Lithium metal batteries are single use, non-rechargeable.
 - Do Not Ship
- ☐ **Lithium-ion batteries** - These are commonly found in cellphones, power tools, digital cameras, laptops, children's toys, e-cigarettes, robot vacuums, small and large appliances, tablets, e-readers, lawn care equipment, and e-bikes. Lithium-ion batteries are rechargeable and intended for multiple use.
 - ✓ May ship
 - ✓ Must identify, separate, and inform packing crew
- ☐ **Over size limit-**
 - Prohibited from being shipped in personal property.
 - You must find alternative methods at your expense to get them to your destination or properly dispose of them.
 - Per the Environmental Protection Agency, lithium batteries must not put in trash or recycling bins.
 - If battery is removable, remove and ship item w/o battery

***** All lithium batteries are prohibited from being stored in Non-Temporary Storage shipments.***

RELEASING AGENT – DD3167

DD form 3167, Releasing Agent Authorization Statement.

PURPOSE: To authorize an agent to complete shipping documents/ Premove Survey.

ROUTINE USE: To complete required documents to ship or store personal property.

MANDATORY: Inability to effect shipment(s) without required information.

RELEASING AGENT RESPONSIBILITIES:

- ✓ Must be at least 18 years of age and someone you trust with full authority to act on your behalf and sign all necessary forms, papers, certificates, and receipts.
- ✓ Must be available from 0800-1700 on scheduled service days and be aware of their responsibilities acting on your behalf.
- ✓ Must be accessible when contacted by TSP to premove survey, delivery, etc.

WHAT IS PROFESSIONAL BOOKS, PAPERS, AND EQUIPMENT

(PBP&E or PRO GEAR– Ref: JTR Appendix A)

PBP&E does Include:

- PBP&E are items needed for the performance of official duties at the next or a later destination, per JTR, Appendix A.
- Reference material not ordinarily available at the next permanent duty station;
- Instruments, tools, and equipment peculiar to technicians, mechanics, medical professionals, musicians and members of the professions;
- Specialized clothing such as diving suits, astronauts' suits, flying suits and helmets, band uniforms, chaplains' vestments, and other specialized apparel not normal or usual uniform or clothing;
- Communication equipment used by a DoD member or employee in association with the Military Auxiliary Radio System (MARS);
- Individually owned or specially issued field clothing and equipment; and
- Gov't or uniformed service owned accountable organizational clothing and individual equipment issued to the employee or member by the Service/DoD COMPONENT for official use.

PBP&E does NOT Include:

- Commercial products for sale/resale used in conducting business;
- Homeschool equipment/items;
- Sports equipment;
- Furniture of any kind, to include shop fixtures, even though used ICW the PBP&E (e.g., bookcases, desks, file cabinets, and racks);
- Personal computers and peripheral devices;
- Memorabilia including awards, plaques or other objects presented for past performance;
- Table service including flatware, dishes (including serving pieces, salvers and their heating units), other utensils, and glassware; and/or
- Other items of a professional nature that are not necessary at the next/subsequent duty station
- Textbooks from previous schools unrelated to future duties;
- Personal books, even if used as part of a past professional reading program or course of instruction;
- Reference material that ordinarily would be available at the next/subsequent duty station either, in hard copy or on the internet.

PROGEAR – DD3168

- ProGear must be separated and placed in a designated location with a copy of your own ProGear inventory (CIF).
 - It is your responsibility to ensure that it is annotated properly on the TSPs inventory prior to signing. Be sure all progear listed on TSP inventory contains a description & weight (or cubic feet) of progear items in case of loss/damage.
 - All ProGear should be listed together on inventory, or on a separate page of inventory
 - Spousal ProGear **MUST** be identified at time of counseling, and worksheet must be completed and approved prior to packout. Worksheets will not be accepted at packout.
- **GUN SAFE**
- Maximum 500 lbs. net weight
 - Make & Model **MUST** appear on inventory
 - MUST be claimed during counseling and listed on DD1299.
 - May not be claimed after the fact
 - If properly claimed- does not go against JTR weight allowance

BOAT, FIREARM, MOTORCYCLE, Trailer

BOAT

FIREARM

MOTORCYCLE

TRAILER

- ☐ PPPO must be informed at time of counseling if you are intending on shipping any of the above listed items.
- ☐ Additional forms must be completed **prior** to pack out!
- ☐ Firearms
 - ✓ Know **Federal Regulations**
 - ✓ Know the **State Laws** to ensure that you are following origin/destination **laws and restrictions**
- ☐ **Shipping a Boat** almost always result in **excess costs**
 - ✓ Recommend boat move via PPM to avoid excess cost.

BOATS – DD3178

GENERAL INFORMATION

- ❑ **WARNING!** Boat shipment and storage expenses are partially reimbursed by the Government and the member bears financial responsibility for any out-of-pocket expenses not paid by the Government.
- ❑ All boats or personal watercraft (including but not limited to canoes, kayaks, dinghies, rowboats, jet skis, skiffs, and sculls) with or without an associated trailer equal to or less than the following dimensions will be shipped with HHG or by personally procured transportation:
 - Length = 14 feet (168 inches)
 - Width = 6 feet 10 inches (82 inches)
 - Height = 6 feet 5 inches (77 inches)
- ❑ Boats or personal watercraft with or without associate trailers for employees are limited to the size that will fit into a moving van. The maximum size that will fit into a moving van is 18 feet in length, 6 feet 10 inches in width, and a height of 6 feet 5 inches.

FIREARMS – DD3152

- Firearms must be identified at time of counseling and a completed DD3152 provided to the Transportation Office PRIOR to first day of pack out.
- CONUS- It is your responsibility to familiarize yourself with local and federal laws pertaining to the firearms being shipped.
- OCONUS- It is your responsibility to familiarize yourself with the country laws pertaining to the firearms being shipped.

Prepare your firearms for shipment:

- ✓ Remove all ammunition from your firearms.
- ✓ Make the firearm inoperable by removing the bolt, firing pin, trigger assembly, and other arming parts.
 - **NO AMMUNITION** may be shipped with your household goods.
- ✓ Remove all firearms from your safe to allow for separate packaging during shipment.
- ✓ Ensure the firearm information is written on the inventory correctly including make, model, serial number, unique characteristics, and caliber or gauge.
- ✓ Firearms must not be locked in a safe
- ✓ Firearms shipped in containerized shipments must be placed in the number one container to ensure easy access by custom officials.

**** Make sure to carry your hand copy of the information with you.****

MOTORCYCLES – DD3159

- ✓ Fuel injected models must be drained of fuel. Carbureted models must be drained down to reserve, or as low as possible. This can be done by running the engine until empty and/or using a siphoning device.
- ✓ Make sure that tires are properly inflated, and vehicle is free of fluid leaks. Oil, transmission and fuel leaks are the usual culprits that must be repaired prior to shipment.
- ✓ Disconnect battery and tape ends with electrical tape to prevent sparking.
- ✓ Empty saddlebags and ensure you remove all belongings. Any paperwork, keys, boxes, or spare parts need to be shipped separately. Saddlebags and windshields can stay on the motorcycle and helmets may be shipped as long as they are securely strapped to the motorcycle.

NOTE: Ensure inventory reflects when helmet is attached to the motorcycle.

- ✓ Ensure motorcycle is unlocked so the driver can roll onto the truck and onto the skid.
- ✓ If equipped with a full style touring windshield, it is recommended that it be removed and shipped separately

TRAILER as HHGs

- Utility Trailer, with or without a tilt bed
- Single Axle
- Overall length of no more than 12 feet (*from rear to trailer hitch*)
- No wider than 8 feet (*outside tire to outside tire*)
- Side rails/body no higher than 28 inches (unless detachable)
- Ramp/gate for the utility trailer no higher than 4 feet (*unless detachable*)

ALCOHOL – DD3169

- ☐ Transportation Service Providers (TSP or carrier) are not obligated to include alcohol in your HHG shipment.
- ☐ The TSP has the right to refuse to pack alcohol if they determine there is a risk for damages/loss to shipment.
- ☐ Customer is responsible for ensuring transportation complies with all rules, regulations and laws.
- ☐ There is no climate-controlled environment during transit or storage and shipments are often exposed to extreme temperatures, which can cause alcohol to freeze, explode or spoil.
- ☐ Alcoholic beverage containing (i.e. fruit, vegetation, plants, snakes, insects, etc.) will **NOT** be shipped

VISIT THE FOLLOWING WEBSITES FOR ADDITIONAL INFORMATION ON IMPORTATION OF ALCOHOLIC BEVERAGES

State Wine Laws: <http://www.wineinstitute.org>

Personal Importation of Alcoholic Beverages: http://www.ttb.gov/importers/personal_importation.shtml

Alcohol Beverage Control Boards for the United States: <https://www.ttb.gov/wine/alcohol-beverage-control-boards>

INVENTORY

Review your inventory once it has been completed. A clear and accurate inventory will have:

- ☐ ProGear and your Spousal ProGear if any, that is clearly identified on your inventory.
- ☐ Firearms, ensure the information for each is written on your inventory.
 - Make, model, and caliber or gauge.
- ☐ Gun safe, ensure make and model is annotated.
- ☐ If contents are being left in drawers, toolboxes, etc.; make sure the inventory reflects the items that are being left in the drawers.
- ☐ Ensure all electronics are identified and list serial number.
- ☐ Ensure all loose items and boxes have an inventory tag and all tag numbers appear on the inventory.
- ☐ Closely check the string of symbols for all items listed on your inventory showing pre-existing damage.
 - These symbols can be found at the top of the inventory list.

- **Do not sign anything until you read, understand, and agree with it.**
- **Contact your quality assurance representative if you have any questions/concerns**
 - If you are unsure on how to reach your inspector call (785) 239-2978.

VALUABLES

- ❑ **Recommend Expensive and valuable items (artwork, collectibles, heirlooms) appraised.**
 - Locate all items of high value before your service date begins.
 - Appraisals are not reimbursable. Investment in the event of loss or damage.
 - Attempt to locate original purchase receipts for more expensive items and keep separate from rest of shipment.
 - Video camera or take close-up pictures of condition of furniture, working condition of electronics and the actual appearance of expensive/valuable items prior to pack dates.
 - Do not ship small, extremely valuable items such as stocks, bonds, jewelry, coins/coin collections, and items of great sentimental value such as photo albums. Pack them in your suitcases and hand-carry them, as well as your purchase receipts, pictures, and appraisals.
 - All HV items should have annotated on the inventory:
 - Item name, description, and condition.
 - Number of items.
 - Model and serial number, if applicable.

Be sure to verify this inventory is correct before signing!

EXCESS COSTS

☐ Factors that result in Excess Costs:

- * Going over JTR allotted weight (HHG)
- * Excess Mileage
- * Multiple pick-up locations
- * BOATS (over 14') shipped as One Time Only (OTO)
- * Extra Services (special loading, specific routing)
- * Attempted Pick Up / Delivery Fees
- * Unauthorized Items discovered in shipment



☐ Tips to avoid Excess Costs:

- ☒ Separate pro-gear from HHG & ensure it is listed on the inventory sheet as Mil/SP Por-gear.
- ☒ Consolidate your HHG's to minimize number of pick-up locations
- ☒ Pack-Ready & available on scheduled move days.

DESTINATION

- Ensure your contact Info is accurate (phone, email, address). This can be updated in DPS or contact TSP directly.
- Be prepared to accept delivery as soon as your shipment arrives and be available the day of delivery until delivery is complete.
- Before unloading complete a walk-thru with driver/crew to identify and pre-existing damage to the residence. Ensure delivery crew utilizes some type of flooring protectant material (plastic, fabric, etc.) to protect your flooring and/or corner walls.
- Know where you want furniture to be placed, the TSP is only required a “One time Placement.”
- Check items off the Inventory Sheets as Items are removed from the truck.
- If a second day of unpack is required, request reassembly of beds on day 1.
- You are entitled to a FULL Unpack of all items. If you choose not to have the TSP perform unpacking the day of delivery, they are NOT required to pick up packing materials at a later date.
- If you encounter any issues at your destination location, reach out to your nearest Transportation Office QA Team.

STORAGE-IN-TRANSIT (SIT)

- ❑ SIT is temporary storage
- ❑ 90 days SIT storage is part of HHG transportation
- ❑ SIT may be utilized at origin (if approved), destination or a combination of both
- ❑ SIT is not climate-controlled
- ❑ May request an additional 90 days, requests are approved on a case-by-case basis. *(less approvals due to budget cuts)*
- ❑ Contact TSP directly, to arrange delivery

QUALITY ASSURANCE TEAM

Bldg. 210 Custer Avenue, Rm 004

Hours of Operation: 0830-1630

Phone: (785) 239-2978

usarmy.riley.407-afsb-lrc.mbx.personal-property-inspectors@army.mil

☐ Household Goods Inspectors

- Ensure the Transportation Service Providers (TSP) and their respective representatives perform in accordance with of Tenders of Service (TOS) and required regulatory requirements.
- Serve as a Liaison between shipper and TSP.
- QA representatives are assigned to shipments 1 day prior to scheduled service and will reach out directly to shipper. If you are not contacted by a representative, please reach out to the QA team via the phone or email address above.
- Watch your email for information throughout your move process.
 - TSP/ LOCAL AGENT
 - PPPO/ COUNSELOR
 - JPPSO NW
 - QA TEAM/ HHG INSPECTOR

CLAIMS- DD3153

☐ **FRV for Lost or Destroyed Items:**

- Must be filed directly with TSP (DPS/GHC) within 9 months of delivery.
- Items not destroyed TSP has option to repair to original working condition or pay out cost of such repairs.
- TSP MUST replace or pay FRV if item damaged beyond repair.

☐ **Loss or Damaged Items:**

- Must be reported to TSP within 180 days of date of delivery
- Delivery TSP/SM complete **“Notification of Loss or Damage AT Delivery”** form at delivery.
- Complete **“Notification of Loss or Damage AFTER Delivery”** if found after delivery.
- Retain copies of everything sent to TSP
- MUST submit to TSP through DPS/GHC online Claims Module

☐ **Max Liability**

- Greater of \$7,500 or \$6.00 X Net HHG
- Not to exceed \$75,000.
- If loss exceeds max liability, a claim for difference may be filed with MCO (depreciated value)
- Claims filed directly w/TSP after 9 mo./before 2 yrs. May only receive depreciated value (1.25x).
- All claims submitted after two-year statute of limitation may be denied by TSP & MCO.

➤ [Keep for reference a Copy of DD 3153 for more information.](#)

CUSTOMER SATISFACTION SURVEY

What is the Customer Satisfaction Survey?

The CSS is the cornerstone of service provider evaluations. This multiple-question evaluation allows customers to score their service experience throughout all stages of a PCS move.

This includes: Counseling, origin services, destination services, claims and Military Claims Office (MCO)

Completing the CSS is very important! Your responses provide actionable feedback regarding your moving experience that will directly impact your service provider's future business

When Can I complete the survey?

You will receive a link via email and text message. Complete your online survey by using a personal computer or a portable device. You will receive reminders for each survey until completion or up to expiration



PETS

Fort Riley Veterinary Treatment Facility

226 Custer Ave, Main Post

785-239-3886 (make appointment)

<https://www.aphis.usda.gov/aphis/pet-travel>



Know Before You Go!

- ☐ Your destination State and/or Installation may have specific laws, policies, or restrictions regarding specific pets.
 - Licensing & Quarantine requirements
 - Breed Restrictions
 - Required documentation
 - Microchipping

Pet Travel Reimbursement:

- ☐ *CONUS*: A Service member may be authorized the reasonable and substantiated cost of mandatory microchipping, boarding fees, hotel service charges, licensing fees at the new PDS, and pet shipping fees if the member flies rather than drives, or the pet is shipped separately from the member.
 - A household pet is a cat or a dog, owned for personal companionship.
 - Reimbursement for the actual cost of all expenses is limited to \$550 per PCS move.

How do I change my move date?

If the shipment has been awarded to a Transportation Service Provider (TSP or carrier) you need to contact them first to see if they can accommodate the new dates. If they can, they need to enter the new agreed upon dates into DPS. If the shipment has not been awarded, you will need to contact the origin Personal Property Office ASAP to possibly obtain a different mover that can accommodate the new dates.

Do I have to tip my movers?

There is no rule regarding the tipping of your movers however, if your movers/packers request a tip, you should immediately contact the responsible Personal Property Office.

How do I locate a personal property office?

Go to <https://installations.militaryonesource.mil/view-all> to find nearby locations.

RESOURCES

MILITARY ONE SOURCE

www.militaryonesource.mil/personalproperty-resources/

DEFENSE TRANSPORTATION REGULATION (DTR)

<https://www.ustranscom.mil/dtr/>

JOINT TRAVEL REGULATION

<https://www.travel.dod.mil/Policy-Regulations/Joint-Travel-Regulations/>

QR CODE HANDOUT

CONTACTS

Ft. Riley PPPO: (785) 239-6683 / 239-6603

usarmy.riley.407-afsb-lrc.mbx.personal-property@army.mil

Ft Riley QA Team: (785) 239-2978

usarmy.riley.407-afsb-lrc.mbx.personal-property-inspectors@army.mil

QUESTIONS?
COMMENTS?
CONCERNS?