



PERSONAL PROPERTY QUICK REFERENCE GUIDE

PREPARING FOR YOUR MOVE

Expect Your Mover To:

- Contact you within three business days after shipment award to confirm your pickup date (or one business day for short notice shipments).
- Provide a point of contact to answer your questions or make changes to 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.

Your (Customer) Responsibilities:

- Update your contact information in DPS.
- Ensure your residence or pickup location is tidy.
- Set aside anything you do not want packed.
- Disassemble and clean all outdoor items (swing set, shed, etc.) and remove property from your attic, crawl space, or storage area.
- Drain your motorcycle of all gasoline. Disconnect the battery and tape ends with electrical tape to prevent sparking.
- Take photos/videos of your goods as a record of everything you own and to provide evidence of condition and working status. Get appraisals on your high value items/antiques.
- For a complete list of responsibilities please visit www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_1.pdf.

YOUR MOVING DAY(S)

Expect Your Mover To:

- Treat you, your home, and your belongings with respect.
- Follow all COVID-19 related Health Protection Protocols.
- Arrive between 8 AM to 5 PM, and finish work by 9 PM (unless you approve otherwise).
- Prepare an accurate, legible handwritten or electronic inventory of all your personal property.
- Identify in writing your high-risk or high value items.
- Disassemble items to ensure safe transport, except items that are outdoors, such as swing sets, other playground equipment, television and radio antennas, and similar articles.

Your (Customer) Responsibilities:

- Follow all COVID-19 related Health Protection Protocols.
- 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 your goods and note inaccuracies on the form **BEFORE** signing.
- Verify inventory is correct **BEFORE** your 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 your home.

YOUR DELIVERY DAY

Expect Your Mover To:

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

Your (Customer) Responsibilities:

- **BEFORE** delivery day, verify if you are entitled to receive a reweigh if shipment is close to or over your max weight allowance.
- Check-off each tag number from your inventory list as each item is offloaded from the truck.
- Document with the moving company obvious loss or damage to your goods.
- Dispose of packing materials if you decline to have the movers unpack your goods.
- Report any loss or damage to the mover **within 180 days** of delivery for HHG and/or NTS and DPM shipments.

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



Marine Corps
(855) 444-6683



Navy
(855) 444-6683



Air Force
(210) 652-3357



Coast Guard
Contact the local transportation office

3. USTRANSCOM Customer Support Center
Toll Free: (833) MIL-MOVE [645-6683]

PROVIDE FEEDBACK

Customer Satisfaction Survey

Your feedback helps determine which companies get DOD's business--please let us know if you were satisfied (or not!)

Complete your survey:

- **Online:** Click the survey link you receive via email or text. This can be completed on any mobile device (laptop, smartphone, or tablet).

Looking for more information and resources?
Visit www.militaryonesource.mil/personalproperty

Do not sign any document unless you fully understand or agree with it!

Contact your local transportation office if you experience any problems or have questions during your move.

ADDITIONAL TIPS

Non-Temporary Storage (NTS):

- Please note NTS facilities are not climate controlled.
- You may not store firearms in a secured lock box or locked safe.

Residential Damage:

- Your moving company must conduct a walk-around with you at both arrival and departure, noting in writing any damages (interior and exterior) to your residence on the DP3 Real Property Damage Form.
- Your movers must protect your home (namely flooring and doorways in high-traffic areas) from damage.

Inconvenience Claims:

- If the moving company misses your pickup or delivery date, you can file a claim to be reimbursed for incurred expenses.

Privately Owned Vehicles (POV):

- If moving or storing a POV, visit PCSMYPOV.com for more information and tips.