



PERSONAL PROPERTY QUICK REFERENCE GUIDE

PREPARING FOR YOUR OWN 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 clean and accessible.
- Set aside and secure anything you do not want packed.
- Disassemble and clean all gym equipment and outdoor items; remove items from wall, i.e., art, pictures, tvs, etc.; remove property from attic/crawl space/storage area; disconnect washer/dryer.
- 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.
- Request from your local TO for any special items you'd like crated and any costs you might incur with this action.

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 9PM (unless you approve otherwise).
- Prepare an accurate, legible handwritten or electronic inventory of all your personal property including pro-gear and gun safes.
- Identify in writing your high-risk or high value items.
- Allow you the time to review your inventory prior to signing.
- Disassemble items to ensure safe transport, except items like gym equipment and outdoor items, 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, jewelry, 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 containers.
- 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. If there's damage to your home ensure you document it on the Real Property Damage form.

YOUR DELIVERY DAY

Expect Your Mover To:

- Call at least 24 hours before arrival to confirm you can accept delivery. After two failed attempts, six hours apart 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).
- Remove all packing materials from your residence once unpacking is completed.
- Use the same inventory prepared at origin to verify delivery at your home.

Your (Customer) Responsibilities:

- BEFORE delivery day, ensure that a reweigh is conducted if you requested and/or qualify for a reweigh if your 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 in DPS for HHG or appropriate form for NTS and DPM shipments.

Additional Tips:

Non-Temporary Storage (NTS):

- Please note NTS facilities are not climate controlled.

Privately Owned Firearms (Effective 15 May 2023):

- Firearms manufactured after 1968 and without a serial number will not be packed in your personal property.

Gun Safes:

- Service members shipping an empty gun safe, may receive up to 500 lbs. of credit depending on their weight entitlement.
- You may not ship or store firearms in a locked box or safe. Combination or keys must be provided.

Privately Owned Vehicles (POV):

- If moving or storing a POV, visit [PCSMYPOV.com](https://www.pcsmyPOV.com) for more information and tips.
- In addition to the above info, visit www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_3.pdf or www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_4.pdf.

For residential damage, filing personal property or inconvenience claims please visit www.militaryonesource.mil/moving-housing/moving/personal-property-resources/ for more information.

For a complete list of responsibilities, visit:

www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_1.pdf

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



Navy
(855) 444-6683



Coast Guard
Contact the local
transportation office



Marine Corps
(855) 444-6683



Air Force
(210) 652-3357

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.