**ATTACHMENT K2**

# "IT'S YOUR MOVE"
# DEPARTMENT OF DEFENSE (DOD)
# CIVILIAN EMPLOYEES

**May 2011**

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## A. WHO IS THIS ATTACHMENT FOR?

1. This attachment was created to assist Department of Defense (DOD) Civilian Employees. It is intended to help you understand your allowances and responsibilities involving the shipment and or storage of your Household Goods (HHG) and/or Unaccompanied Baggage (UB). This attachment does not apply to United States (US) Coast Guard Civilian employees as their allowances are prescribed by the Federal Travel Regulation and Homeland Security policy. This policy directive has been reviewed by the Per Diem, Travel and Transportation Allowance Committee (PDTATAC) according to DOD Directive 5154.29, DOD Pay and Allowances Policy and Procedures, as PDTATAC Case RR090701. Any conflict between this directive and the Joint Travel Regulations (JTR), Volume 2 is resolved based on the JTR and not this directive.
2. The contents contained in this attachment are not all inclusive of allowances. For additional information, please consult the JTR or your local Transportation Office (TO) for up to date information.

## B. DEFENSE PERSONAL PROPERTY PROGRAM (DP3)

1. To improve your moving experience and streamline the process for those who support it, the DOD developed a new program called DP3. This new program focuses on meeting the needs of Armed Forces (Army, Navy, Air Force, Marine Corps, and Coast Guard) Members, DOD Civilian Employees and their families by promoting quality of service.
2. The backbone of the DP3 is the Defense Personal Property System (DPS) which automates and simplifies your personal property move process.

## C. DEFENSE PERSONAL PROPERTY SYSTEM (DPS)

1. As a centralized, integrated system, DPS supports the DP3 as the one-stop source for managing personal property moves. For the first time, the Military Surface Deployment and Distribution Command (SDDC) has oversight of claims and Transportation Service Provider (TSP) information in one convenient location. In addition, DPS provides 24/7 access to personal property shipment information and a conduit for a direct relationship between DOD customers and TSPs throughout the entire moving process.
2. Some highlights of DPS include the ability of DOD customers to use DPS to settle claims directly online with their TSP. Claims protection includes Full Replacement Value (FRV) of lost items and/or items damaged beyond repair, direct communications and claims settlement between the customer and the TSP. DPS becomes the focal point for all DOD Customers, TSPs, Personal Property Shipping Offices (PPSOs), the Service Headquarters (HQ), Transportation Offices (TO), and others who participate in the personal property moving process.
3. At the present time, DPS has yet to be fully implemented worldwide; however, the time is coming soon. Each Service HQ has published a document which states "who" can utilize the Self-Counseling functionality in DPS based on the initial roll-out schedule. To learn more about the new DP3 and whether or not you can utilize DPS for your next personal property move, please visit http://www.move.mil or contact your local TO for further details.

## D. ACCESSING DPS

1. First time DPS users must obtain an Electronic Transportation Acquisition (ETA) login Identification (ID) and password before accessing DPS.
2. To obtain an ETA login ID and password, go to: http://www.move.mil.
3. Once you have accessed Move.mil, click on the DOD Customer tab.

4. Once you have accessed the DOD Customer tab, follow the instructions off to the right under "DPS Registration" to register.
5. After clicking the link to register, scroll to the bottom of the page and select "Continue to Create DPS Account".

## E. INTRODUCTION

1. 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.
2. This attachment has been prepared to help you understand your allowances and responsibilities concerning shipment and or storage of your HHG and/or UB. It also is intended to help you understand your allowances and responsibilities in the event you have to file a claim for loss and/or damage.
3. For additional DPS user and personal property shipping information, please visit http://www.move.mil or contact your local PPSO, TO, or Personal Property Processing Office (PPPO). Additional websites are listed at the end of this attachment.
4. Your new unit may assign you a sponsor who should contact you some weeks in advance of your reporting date. A sponsor can often provide information helpful to you in arranging a smooth move. Contact your new unit if you have not heard from your sponsor within a reasonable period. It is your move. Ask questions. Read and understand what you sign. Get involved.

## F. VALUABLE TIPS

1. Have expensive and valuable items (e.g., artwork, collectibles, heirlooms) appraised. The Government does not pay for the appraisals, but consider this part of your investment in the event of loss or damage. Attempt to locate original purchase receipts for your more expensive items and keep them separate from the rest of your shipment. Consider using a video camera or taking close-up pictures to record the condition of your furniture, working condition of your stereo, television, and the actual appearance of your expensive and/or valuable items prior to the HHG pack/pickup dates. This could help in the event you must file a Loss/Damage Claim.
2. 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.

## G. WEIGHT ALLOWANCES

1. HHG

   In Accordance With (IAW) the JTR Chapter 5, the worldwide maximum weight of HHG that may be transported (and/or stored In Connection With [ICW] transportation) is 18,000 pounds net weight for each employee.

   **NOTE**: HHG transportation time limitation is two years from the employee's reporting date at the new Permanent Duty Station (PDS).

2. UB

   a. IAW JTR Chapter 5, UB weight allowance is 350 pounds net weight for each adult and dependent age 12 or older and 175 pounds net weight for each child under age 12.

   b. UB is the part of an employee's prescribed weight allowance of HHG that:

      (1) Is not carried free on a ticket used for personal travel,

(2) Ordinarily is transported separately from the bulk of HHG, and

(3) Usually is transported by an expedited mode because it is needed immediately or soon after arrival at destination

c. UB shipped ICW permanent duty and Renewal Travel Agreement consists of:

(1) Personal clothing and equipment.

(2) Essential pots, pans and light housekeeping items.

(3) Collapsible items such as playpens, cribs and baby carriages.

**NOTE**: Items such as refrigerators, washing machines, major appliances, and furniture must not be included in UB.

3. You, not your TO or your TSP, are responsible for staying within your authorized weight allowance. If the weight of items packed, shipped, or stored exceeds your weight allowance, your Service is responsible for collecting excess costs from you.

4. For this reason, estimating the weight of your HHG is very important. Estimates should start early, even before you visit your TO or before you prepare your application to ship and or store personal property in DPS. The counselor at your TO requires an estimated weight for each shipment you intend to make.

5. An easy and usually dependable method for making this estimate is to figure 1,000 pounds per room (not including storage rooms or bathrooms), then add the estimated weight of large appliances and items in the garage, storage rooms, basement. An optional method is to use the "Weight Estimator" at: http://www.move.mil; then access the DOD Customer tab.

6. Weight Estimates Not Official.

a. Weight estimates are not official, they are planning tools only. You can never use weight estimates to refute excess weight charges.

7. Excess Weight Can Cost Big Money.

a. Exceeding your authorized weight allowance on a move can cost you a lot of money. Charges for excess weight can range from several hundred to several thousand dollars.

b. Notification of overweight charges can take many months after your move is completed. For shipments in excess of the authorized weight allowance, the employee is financially responsible for all costs associated with the excess weight following transportation completion, as determined by the Service concerned. Payment for the transportation and collection from the employee for excess charges are IAW finance regulations (JTR Chapter 5). Contact your local TO for additional information regarding excess costs.

8. Request for Reweigh

a. The TO at origin or destination can authorize a reweigh of your personal property shipment at your request at no cost to you. This ensures a reweigh of your personal property is completed or scheduled prior to accepting delivery. If you are available when your shipment is reweighed, you have the right to witness the reweigh and/or request to see the reweigh tickets for verification.

9. Overseas Weight Limitations

a. When Government furnishings are provided at an Outside Continental US (OCONUS) location, HHG transportation at Government expense to or from such an OCONUS location ordinarily is limited to 4,500 pounds net weight, not including UB weight.

**NOTE**: Appropriate storage, or transportation to a designated place, is authorized for the remainder of an employee's weight allowance.

## H. MOTORCYCLE/DIRT BIKE SHIPMENTS

1. Generally, motorcycles and or dirt bikes can be shipped either as a separate Privately Owned Vehicle (POV) shipment, or in your HHG shipment. However, some countries do not allow the importation of motorcycles and or dirt bikes. If shipped to a country which does not allow their importation, the entire HHG shipment and or motorcycle/dirt bike shipment may be held by the Host-Country Customs Officials and may not be released until the unauthorized shipment has been corrected. This action may result in significant delays and a monetary inconvenience on your part.
2. Contact your local TO for details based on Host-Country requirements to which being assigned to, or you may consult the Personal Property Consignment Instruction Guide by visiting and selecting the Query CG tab and then the Country Instructions: https://tops.ppcigweb.sddc.army.mil/ppcig/menu/home/warning.do.
3. When shipping a motorcycle, the following outlines your responsibilities during the moving process:
   a. 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.
   b. 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.
   c. Disconnect battery and tape ends with electrical tape to prevent sparking.
   d. 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.
   e. Ensure motorcycle is unlocked so the driver can roll onto the truck and onto the skid.
   f. If equipped with a full style touring windshield, it is recommended that it be removed and shipped separately (crated if necessary).

## I. WHEN TO MAKE ARRANGEMENTS

Upon receipt of official orders, you may access DPS (see Para D for details if applicable) or visit your local TO. The sooner you perform these actions after receipt of orders, the better chance you have getting your personal property moved on the date you want. To ensure a smooth move, the TSP or its representative coordinates the pack and pickup dates with you during the pre-move survey.

## J. WHO TO SEE

The Army, Navy, Air Force, Marine Corps, and Coast Guard operate TOs. Your origin TO is your first point of contact when questions or problems arise concerning the movement and or storage of your HHG/UB.

## K. WHAT YOU "MAY" SHIP AS HHG

1. Items associated with the home and all personal effects belonging to an employee and dependents on the employee's effective date of transfer or appointment that legally may be accepted and transported by a commercial HHG carrier. HHG also include:

   a. Professional Books, Papers, and Equipment (PBP&E)/Pro-Gear needed and not needed for the performance of official duties at the next or a later destination. PBP&E/Pro-Gear that are needed but may cause the HHG total weight to exceed 18,000 pounds optionally may be shipped administratively and therefore must be weighed separately and identified on the origin inventory as PBP&E/Pro-Gear

   b. Spare parts for a POV (see Definitions in Table of Contents) and a pick up tailgate when removed

   c. Integral or attached vehicle parts that must be removed due to high vulnerability to pilferage or damage (e.g., seats, tops, winch, spare tires, portable auxiliary gasoline can(s), Compact Disk players, Global Positioning Systems, and miscellaneous associated hardware).

   d. Consumable goods for an employee with Permanent Change of Station (PCS) travel authorization to locations listed in the JTR, Appendix F

   e. A vehicle other than POVs (such as a motorcycle, moped, hang glider, golf cart, jet ski and snowmobile [and/or the associated trailer] of reasonable size, that can fit into a moving van)

   f. A boat (and/or their associated trailer) of reasonable size that can fit into a moving van (e.g., canoe, skiff, dinghy, scull, kayak, rowboat, sailboat, outboard/inboard motorboat)

      **NOTE**: Special packing, crating and/or handling expenses for these articles are the employee's financial responsibility.

   g. Ultra-Light vehicles (defined as being single occupant; for recreation or sport purposes; weighing less than 155 pounds if unpowered or less than 254 pounds if powered; having a fuel capacity Not To Exceed [NTE] five gallons; airspeed NTE 55 knots; and power-off stall speed NTE 24 knots).

   h. A utility trailer, with or without a tilt bed, with a single axle, and an overall length of no more than 12 feet (from rear to trailer hitch), and no wider than eight feet (outside tire to outside tire). Side rails/body no higher than inches (unless detachable) and ramp/gate for the utility trailer no higher than four feet (unless detachable)

## L. WHAT YOU "MAY NOT" SHIP AS HHG

1. Personal baggage when carried free on commercial transportation.
2. Automobiles, trucks, vans and similar motor vehicles; airplanes; mobile homes; camper trailers; horse trailers; and farming vehicles.
3. Live animals including birds, fish and reptiles.
4. Cordwood and building materials for resale, disposal or commercial use.
5. Privately owned live ammunition.
6. Boats (other than those listed above).
7. Hazardous articles including explosives, flammable and corrosive materials, poisons, propane gas tanks.

Local laws or TSP regulations may prohibit commercial shipment of certain articles not listed above. Laws and regulations prohibit articles liable to impregnate or otherwise damage equipment or other

property—for example, hazardous materials including explosives, flammable, and corrosive materials, and poisons. Contact your TO if you have a question about any item refused for shipment by the TSP.

## M. PBP&E/PRO-GEAR

1. A DOD employee must receive prior approval from the gaining duty station to ship PBP&E/Pro-Gear, travel orders must state that shipment of PBP&E/Pro-Gear is authorized, and the official travel order must contain a separate line of accounting for PBP&E/Pro-Gear. Additionally, the weight of your PBP&E/Pro-Gear shipped counts toward your authorized weight allowance.
2. If the shipment of PBP&E/Pro-Gear might cause an excess weight condition as determined before transportation, PBP&E/Pro-Gear may be moved as an administrative expense as opposed to a HHG transportation expense; which may be authorized subject to the following conditions:
   a. Before shipment occurs, the employee must furnish an itemized inventory of PBP&E/Pro-Gear for review by an official designated by the authorizing/order-issuing command
   b. The employee must furnish appropriate evidence (as determined by the authorizing/order-issuing command) that transporting the itemized materials as part of the HHG results in a weight in an excess weight situation
   c. An official designated by the authorizing/order-issuing command at the new PDS, must review and certify that the itemized PBP&E/Pro-Gear, are necessary for the proper performance of the employee's duties at the new PDS, and that if these items are not transported to the new PDS, the same or similar items would have to be obtained (at Government expense) for the employee's use at the new PDS
3. PBP&E/Pro-Gear are articles of HHG in an employee's possession needed for the performance of official duties at the next or later destination. The following are examples of PBP&E/Pro-Gear:
   a. Reference material.
   b. Instruments, tools, and equipment peculiar to technicians, mechanics, and members of the professions.
   c. Specialized clothing such as dive suits, astronauts' suits, flying suits and helmets, band uniforms, chaplains' vestments, and other specialized apparel not ordinary or usual uniform or clothing.
   d. Communication equipment used by an employee in association with the Military Affiliate Radio System.
   e. Individually owned or specially issued field clothing and equipment.
   f. An official award given to an employee by a Service (or a component thereof) for service performed by the employee in the employee's capacity or by a professional society/organization/US or foreign Government for significant contributions ICW official duties; and
   g. Personal computers and accompanying equipment used for official Government business (i.e., central processing unit, monitor, keyboard, mouse, 1 printer, 1 small set of computer speakers).

   **NOTE**: Excluded from PBP&E/Pro-Gear are commercial products for sale/resale used in conducting business, sports equipment, and office, household, or shop fixtures or furniture (such as bookcases, study/computer desks, file cabinets, and racks) of any kind even though used ICW the PBP&E/Pro-Gear.

## N. ALCOHOLIC BEVERAGE SHIPMENT

1. Each Service allows for the importation of Alcoholic Beverage Shipment; however, the method of importation varies. The following extract from the JFTR states that the shipment of alcoholic beverages as HHG must conform to 27 USC §122. For further details, contact your local TO.

   a. *Sec. 122. - Shipments into States for possession or sale in violation of State law. The shipment or transportation, in any manner or by any means whatsoever, of any spirituous, vinous, malted, fermented, or other intoxicating liquor of any kind from one State, Territory, or District of the U.S., or place noncontiguous to but subject to the jurisdiction thereof, into any other State, Territory, or District of the U.S., or place noncontiguous to but subject to the jurisdiction thereof, or from any foreign country into any State, Territory, or District of the U.S., or place noncontiguous to but subject to the jurisdiction thereof, which said spirituous, vinous, malted, fermented, or other intoxicating liquor is intended, by any person interested therein, to be received, possessed, sold, or in any manner used, either in the original package or otherwise, in violation of any law of such State, Territory, or District of the U.S., or place noncontiguous to but subject to the jurisdiction thereof, is prohibited.*

2. Visit the following websites for additional information on the importation of alcoholic beverages:

   a. State Wine Laws: http://www.wineinstitute.org **(*) Non-DOD Website** (Select the State Shipping Laws link on the left side of the web page.)

   b. Personal Importation of Alcoholic Beverages: http://www.ttb.gov/importers/personal_importation.shtml **(*)**.

   c. Alcohol Beverage Control Boards for the United States:

      http://www.ttb.gov/wine/state-ABC.shtml **(*)**.

## O. FIREARMS

When shipping firearms within or to the Continental US, you must comply with local and/or state laws, and Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF) regulations. For the website address, visit http://www.atf.gov/ **(*)**. For shipments to overseas countries, you must abide by the laws of the host country. When returning firearms from overseas to the US, you must identify your firearms on your individual customs declarations and obtain ATF Forms 6. This form is required to bring firearms into the US. The form is available on the ATF website and the process period may be as long as six weeks.

## P. GYPSY MOTH

1. Planning to move from a State infested with gypsy moth to one that is not infested? Moving your outdoor lawn furniture, lawnmower, garden tools and/or playground equipment across State lines? You need to know about a regulation intended to prevent the interstate spread of this pest.

2. To prevent the spread of Gypsy Moth you are responsible for making sure that your outdoor household articles do not move the gypsy moth. How you do this is your decision. The quarantine regulations allow for self-inspection of HHG, and this attachment was developed to assist you should you choose to self-inspect. Alternatively, you may pay a US Department of Agriculture (USDA)-trained certified pesticide applicator to inspect the articles you plan to move.

3. To learn more about Gypsy Moth, where the problematic areas are, and how you can prevent the spread of Gypsy Moth, go to http://www.move.mil, access the DOD Customer Tab and click on Gypsy Moth under the online brochures for further details. Your local TO can also provide you additional details.

## Q. PERSONALLY PROCURED MOVEMENT (PPM) OF HHG

The employee must make the necessary arrangements for the HHG move and pay for the move. Reimbursement is limited to actual expenses incurred by the employee, NTE the cost of a Government-arranged move for the same weight of HHG. Ensure your official travel orders indicate a PPM is authorized prior to the movement of HHG. For additional information, contact your local TO and/or Civilian Personnel/Human Resource Offices.

## R. PRIVATELY OWNED VEHICLE (POV)

To obtain information regarding Shipping and/or Storing Your POV, please visit the DTR Web Page Shipping Your POV; at http://www.transcom.mil/j5/pt/dtrpart4/dtr_part_iv_app_k_3.pdf and Storing Your POV at http://www.transcom.mil/j5/pt/dtrpart4/dtr_part_iv_app_k_4.pdf.

## S. STORAGE

When authorized, an employee may be entitled to either temporary storage known as Storage-In-Transit (SIT) or long term storage known as Non-Temporary Storage (NTS).

1. SIT

   a. SIT is short-term storage that is part of HHG transportation. SIT may occur at origin, destination, and/or anyplace en route. SIT is not authorized for HHG moves between local quarters when no PCS exists.

   b. SIT (ICW authorized HHG transportation) should not exceed 90 days unless the employee requests (in writing) an additional period, NTE 90 days, that is authorized/approved by a Service/Defense Agency designated official. If no additional storage is authorized or approved, the employee is financially responsible for the additional storage expense.

   c. Acceptable justification for an additional SIT period includes:

      (1) An intervening Temporary Duty or long-term training assignment.

      (2) Non-availability of suitable housing.

      (3) Completion of residence under construction.

      (4) Serious employee illness.

      (5) Dependent illness or death.

      (6) Strikes.

      (7) Natural Disaster.

      (8) Other circumstances beyond the employee's control.

      (9) Similar reasons.

   d. The maximum SIT limit of 180 days is generally adequate for most Permanent Duty Travel. Only in very limited circumstances can SIT be authorized beyond 180 days. Your local TO can provide additional information if applicable.

2. NTS. An employee may be eligible for NTS when:

   a. An employee performs PCS travel or new appointee travel to a designated isolated CONUS PDS.

   b. An employee moves to/between OCONUS areas, and

      (1) Is not authorized to transport HHGS

(2) Is unable to use HHG at the PDS

(3) Storage is in the best interest of the Government, or

c. The estimated storage cost would be less than the round-trip transportation of HHG including SIT to the new PDS

d. A Department of Defense Dependent Schools employee.

**NOTE**: The Government does not pay for climate controlled NTS. For additional information, contact your local TO.

## T. ARRANGING THE MOVE

You either visit your TO to arrange the movement and/or storage of your personal property, or if applicable, you may "Self Counsel" yourself using DPS. Reminder: All first DPS users must obtain an ETA account before you can access DPS. Refer to Para D of this brochure for additional information. Provide the following at time of counseling:

1. Complete set of orders/authorization including amendments/ for each type of shipment planned (e.g., HHG, NTS, UB).

   **NOTE**: If you perform "Self-Counseling" in DPS and electronically submitted your Application(s) to Ship and or Store Personal Property to the responsible TO for review, you must either email, fax, mail, or hand-carry your orders/authorization to include amendments/endorsement to the responsible TO for review/approval. Failure to do so may result in your personal property not getting packed/picked up on the dates you requested

2. An idea of when you want to move and an estimated weight. Be as flexible as possible when selecting HHG pack and pickup dates. Your preferred dates may not be available during some periods such as summer or days near official holidays. Avoid scheduling lease termination or house sale closing on the same date your HHG are scheduled to be packed, picked up, or delivered. Leave some time in your schedule for the unforeseen.

3. You or your designated representative must be available between the hours of 8:00 AM to 5:00 PM on pack, pickup, and delivery dates.

4. The date you plan to arrive at your new duty station. Your arrival date assists your TSP and/or local TO schedule delivery of your shipment(s) which may reduce storage costs paid by the Government. For example, if you know you are unavailable to accept a shipment for three months, do not schedule a HHG delivery date during the three months you are not available.

5. What type of shipment you want to make (HHG, UB and/or NTS) and the estimated weight. Do not forget to declare PBP&E/Pro-Gear.

6. Information on excess cost. The minimum excess cost is approximately $100.00 per hundred pounds over the maximum weight allowance. If you have not used an item, or you plan to get rid of it "soon" we encourage you to "pitch it before we ship it"

7. A list of large or unusual items (i.e., large screen TV plasma, LCD, DLP, piano, pool table, china cabinet, wall unit, satellite dish, hot tub, boat, motorcycle, recreational vehicle).

8. A letter of authorization signed by you or a power of attorney; required if you are unable to visit the TO. You may appoint your spouse or an agent to act on your behalf. Be sure the person you choose knows what you want and has the information to make the right arrangements. Remember, this person is acting for you, and you are responsible for that person's decisions

## U. DOCUMENTATION

1. If you receive a personal property counseling at your TO, your counselor provides you with copies of all documentation associated with the movement and/or storage of your shipment(s). Look over your documentation carefully before signing.

2. If you performed "Self-Counseling" in DPS, you are prompted screen-by-screen to read and acknowledge your inputs. You also receive a shipment summary prior to electronically submitting your application(s) for shipment and/or storage to your responsible TO for review. You then are able to print the documentation created for each shipment request. In the event corrective actions are required on your part in DPS, your TO notifies you by phone and/or email.

   **NOTE**: Keep copies of all documentation related to the shipment and/or storage of HHG. Do not pack them in your shipments. It is recommended that you hand-carry your documentation to your new destination.

## V. RESPONSIBILITIES

A good move depends largely on how much you get involved and how well prepared you are when the TSPs arrive. The following is a guide to assist you and may be used as your record of tasks accomplished.

1. Your Responsibilities (at Origin). Keep your TO/TSP informed of any change in your orders or other changes, such as a current telephone number or e-mail address where you are available until you leave your old duty station.

   a. If shipping any engine power driven equipment (i.e.; motorcycle, dirt bike, lawnmower, snowmobile, moped, boat), ensure they are free of dirt or grease. Disconnect the battery cables and tape the leads so they do not make contact with the battery terminals. Batteries with acid or alkali are prohibited from shipment; only nonspillable gel-type batteries are authorized. Disconnect lead from spark-plug and also tape lead so it does not make contact with spark-plug. With the motorcycle/dirt bike running, completely run it out of gas until it stalls. No fuel can be in the tank when shipping a motorcycle/dirt bike as a HHG shipment.

   b. Do not change your shipping dates unless necessary. Changing moving dates, especially during the summer months, can mean a lengthy delay in getting your move rescheduled. Contact the TO and/or TSP, immediately if rescheduling the shipping dates is necessary. Notify the TO/TSP if you or your designated representative is not available during the scheduled pack and/or pickup dates. If the TSP arrives to pack/pick-up your personal property and either you or your designated representative is not available, you may be financially responsible for an "Attempted" pickup charge. This fee must be paid in full prior to re-scheduling new pack and pickup dates.

   c. Contact the origin TO if the TSP, or the TSP's representative, has not contacted you a few days prior to your scheduled pickup date.

   d. You or your representative designated in writing must be home when the TSP arrives to pack and remove your belongings. (Between the hours of 8:00 AM – 5:00 PM)

   e. Thirty days in advance is not too early to begin preparation for your move.

   f. Ensure that any untidiness of your residence or pickup location does not hinder the job performance of the crew that packs your property.

   g. Remove your TV antenna; disconnect your satellite dish.

h. Empty, defrost, and thoroughly wash the inside of your refrigerator and/or freezer to keep mildew at a minimum during transit and storage, these appliances need at least two days to dry out. Leave doors open after cleaning.

i. Drain water from hot tubs and waterbeds.

j. Remove window air conditioners.

k. Disconnect and prepare all components such as stereos, compact disc players, videodisc players, computers, printers, televisions, and VCRs for the move.

l. Disconnect all appliances, such as washer, dryer, and stove. Charges associated with disconnecting these appliances are your responsibility so you should complete disconnections prior to the HHG pack and pickup dates. If you are shipping or storing a front-load washer, please provide necessary hardware (e.g., shipping bolts) when available.

m. Disconnect TVs (Plasma/LCD/DLP); un-mount them from the wall.

n. Dispose of foods that could spill or spoil in transit or in storage.

o. Dispose of worn out and unneeded items before the move to avoid wasteful packing, moving, or storage expenses and excess weight to you.

p. Remove hanging objects scheduled for shipping from the walls, ceilings and cabinet. This includes curtain rods, kitchenware (kitchen utensil, food racks), mirrors, and pictures.

q. Dismantle outdoor play equipment and outdoor structures (i.e., utility sheds, playhouses, swing or gym sets).

r. Ensure personal property items are free of soil/pest infestation (i.e., gypsy moths, brown tree snakes). Remember: Complying with requirements of the USDA and state laws is your responsibility.

s. Remove personal property from an attic, crawl space, or similar storage area within the residence. The TSP is not required to go into areas which:

   (1) Are not accessible by a permanent stairway (ladders are not considered a permanent stairway),

   (2) Are not adequately lighted,

   (3) Do not have a finished floor, and

   (4) Do not allow a person to stand erect.

t. Have your property separated by shipment and distinctly marked. Put items that are to go in the UB shipment in one room. Distinctly mark items for storage, items not to be packed, and so on. This reduces the chance of items getting into the wrong shipment or preventing the shipment of items intended for disposal. When possible, dispose of all trash and items to be discarded prior to the TSP's arrival.

u. Separate your professional items and any authorized additional consumables. Be sure they are identified on the inventory as "PBP&E/Pro-Gear" or "Consumable Items" and ensure they are weighed separately or a constructive weight has been annotated on the inventory.

v. Remove all old TSP markings and stickers from furniture and boxes.

w. Identify contents left in drawers. Be sure the inventory reflects the contents.

x. Safeguard all cash, jewelry or other expensive items. Hand-Carry them.

y. Airline tickets and passports are important documents. It is a good idea to keep these items locked in your car, or ask a friend or neighbor to keep them until your HHG shipment is picked up

z. Ensure each carton and loose item (e.g., ladder, rake) has an inventory tag and all tag numbers appear on the inventory

aa. Monitor the wrapping and packing of your items. Make sure everything is wrapped individually and adequately. Make sure heavy items are not packed on top of light items. Do not allow your property to be taken to the warehouse to be packed without first consulting the TO.

bb. Drain all gasoline, oil, and water from power- equipment (e.g., lawn mowers, snowblowers, etc) prior to pickup.

cc. Have any pre-packed boxes, cartons or totes available for the TSP to check. TSPs may repack items in pre-packed containers to ensure safe transport of your property

dd. Carefully read the inventory prepared by the TSP's personnel before you sign. Look at it from time to time while the items are packed. Ensure all boxes and loose items are listed correctly on the inventory. If a box contains crystal, or ceramic figurines, make sure the inventory says "crystal" or "Hummel's" or "Lladros," instead of a generic description such as "kitchen items" or "glass."

ee. Make sure major items (e.g., pieces of stereo equipment) are individually noted on the inventory with complete and accurate descriptions

ff. If the packers list "color television," have them add the size, make, model, and serial number (when readily accessible). This procedure also applies to stereo and video components. Closely check the string of symbols showing pre-existing damage. These symbols are explained in the top, right-hand corner of the inventory. For example, "BR 2-4-5-3" means "broken, bottom, front-left corner."

gg. A good inventory shows what you shipped and what condition the item was in at the time of pickup. If your inventory is inaccurate, tell the TSP's representative, and write down why you disagree at the bottom of the inventory in the space marked for exceptions.

hh. Do not argue with the TSP's representative. If you have a problem, call your TO at once.

ii. Do not sign anything until you read, understand, and agree with it. You must be provided a legible copy of everything you sign. Never sign a blank, incomplete, or illegible form, or a form you cannot clearly understand.

2. Your Responsibilities (at Destination)

a. Contact the destination TO and/or the TSP delivering your personal property as soon as possible after your arrival even though you may not know the delivery address for your personal property. The TO/TSP needs a telephone number and/or address where you can be reached on short notice.

b. As soon as you have a delivery address for your personal property, call the TO again and provide this information.

c. If possible, be prepared to accept delivery of your property as soon as it arrives. This prevents additional handling, reduce the chance of loss or damage, and reduce or eliminate storage expenses.

d. You or your designated representative in writing must be home on the day of delivery

e. Know in advance where you want each piece of furniture placed in your new residence. You are allowed a "one time placement of goods" by the TSP upon your request.

f. Check each carton or item off the inventory. Make sure everything that was picked up is delivered.

g. If you discover any loss and/or damage at the time of delivery, list all missing and/or damaged items by appropriate inventory number on the DD Form 1840, Joint Statement of Loss or Damage at Delivery/Defense Personal Property Program Notification of Loss or Damage AT Delivery" Form. Do not sign for services if the TSP did not perform them.

h. Do not argue with the TSP. Contact the destination TO if problems arise.

3. TSP's Responsibilities (at Origin)

a. Conduct Pre-Move Survey (Physical or Telephonic) depending on the type of shipment and estimated weight. When required, it should be conducted prior to the first day of packing.

(1) Purpose of Pre-Move Survey: TSP or TSPs representative determines weight/volume of property to be packed/loaded, quantity and type of packing materials required, whether or not items require special crating (e.g., marble tops, artwork, grandfather clock), whether a Third-Party should be involved to disassemble certain objects (e.g., German Wall Unit, other specialized furniture/equipment). If a TSP/TSP representative feels special services are required that were not identified at the time of counseling, the TSP/TSP representative submits their request to the TO for review/approval. The TO makes the final determination. If denied, you can request the TSP to provide specialized services; however, at your own expense.

(2) TSP/TSP representative determines the number of days required to pack/pick-up shipment

(3) TSP/TSP representative and you can negotiate pack, pick-up and delivery dates during the Pre-Move Survey. Keep both your origin and destination TO informed of any changes to include pickup/delivery address, telephone number/email address changes.

b. Begin packing/pick-up between 8:00 AM – 5:00 PM.

c. Protect appliances against damage while in transit. The TSP secures moving parts that, if allowed to move in transit, could damage the appliance.

d. Use new, clean packing materials for linen, clothing, and bedding.

e. Use new or like-new packing materials for all other items. Excelsior or newspaper is not allowed. Items packed in boxes should be padded and insulated from carton walls.

f. Pack mirrors, pictures, and glass tabletops in specially designed cartons.

g. Wrap and protect all finished surfaces from marring or scratching; use furniture pads.

h. Properly roll and protect rug and rug pads at residence. Only small throw rugs may be folded.

i. Pack all designated professional books, papers, and equipment in separate boxes. These cartons must be marked "PBP&E/Pro-Gear", weighed separately, and listed on the inventory form.

j. Put all nuts, bolts, and screws from a disassembled item in a bag and attach securely to the item.

k. Mark each carton to show general contents.

l. Prepare an accurate and legible inventory.

m. Obtain approval from the TO prior to loading on the tailgate of the moving van.

n. Remove all excess packing material from your residence.

4. TSP's Responsibilities (at Destination)

a. Begin delivery between 8:00 AM – 5:00 PM.

b. Perform a one-time placement of rugs prior to placement of your HHG.

c. Unpack and unwrap all cartons, boxes, and crates.

d. Place each item or carton in the room you indicate. This one-time placement includes placing unpacked articles in cabinets, cupboards, or on kitchen shelves when convenient, safe, and it is your desired location. Have placement planned out before the TSP arrives. TSPs are required to place each item only once.

e. Assemble all furniture and equipment if disassembled at origin.

f. Remove packing and blocking from appliances. The TSP is not required to connect appliances to electric, gas, or water outlets.

g. Provide a "Joint" written record of any loss and/or damage at delivery on DD Form 1840 or on the Defense Personal Property Program Notification of Loss or Damage AT Delivery Form. You and/or your designated representative along with the delivery TSP sign this form. The TSP's representative must provide a copy of this form.

5. Once the shipment has been delivered, the TSP is not required to deliver property to a self-storage facility.

**NOTE**: It is not advisable to waive unpacking at any time during the delivery. However, if unpacking is waived, the TSP is not required to return later to unpack or remove debris.

## W. CLAIMS FOR LOSS AND DAMAGE (FRV)

Unfortunately, you may suffer loss or damage to your personal property during movement. If your property is lost or damaged you have the right to file a claim directly with the TSP. (You may also purchase additional insurance for your move through the TSP or from a private insurance company.

1. For shipments not processed in DPS, an employee files a claim for Loss/Damage noted the day of delivery on DD Form 1840. The employee/designated agent and the TSP signs/dates DD Form 1840 on the date of delivery. Additional loss/damage noted after the delivery date is recorded on DD Form 1840R, Notice of Loss or Damage. The time-frame and FRV listed below apply. You file a claim for Loss/Damage at your Military Claims Office.

2. All DOD customers are eligible for FRV protection on DOD funded personal property shipments at no cost to you.

3. If the employee's property is lost or damaged during a move, they may file a claim against the TSP. The employee can file a claim directly in DPS with the TSP for damaged or lost items at the time of delivery or after delivery. The employee is authorized FRV coverage as detailed below:

a. FRV:

(1) If a claim is filed directly with the TSP within nine months of delivery, then the TSP's maximum liability on each Domestic HHG (dHHG), International HHG (iHHG) and International Unaccompanied Baggage (iUB) shipment is:

(a) $5,000 per shipment, or

(b) $4.00 times the net weight of the HHG shipment, or gross weight of the iUB shipment, in pounds, not to exceed $50,000, whichever is greater.

(2) For loss/damage discovered on the date of delivery, the employee must complete Defense Personal Property Program Notification of Loss or Damage AT Delivery.

(3) For loss/damage discovered after the delivery date, the employee must complete Defense Personal Property Program Notice of Loss or Damage After Delivery.

(4) For direct claims settlement between employee and TSP:

(a) Claims must be filed through DPS.

(b) Claims must be filed with the TSP first to maintain FRV eligibility.

(5) An employee has the option to transfer the claim to the military claims service after 30 days. In this instance, the claims service pays the employee depreciated value and then pursues the FRV claim with the TSP. After settlement with the TSP, if the FRV settlement exceeds the amount paid by the claims service to the employee, the employee receives the difference.

b. The TSP may offer quick claim settlement.

(1) Less than $500.

(2) Within five days of delivery.

(3) Not reported in DPS unless customer files an additional claim.

c. The TSPs are responsible for obtaining repair estimates.

d. Employee and TSP negotiate settlement through DPS.

(1) The TSP must pay, deny, or make an offer within 60 days of receipt of a complete claim through DPS.

(2) The employee has the ability to accept or reject the TSP's offer on a line-by-line basis.

e. Inconvenience Claims. It is the TSP's responsibility to pickup and deliver personal property shipments on the agreed dates. Failure to do so can cause serious inconvenience to the DOD employee and family, and can result in the expenditure of funds by the employee for lodging, food, rental/purchase of household necessities, and directly related miscellaneous expenses. An inconvenience claim may be filed via DPS for out-of-pocket expenses caused by the TSP's failure to act on the agreed dates at origin or destination.

f. For dHHG and iHHG shipments, the employee receives a toll free number prior to pickup for direct communication between the employee and the TSP. The toll free number may be used for customer inquiries and problem resolution during any phase of the move. The TSP must respond to the employee's concerns within 24 hours from the employee's initial call if received Monday through Friday and by close of business the following workday for calls/inquiries received by the carrier on Saturdays, Sundays or legal (officially declared national) holidays. Each employee should be counseled that the toll free number is not to be used for shipment changes (pickup date or delivery date changes). The employee must contact the local Transportation Office for any changes after shipment award to a TSP.

## X. PURCHASING ADDITIONAL INSURANCE

Depending on the value of your HHGs, you may decide to purchase additional insurance through the TSP or a commercial company (at your own expense). Additionally, some homeowner policies may cover some items in shipment; check your policy or contact your insurance company for details.

**NOTE**: The option to purchase additional insurance through the Government no longer exists.

## Y. SERVICE CLAIMS OFFICES

Army:
https://www.jagcnet.army.mil/

Air Force:
https://claims.jag.af.mil

Navy:
http://www.jag.navy.mil/organization/code_15.htm

Marine Corps:
https://www.manpower.usmc.mil/portal/page/portal/M_RA_HOME/MF/PERSONNEL/Property

Coast Guard:
http://www.fincen.uscg.mil/hhg.htm

## Z. DURING AND AFTER THE MOVE

Evaluation of Move. At some time during packing, pickup and/or delivery of your personal property, a Quality Control inspector from the TO may drop by to check on the progress of the services being performed by the TSP. If you have any questions or problems, inform the inspector or contact the TO.

1. Customer Satisfaction Survey (CSS).

   a. Your voice counts. After receiving your delivery at destination you are asked to complete a CSS survey. The CSS is the primary source of data that is used in determining the performance portion of each TSP. It is very important to update your email address and contact information at destination. You will be informed on the importance of completing the CSS on the web upon delivery of each shipment moved. If you did not complete this survey you will receive e-mail reminders. You, as a customer, can assist in improving the quality of personal property moves. Your opinion counts and every completed survey enhances the program.

   b. To access the survey, please go to: http://www.move.mil. Upon entering this website, click on the DOD Customer tab, then select the appropriate hyperlink to complete the CSS.

## AA. WEB SITES TO VISIT

(If clicking on the link does not work, copy and paste the link into your web browser URL address bar and press enter.)

1. State Wine Laws: http://www.wineinstitute.org **(*)**.
2. Personal Importation of Alcoholic Beverages:
   http://www.ttb.gov/importers/personal_importation.shtml **(*)**.
3. Alcohol Beverage Control Boards for the United States:

   http://www.ttb.gov/wine/state-ABC.shtml **(*)**.

4. Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF) regulations http://www.atf.gov/ **(*)**.
5. The Air Force Personal Property & Passenger Travel web site has a multitude of relocation information available for all civilian employees at: http://afmove.hq.af.mil.
6. Alcohol Beverage Control Boards for the United States:

   http://www.ttb.gov/wine/state-ABC.shtml **(*)**.
7. Customer Satisfaction Survey (CSS): https://icss.eta.sddc.army.mil/Survey/login.aspx?ReturnUrl=%2fSurvey%2fDefault.aspx
8. GSA "FedRooms" program offers specially negotiated Federal government hotel rates with FEMA certified hotels, simplifying hotel selections for Government travelers. Website address is http://www.fedrooms.com **(*)**.
9. Homeowner's Assistance Program is a special relief program designed to provide financial assistance to eligible Military and Federal employee homeowners when the real estate market is so adversely affected by a military installation partial or complete closure, a reduction in scope of operations, or a realignment that the personnel are unable to dispose of their dwellings under reasonable terms and conditions. http://www.spk.usace.army.mil/organizations/cespk-re/hap/index.html
10. Internal Revenue Service Form 3903 and Publication 521, Moving Expenses: Websites are http://www.irs.gov/publications/p521/index.html, http://www.irs.gov/pub/irs-pdf/f3903.pdf **(*)**.
11. Internal Revenue Service Form 4684 and Publication 4684; Casualties and Thefts: Websites are http://www.irs.gov/pub/irs-pdf/i4684.pdf and http://www.irs.gov/pub/irs-pdf/f4684.pdf **(*)**.
12. DOD Household Goods Portal: http://www.move.mil
13. Moving Your Mobile Home: http://www.transcom.mil/j5/pt/dtrpart4/dtr_part_iv_app_k_5.pdf.
14. Navy employees can contact the Navy's HHG Helpline at 800-444-7789 for assistance. To determine if you qualify as a SWM customer please visit: www.smartwebmove.navsup.navy.mil
15. Per Diem, Travel and Transportation Allowance Committee (PDTATAC) maintains and implements new statutory changes to the JTR. Within the regulations are per diem, travel and transportation allowances, relocation allowances, and certain other allowances of DOD civilian employees based on law. Website is: http://www.defensetravel.dod.mil/site/travelreg.cfm.
16. POV Locator: https://www.WhereIsMyPOV.com **(*)**.
17. Program Management Office - Defense Travel System (PMO-DTS): http://www.defensetravel.DOD.mil.
18. Shipping a POV: http://www.move.mil.
19. Storing a POV: http://www.move.mil.
20. Military Surface Deployment And Distribution Command, SDDC: http://sddcbiz.sddc.army.mil/public/home/.
21. Weight Estimator Form is at website: http://www.move.mil/dod.htm#beforeBegin_dodWeightAllow; then access the "Weight Estimator" tab.

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