

## NAVY HOUSEHOLD GOODS (HHG) MOVING CHECKLIST OUTBOUND

<b>Upon Receipt of Orders</b>	
1	Decide move type: Government arranged move/Personally Procured Move (PPM) or combination.
2	Move Dates: schedule minimum 3 weeks; *6 weeks for Peak Season (mid-May through Aug).
<b>Points of Contacts:</b> Get POC info before pack up.	
3	Transportation Service Provider (TSP) / Move Coordinator:
4	Origin Quality Assurance Inspector #:
5	Destination Quality Assurance Inspector #:
6	Navy HHG Contact Center: 1-855-HHG-MOVE (855-444-6683) 0800 – 1900 ET M-F or <a href="mailto:householdgoods@us.navy.mil">householdgoods@us.navy.mil</a> .
<b>NOTE:</b> Day of move issues if you cannot reach your Quality Assurance inspector, contact the Navy HHG Contact Center.	
<b>Prior to Pack/Pickup Day</b>	
7	Movers will contact you to perform a pre-move survey no less than 3-days prior to scheduled pack/pickup day. If they do not, contact them.
8	Know your authorized weight allowance; recommend purging unwanted items.
9	Secure essential items in a locked room or car (i.e. important documents jewelry, medications, etc.)
10	Ensure residence is tidy.
11	Recommend children and pets be with neighbor/sitter (if possible). Pets must be secured.
12	Recommend Ziploc Bags for items taken apart (nuts, bolts, screws, etc.) and placed in “parts” box.
13	Confirm all electronics/appliances are in working order and ensure packing/moving crew annotates that on your inventory. Exceptions include: washing machine, refrigerator, freezers or other items that may need to dry out.
14	Dispose of any food that will spoil or could cause damages to shipment.
15	Remove all items from walls (pictures, mirrors, curtains/curtain rods, wall-mounted TVs, etc.).
16	Remove all items from attics/crawl spaces. Movers are not required to enter attics or crawl spaces.
17	Empty and clean all trash cans before movers arrive.
18	Separate Professional Books, Papers and Equipment (i.e. PBP&E aka Pro Gear). Member and spouse pro gear <b>must be</b> separated and weighed/annotated separately on inventory.
19	Dispose of propane tanks (they are not authorized to ship/store)
20	Ensure all engine powered equipment is ready for shipping (i.e. is free of dirt/grease, drain fuel, disconnect battery cables and spark plugs).
21	Plastic Tubs/Totes: Movers have the right to repack any item(s) they feel may need protecting.
22	Create your own electronic inventory: photos/video or create your own list of items. Date stamped. Take extra precautions to video most precious belongings prior to the pack out.
<b>During the Move (i.e. Pack/Pickup day)</b>	
23	Movers will arrive on pack/pickup days between 8 am and 5 pm. Movers must ask prior approval from you or representative and be completed by 9 pm. Movers must have your authorization to work on the weekend, you can say no and wait for a weekday when all offices are open and able to assist you.
24	Secure essential items in a locked room or car that you plan to take with you (i.e. important documents jewelry, medications, etc.)
25	Movers use new packing materials on linens/bedding, etc. and like-new materials on all other items
26	Inventory: Make sure to review your inventories before signing. If you disagree with movers identifying marks, you can write in the remarks section before signing.
27	High-Value Inventory: be specific – list make, model and serial number of each item. <b>YOU decide</b> what to place on the high-value inventory sheet.
28	Movers <b>MUST</b> provide you with copies of inventory sheet(s), including high-value inventory.
29	If possible, have help on packing and loading days. Review each box before it is sealed. You can add details to any box (i.e. instead of Kitchen Items, state Kitchen Items – bakeware).
30	Tippling: You are <b>NOT required to tip or provide food/drinks</b> . It is at your discretion.

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<b>While In-transit</b>	
31	Arrival Date: if there is a change, contact your TSP immediately.
32	Keep your contact information up-to-date in DPS and inform TSP.
33	Shipment Delay: if your shipment arrival date is delayed, submit Inconvenience Claim with TSP (Inconvenience Claim Brochure located at: <a href="https://www.navsup.navy.mil/public/navsup/hhg/home/">https://www.navsup.navy.mil/public/navsup/hhg/home/</a> - under Moving Season Information.
<b>Delivery Day</b>	
34	Movers will arrive on delivery day between 8 am and 5 pm. Movers must ask prior approval from you or representative and be completed by 9 pm.
35	During delivery ensure jewelry is moved to a locked vehicle, safe or on your person for safekeeping.
36	Know where you want property placed. You are authorized one-time placement of property.
37	<b>Movers are required to unpack</b> all boxes, cartons & crates. For a full unpack (no boxes left behind), you will need to “ <b>foot-stomp</b> ” that you require full unpack services. Monitor the unpacking to ensure careful handling and limited damage by movers when placing items in your home. Items will be placed on a clean, flat surface – not in specific cupboards, drawers, shelves, etc. <b>Movers are not contractually obligated to return to pick up boxes after they leave.</b>
38	<b>If you waive unpacking</b> , movers are not required to return to pick up packing materials.
39	<b>Movers are required to re-assemble</b> any items disassembled at origin.
40	Mark each item off on inventory sheet as it is unloaded, no exceptions. (Movers must provide you with a copy of the inventory).
41	Do not sign blank forms.
42	If items are missing/damaged on delivery day, make sure to list on Loss/Damage AT Delivery Form
43	If items are missing damaged after delivery day, list on Loss/Damage AFTER Delivery Form.
<b>Claims for Loss/Damages</b>	
44	Claims are submitted online in DPS
45	Submit notification of Loss/Damage online in DPS within <b>180 calendar days</b> after delivery. If items are not found or cannot be fixed, file a claim!
46	Submit <b>Claim</b> for loss and/or damage within <b>9 months</b> of delivery date for Full Replacement Value.
47	TSP is required to pay, deny or make a counter to claim within 60 days of submittal.
48	TSP is responsible for all repair estimates; keep damaged items – TSP may take damaged items upon payment of claim.
49	If claim cannot be settled directly with TSP, transfer to Military Claims Office (MCO). Navy MCO can be reached by email at <a href="mailto:NorfolkClaims@navy.mil">NorfolkClaims@navy.mil</a> or by phone at 1-888-897-8217. Make sure to follow up all transferred claims.
50	Any property (house, yard) damage, notify TSP/Agent immediately, if discovered after they depart, report to TSP in writing within 3 days of pack out or delivery.
<b>Customer Satisfaction Survey (CSS)</b>	
51	Complete CSS as soon as possible after delivery day. You will begin receiving email reminders within 7 days of delivery date
<b>SAFETY/HEALTH PROCEDURES</b>	
Customers and moving companies should discuss safety protocols. Questions to frame that discussion include:	
52	Have you (or anyone in your party) had any EXPOSURE to or CONTACT with a POSITIVE or SUSPECTED person with COVID-19, flu or any other infectious disease?
53	Where possible, limit number of personnel in the home during pack, pickup and delivery.
54	ALL MUST (movers and Navy Sailor/family member) wear face covering in accordance with CDC guidelines.
55	Minimize contact with surfaces (prop doors open, etc.) and routinely clean frequently contacted surfaces in accordance with CDC guidelines.