

## 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 during 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   | Tipping: 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  | In the event of 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/text 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.   |