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**From:** POSTMASTER AT OIX.NAVY.MIL <postmaster@oix.navy.mil>  
**Sent:** Tuesday, April 23, 2024 1:00 PM  
**To:** NAVSUP\_HQ\_CDO  
**Subject:** OIX GATEWAY NORFOLK VA SUCCESSFUL PROCESSING REPORT: 2024 NAVY HOUSEHOLD GOODS PEAK SEASON GUIDANCE //

**Importance:** Low

OIX GATEWAY NORFOLK VA SUCCESSFUL PROCESSING REPORT: 2024 NAVY HOUSEHOLD GOODS PEAK SEASON GUIDANCE //  
GOES MSG\_ID: 120001050309

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FM COMNAVSUPSYSCOM MECHANICSBURG PA  
TO COMNAVFACSYSCOM WASHINGTON DC  
INFO COMNAVSUPSYSCOM MECHANICSBURG PA  
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COMNAVAIRFOR SAN DIEGO CA  
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COMNAVFACSYSCOM WASHINGTON DC  
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HQDA COMSEC WASHINGTON DC  
COMNECC LITTLE CREEK VA  
COMSUBLANT NORFOLK VA  
CNATRA CORPUS CHRISTI TX  
NAVFAC WASHINGTON DC  
NAVSUP BUS SYS CEN MECHANICSBURG PA  
NAVSUP FLT LOG CTR JACKSONVILLE FL  
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GENTEXT/REMARKS/1. Request Widest Dissemination of Message.

2. The period between May and August marks the peak moving season for household goods (HHG) shipments. Members relocating within this timeframe and in receipt of orders are encouraged to start the move application as early as possible and adjust their planned move dates outside of the peak demand window. It is recommended to create a move application within 72 hours of orders receipt, as available dates for moves during peak season may be limited in many areas of the continental United States (CONUS) and Hawaii.

3. The 2024 peak season household goods shipping capacity is expected to be impacted by available transportation capacity, and shortages in both agent labor and truck drivers. Members are advised that early planning for HHG moves is critical, and commands may need to provide flexibility in detaching and report no later than dates to accommodate the availability of transportation service providers.

4. Average lead times required between application submission date and desired pickup date for move applications during peak season months is five (5) weeks, but in some markets, lead times can increase to eight (8) weeks. Members are advised to be flexible and may need to adjust desired pickup dates or conduct an approved personally procured move if a government moving company is unavailable. If desired pickup dates are not available, members are asked to work with their servicing personnel support detachment to adjust required report no later than date to allow greater flexibility with scheduling a pickup date.

5. Members are advised to not submit a notice to vacate, terminate rental/lease agreements or sell their residence prior to their shipment being accepted by a moving company and a firm pack out/pickup date is established with an assigned moving company. Once a firm pickup date is established, we advise members to allow at least three (3) business days between pickup date and date to vacate residence to allow for unforeseen incidents that could delay the pickup of the shipment.

6. Members must provide a seven (7) day spread date window when scheduling their shipment. Members are required to be available for the full seven (7) days excluding weekend and holidays as moving companies may not be able to provide service on their desired pickup date. Members should take the spread date window into consideration when creating the shipment application. Required pack dates will be scheduled prior to the agreed upon pickup date. The pack dates may fall outside the 7-day spread window. Members should plan to be available up to 3 days prior to the spread dates for packing of property. Note: spread dates requirements do not apply to the pickup and release for non-temporary storage or direct procurement method shipments.

7. Effective 15 May 2023, shipment of lithium batteries in personal property shipments will be limited and placement of lithium batteries in non-temporary storage is not authorized. Lithium-ion batteries measured at 100 watts or less (20-watt hours or less per lithium-ion cell) and lithium-metal batteries containing 2 grams or less of lithium content (1 gram or less per lithium metal cell) may be permitted in shipments. The stated limits are per battery, not an aggregate of all lithium batteries in the personal property shipment. Shipment of other hazardous materials, flammable and corrosive materials have always been restricted in personal property. Please contact the local personal property office if there are questions on the shipment of lithium batteries or other unauthorized items.

8. Beginning in April 2024, USTRANSCOM will phase in the Global Household Goods

Contract (GHC) for shipments in predetermined areas. Members residing in the following locations and the surrounding areas, Norfolk, San Diego, Puget Sound, Camp Lejeune and Camp Pendleton may have their HHG shipment handled by the GHC Contractor through MilMove, the DPS replacement system. Members will use a sorting tool to help navigate through the shipment process by answering a series of questions designed to direct them to the appropriate shipping system to process their shipment application. If the member's shipment is selected to move under the GHC, a HHG Counselor will contact the member within 2 government business days after submission of the application for processing.

9. To start the move process, go to NAVSUP HQ Portal <https://www.navsup.navy.mil/household> or Military OneSource website <https://www.militaryonesource.mil/moving-housing/moving/moving-resources>. These websites provide various guides for review and a location to get basic PCS entitlement information. The member can submit an application to ship or store household goods from any personal or work on a computer. To start a shipment application, go to Military OneSource website at <https://www.militaryonesource.mil/moving-housing/moving/moving-resources> and click on the previous link, the member will be directed to the sorting tool, where answers provided to a series of questions will determine which program will handle this move. When the shipment application is processed in DPS or MilMove, the shipment application will be electronically signed. To finish the application, the member will need to upload a copy of the PCS order and any order modifications along other pertinent document(s), such as power of attorney, approved dependent entry approval (DEA), dependent(s) designated place authorization, etc. Household Goods shipment applications cannot be processed without all required documents to include a valid set of PCS orders. If there are difficulties while trying to submit an application, please contact (855) HHG-MOVE (855-444-6683) to reach the Navy HHG Customer Contact Center (CCC).

10. After the application has been submitted to the personal property processing office (PPPO), members should log into DPS/MilMove to check the status of the application frequently to ensure it is being processed and a moving company, pack out, and pickup dates are assigned and planned. It is important to immediately contact the PPPO after seven (7) days of submitting shipment application to the PPPO, if members have not received a response or notification the move application is being processed.

11. Members will receive an automated email when their HHG shipment has been assigned to a moving company. If the member has not been contacted by the moving company after three (3) business days to confirm the pickup dates within the seven (7) day spread window the member should contact the PPPO for assistance. Once a shipment is awarded, it is highly recommended to avoid any date changes after the shipment is awarded. If the moving company cannot accommodate the date change request, the PPSO may not be able to get the shipment re-awarded to a new company due to the previously mentioned capacity constraints.

12. Once the pickup date is set with the moving company, if the company fails to pick up the shipment on the agreed upon date, the member may be entitled to an inconvenience claim to help offset out of pocket expenses incurred. If the moving company does not offer the shipment for delivery prior to the required delivery date and the member has a residence and provided the physical delivery address, the member may be entitled to an inconvenience claim. To start the process, first talk to the moving company, if there are further assistance needed or questions come up, please contact your servicing PPPO/PPSO quality

assurance team.

13. Members may also designate a releasing agent (spouse, parent, other adult) if unavailable, and when a requested date cannot be met. The releasing agent would act on behalf of the member and must be available and present during the entire pack out and pickup, and to sign all required documents. Members do not need the legal office to designate a releasing agent. Member can either designate a releasing agent in DPS/MilMove during the counseling session or provide a signed note. The following example can be utilized: I appoint (name of individual, phone number, and email) to sign all documents on my behalf that are required for the pack out, pickup and delivery for my personal property shipment. Stating the name and contact information (phone and email) of the releasing agent is sufficient.

14. For all shipments, members are advised to take the total transit shipment days into consideration when calculating the desired pickup dates. For OCONUS shipments, members should maximize the use of their unaccompanied baggage entitlement for items required immediately at destination or consolidate both shipments if there is en-route training. If unaccompanied baggage is utilized, the pack/pickup date should be scheduled at least two/three weeks prior to the household goods shipment to allow for arrival at destination for use upon members arrival date at the new PDS, unaccompanied baggage is designed to be utilized upon arrival at destination. For members relocating to OCONUS locations requiring DEA on accompanied tours, start the clearance process early as HHG shipment will have to be placed in storage at origin pending DEA approval. Once DEA is received, the shipment will be released from storage. Standard OCONUS transit times will apply to shipment once released from storage.

15. NAVSUP is offering household goods related webinars on: moving entitlements; personally procured move (ppm); retiring or separating; moving overseas and shipping/storing a privately owned vehicle. These webinars provide sailors basic information and an opportunity for individuals to ask questions and get an immediate live response. To see the schedule dates and join the webinar, go to <https://www.navsup.navy.mil/household> homepage to review the webinar calendar.

16. Members must submit a PPM application prior to conducting a self-move. Members performing an approved personally procured move may receive 100 percent of what the government would pay a service provider to move the same shipment, not to exceed the joint travel regulation authorized weight allowance between authorized locations. Final payment is dependent on the actual net weight shipped, based on submitted weight tickets (empty and full). For more PPM information, please review the handout at <https://www.navsup.navy.mil/Portals/65/HHG/Documents/PPM-Handout-V.10.pdf?ver=FazKGDnl6iligAJskO5utQ%3d%3d&timestamp=1687892513529>

17. Avoid excess costs associated with HHG movements as excess cost can be very expensive. Members may incur excess costs for exceeding their weight entitlement, multiple shipments, shipping between other than authorized locations, attempted pickups and deliveries, etc. Plan appropriately and dispose of any unwanted items prior to the move date.

18. Additional questions may be submitted via email to [householdgoods@us.navy.mil](mailto:householdgoods@us.navy.mil) or call 1-855-hhg-move (1-855-444-6683). For member's convenience navy household goods is on social media: [www.facebook.com/navyhgg](http://www.facebook.com/navyhgg); [www.youtube.com/navyhgg](http://www.youtube.com/navyhgg); [www.pinterest.com/navyhgg](http://www.pinterest.com/navyhgg)

19. Updates will be provided as conditions change.//

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