

7 Steps to Make Your Household Goods Move a Smart Move

A household goods shipment involves many steps, so it's important to coordinate your move immediately. Here's how to do it, from start to finish:



Make an appointment at your local transportation office, (listed as Household Goods/Transportation Office inbound or outbound on MilitaryINSTALLATIONS) for you and your spouse. Be sure to ask about your weight limit and other entitlements.



Schedule your move in Defense Personal Property System, or DPS.

- You will be asked to specify the 7-day Spread Window used for scheduling your pick-up date.
- Remember to update your contact information in your DPS account.



Prepare your home and belongings

- Tidy up your residence; remove items from the walls; disassemble and clean outdoor items.
- Inventory and take pictures/videos of your residency and everything you own to document condition. Get appraisals for high value items and antiques.



Put aside special items

Make sure to hand carry special items to your new location. Put hand carry items in a place where the movers won't pack them, such as in a locked room or closet, or inside your car. This includes:

- Treasured items like family heirlooms, jewelry or signed sports memorabilia
- Important paperwork like medical records, car titles and insurance documents
- Items you'll need in the first week like clothing, medicines, laptops and your kids' favorite toys



Verify your inventory form with the moving crew.

- Confirm all items are accounted for during both pick-up and delivery.
- Ensure the inventory form shows the true condition of your goods and note inaccuracies before signing the form.
- Inspect every area to ensure all items are packed up before the moving truck leaves.
- Keep a copy of your form for delivery day and claims filing.



Check for damaged or missing items upon delivery.

- You have 180 days to notify your moving company about your lost or damaged items. Visit DPS to submit your itemized claim for reimbursement.
- Report any damage to your residence to the pick-up and/or delivery crew.



Do the customer satisfaction survey

Look for emails and text messages about when to provide your feedback to make future moves better for military families.



For more tips, information and customer service contacts, visit the PCS & Military Moves page on [MilitaryOneSource.mil](https://www.militaryonesource.mil)



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