



HOUSEHOLD GOODS MOVING TIPS

1-855-HHG-MOVE (444-6683) or email: householdgoods@navy.mil

Customer website: <https://www.navsup.navy.mil/household>

DAY(S) BEFORE PACKERS ARRIVE WHAT SHOULD YOU DO

Below is a list of key items to ensure are done BEFORE the movers arrive at your home.

1. You will receive a number of communication from the Defense Personal Property System (DPS) and your assigned Transportation Service Provider (TSP). Coordinate with your TSP POC to confirm dates for pre-move survey, packing, pickup and delivery.
2. Know your authorized weight entitlement. If unsure, go to: https://www.navsup.navy.mil/public/navsup/hhg/quick_links/weight_allowance/
3. Luggage, legal documents, medical records, medication/prescription, school records, etc.: place these items either in a LOCKED room, vehicle, or some other secure location to ensure movers do not accidentally pack.
 - a. If you discover during the move or at a later date that an item you needed has been packed, member could be held liable for any cost associated with finding/retrieving these items.
4. Children and pets: recommend small children and pets be with a neighbor or sitter, if possible, for safety reasons. Pets must be secured and out of the way the entire time the movers are at your residence.
5. Ensure any untidiness of your residence or pickup location will not hinder the movers.
 - a. Ensure all dishes and clothes are clean prior to mover's arrival.
 - b. TSPs have the right to refuse entering a residence and packing a shipment where the conditions are deemed unacceptable for any reason.
 - c. Infestation: there will be no pickup and customer may be held responsible for any cost associated with the clearing of infestation and attempted pickup charges.
 - d. If there is a dispute as to the cleanliness of the residence, a military Quality Assurance Inspector can be called to come to residence or pickup location.
6. Firearms: movers will need to visually inspect each firearm to confirm make, model and serial number. TSP **cannot** accept firearms in a lock-box or safe. Ammunition is **not** allowed to be shipped.
7. Work that should be completed prior to the mover's arrival:
 - a. Electronics/appliances: disconnect all equipment (stereo, computer, printers, etc) and appliances.
 - b. Flat screen TV: disconnect and remove from wall, to include wall mounts.
 - c. Refrigerator: empty, defrost and wash the inside at least 24 hours before pickup.
 - d. Perishable/Consumable food: dispose of any food that will spoil or could leak during shipment/storage. This includes: food in glass jars, open items in refrigerator, etc. Unopened canned and boxed items can be shipped/stored at the discretion of the Transportation Service Provider.
 - e. Trash: empty all trash and clean trash cans before movers arrive.
 - f. Hot tub/water bed: drain all water and allow to dry.
 - g. Pictures/items on wall: remove all pictures, plaques, storage shelves, curtains.
 - h. Attic/crawl space: bring down any items that are going to be packed/shipped. TSP will NOT go up into the attic/crawl space to retrieve items.
 - i. Professional Books, Papers and Equipment (PBP&E aka pro gear) – 2,000 lbs for member/500 lbs for spouse:
 - i. Separate piles for both military member and spouse
 - ii. Annotated on inventory (M-PRO for military member and S-PRO for spouse)
 - iii. Spouse pro gear **MUST** be approved **PRIOR** to pick up through your counseling office.
 - j. Propane tanks: not authorized to be shipped
 - k. Engine powered equipment: must be free of dirt or grease, fuel must be drained out, disconnect the battery cables and tape the leads (batteries with acid or alkali are prohibited), and disconnect the lead from the spark plug and tape it.
 - l. A list of hazardous items can be found at: https://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_i.pdf
8. Visit the Navy Household Goods Customer Website (<https://www.navsup.navy.mil/household>) for information on shipping a boat, motorcycle, mobile home, alcohol, pets, etc. and other entitlements.

For a complete list of member responsibilities, refer to It's Your Move pamphlet, http://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_1.pdf.



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