

What's The 7-Day Scheduling Window?

Also known as "spread dates," this refers to the 7-day window during which your moving company is required to **pick up** your shipment. This policy is designed to give you more control over requesting a specific date range to schedule your move. You can improve your chances of getting moving dates that work best for you by **scheduling your move as soon as you receive your PCS orders**.

Pack-Out Dates vs. Pickup Date

Your pack-out dates are the day(s) your movers will be in your home to pack your belongings and will always immediately precede your pickup date. Your pickup date is the day your moving company physically removes your belongings from your home. This is an important point to keep in mind, because your 7-day window is only used to schedule your pickup date. Therefore, your pack-out dates might be scheduled before your 7-day window begins. A planning factor is to expect one day of packing for every 4,000 lbs, though this varies by company and personnel.

How Will I Know My Requested Dates Are Approved?

You will receive an email from DPS with your mover's information once your shipment has been awarded. If your mover has not reached out **within three days** of your email receipt, contact your mover. Contact your local transportation office (TO) if your mover does not respond.

Can My Pickup Date Change?

- If your moving company requests a date change that you do not agree with, immediately contact your local TO.
- If you need to change the pickup date, work with your moving company to find a date that works for both parties.

Note: If your new pickup date is outside of the spread window, you may be required to send an email to your local TO confirming the date change, your new spread dates, and that the change was per your request. However, if you change your move date, your moving company may not be able to accommodate the newly changed dates.

Does The 7-Day Window Apply To All Personal Property Shipments?

No, the 7-day window does not apply to non-temporary storage (pickup and delivery) or direct procurement method shipments. Talk with your local TO to ensure you understand the rules associated with your shipment(s).

7-Day Window Sample Calculation

Your 7-day window is calculated from the "Latest Pickup Date" you request in DPS. For example, if your latest pickup date is 20 April, your 7-day window will be from 14-20 April. Once you enter your latest pickup date, DPS will automatically enter the "Earliest Pickup Date" field accordingly. You will also enter your "Desired Pickup Date," which can be any date between your earliest and latest date.

The assigned moving company will do their best to accommodate your request, but have the option to choose any date within your 7-day window. Remember, the mover is not authorized to pick up outside of your 7-day window. If you wish to change your pickup outside of the window, please contact your local TO.

Weekend Or Holiday

Your 7-day window will include weekends and sometimes holidays. However, your mover cannot select these days without your approval. You are not required to accept a pickup date on a weekend or a holiday. While weekends and holiday requests may be accommodated in some instances, we recommend moving on a weekday to ensure you have support of your local TO quality assurance section. Please discuss these options during your TO counseling session and pre-move survey with your mover.

WHO TO CALL FOR HELP

1. Local transportation office:

<https://installations.militaryonesource.mil/?looking-for-a=program/program-service=2/focus=program>

2. Branch of Service Customer Service:

Army
(800) 521-9959

Marine Corps & Navy
(855) 444-6683

Air Force
(210) 652-3357

Coast Guard
Contact your local TO

3. DPS Help Desk:

Toll Free: 800-462-2176