

TRANSPORTATION SERVICE PROVIDER (TSP or carrier) RESPONSIBILITIES AT DESTINATION

(highlights from *It's Your Move Pamphlet*)

- * Begin delivery between 8 am to 5 pm
- * Perform a one-time placement of rugs prior to placement of items.
- * Unpack and unwrap all cartons, boxes and crates.
- * Place each item or carton on a flat surface in the room dictated. This one-time placement includes placing unpacked articles in cabinets, cupboards or on kitchen shelves when it is convenient and safe and it is desired location.
- * Assemble all items disassembled by origin TSP.
- * Remove all packing and blocking from appliances.
- * If unpacking is waived at the time of delivery the TSP is NOT required to return to remove packing materials.
- * Provide DD Form 1840, *Joint Statement of Loss or Damage at Delivery* sheet, the form will be signed by the TSP and the customer or customer's agent. Leave a copy with the customer.
- * Not required to go into an attic, crawl space or similar storage area.
- * Once items have been delivered, not required to deliver property to a self-storage facility.
- * If packing materials are NOT removed on the day of delivery the TSP is not required to come back and pick them up.

TO START/SUBMIT AN APPLICATION:

www.move.mil

Application step-by-step guidance:

<https://www.navsup.navy.mil/household/dps>

DPS Technical Assistance:

DPS Service Response Center

Phone: 1-800-462-2176 option 5

Email: usarmy.scott.sddc.mbx.g6-src-dps-hd@mail.mil

Helpful Links:

IT'S YOUR MOVE PAMPHLETS

Armed Forces Member:

https://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_1.pdf

DOD Civilians:

https://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_2.pdf

Where is my car:

<https://www.pcsmypov.com>



PERSONAL PROPERTY / HOUSEHOLD GOODS

MOVING RESPONSIBILITIES



Navy Assistance

Customer HHG website:

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

Email: householdgoods@navy.mil

Customer Contact Center:

855-HHG-MOVE (855-444-6683)

Social media links:

www.facebook.com/navyhkg
www.pinterest.com/navyhkg
www.youtube.com/navyhkg
www.twitter.com/navyhkg

USMC Assistance

Email: usmcpersonalproperty@usmc.mil

Facebook:

www.facebook.com/usmchouseholdgoods

CUSTOMER'S RESPONSIBILITIES AT ORIGIN

(highlights from It's Your Move Pamphlet)

- ◆ Must be at residence from 8 am to 5 pm.
- ◆ Ensure your contact information is current. If you need to change phone number, email, address, etc. go into your move application or contact the Transportation Service provider (TSP aka moving company)
- ◆ Changing of agreed upon move dates, especially during summer months, could mean lengthy delay in getting your move rescheduled.
- ◆ Responsible to:
 - ◆ Remove TV or satellite dish; window air conditioners
 - ◆ Empty, defrost and clean refrigerator
 - ◆ Dispose of food that will spoil or in glass containers
 - ◆ Disconnect washer, dryer, stove, stereo equipment, etc.
- ◆ **SEPARATE** your Professional Books, Paper and Equipment (PBP&E aka pro gear) and ensure they identified on the inventory as either MP (Military Pro) or SP (Spouse Pro). **NOTE: SPOUSE PBP&E MUST be approved in advance.**
- ◆ Place all hand carried items in a locked room or outside the residence, i.e. personal vehicle. Items like (not all inclusive);
 - ◆ Jewelry,
 - ◆ Cash,
 - ◆ Records (medical, legal, school)
 - ◆ Birth certificates
 - ◆ Marriage license
- ◆ **CAREFULLY** read the inventory sheets before signing. Ensure all items have been identified and any damage identified.
- ◆ Electronic items: make/model/serial number on inventory sheet
- ◆ **DO NOT ARGUE** with the TSP, contact your local Personal Property Office if issue can not be resolved. **NEVER SIGN** a blank, incomplete, or illegible form.

TRANSPORTATION SERVICE PROVIDER (TSP or carrier) RESPONSIBILITIES AT ORIGIN

(highlights from It's Your Move Pamphlet)

- * TSP is required to conduct a Pre Move Survey. During the survey:
 - * Estimation of weight of your belongings will determine what packing materials are needed and if any special packaging is needed (such as crates)
 - * Number of days required
 - * TSP determines any obstacles with loading your possessions into the truck, i.e. low clearance parking area, steep hill, etc.
 - * Confirms the pack and or pickup dates.
- * TSP will begin packing or pickup between 8 am to 5 pm
- * Packers will:
 - * Protect against damage while in transit
 - * Use new/clean packing materials for linens, clothing and bedding
 - * Use new or like-new packing materials for all other items.
 - * Put mirrors/pictures/glass tabletops in specially designed cartons
 - * All finished surfaces should be wrapped and protected from marring or scratching.
 - * All PBP&E should be packed and weighed separately. Identify PBP&E as MP (Military Pro) or SP (Spouse Pro) on inventory.
- * If an item is disassembled all nuts, bolts and screws should be placed in a bag and secured to the item.
- * Prepare an accurate and legible inventory of all items.
- * The customer should review the inventory and mark any discrepancies on the inventory sheets before signing.
- * Remove all excess packing material.

CUSTOMER'S RESPONSIBILITIES AT DESTINATION

(highlights from It's Your Move Pamphlet)

- ◆ Ensure contact information is accurate (phone, email and address). This can be updated in DPS or contact TSP directly.
- ◆ Be prepared to accept delivery of your items as soon as it arrives.
 - ◆ Must be at residence from 8 am to 5 pm.
 - ◆ Being available will prevent additional/unnecessary handling and reduce the chance of loss or damages to the property.
- ◆ Know where you want furniture to be placed in the new residence. A "one time placement" of furniture is all that the TSP is required to perform.
- ◆ Check each item off the inventory sheets as it is removed from the truck.
- ◆ If packing materials are NOT removed on the day of delivery the TSP is not required to come back and pick them up.
- ◆ If loss or damages is discovered at the time of delivery, annotate appropriate inventory number on DD Form 1840, *Joint Statement of Loss or Damage at Delivery* sheet. This sheet is provided by the TSP on the day of delivery.
- ◆ **DO NOT** sign for services not performed.
- ◆ **DO NOT ARGUE** with the TSP, contact your local Personal Property Office if issue can not be resolved. **NEVER SIGN** a blank, incomplete, or illegible form.