



PERSONALLY PROCURED MOVES

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What is a Personally Procured Move?

A Personally Procured Move (PPM) is an option where you manage your move yourself, rather than using a government-provided moving company arranged by the Department of War (DoW). Before moving, you must have your official orders and get approval from your TO.

You can use the PPM method for a full or partial move. In a full PPM, you are responsible for transporting all of your household goods yourself. In a partial PPM, you move a portion of your belongings, while a moving company transports the rest.

The following are ways to conduct a PPM:

- Rent portable moving and storage containers
- Rent trucks or trailers
- Use your own vehicle and/or trailer
- Hire a commercial moving company
- Ship via a small package carrier (e.g., USPS, FedEx, UPS)

If you choose to hire your own moving company, please discuss the details with your TO. Additionally, utilizing a moving company registered with the federal government is recommended. See page two of this fact sheet for more information.

What are the two types of PPMs?

Member-Elected PPM

A Member-Elected PPM is when you choose to manage your own move instead of using a government-provided moving company. As an incentive, you will be paid 100% of the Government Constructed Cost (GCC), or the amount the government would have paid for the same move and/or storage if performed by a government-provided company. This provides a single payment, and you can keep any money not spent, minus taxes. Your final payment is based on the actual weight of goods you transport, verified with weight tickets, not to exceed your authorized weight entitlement. For the most accurate incentive estimate, please contact your local TO.

Actual Cost Reimbursement PPM

An Actual Cost Reimbursement PPM is authorized specifically when a government-provided moving company is not available or cannot meet your transportation requirements. For this type of move, you must obtain written pre-approval from the TO. Reimbursement may be up to the "actual cost" of your documented moving expenses, not to exceed your authorized weight entitlement. Pre-approval is mandatory for Actual Cost Reimbursement.

Note: For DoW Civilians, your orders must authorize one of two reimbursement methods:

1. Actual Cost Reimbursement (not to exceed the GCC)
2. Commuted rate reimbursement

What are my responsibilities when conducting a PPM?

Get the necessary equipment, moving aids, packing materials, and vehicles.

- Obtain empty and full weight tickets (based on Service Branch requirements) from a certified weigh station for each segment of your PPM, including multiple TDY trips en route.
 - If you are hiring a commercial moving company, ensure they also provide weight tickets.
 - Privately owned truck weight scales locations are available for required vehicle weight tickets when conducting a full or partial PPM. There are companies that offer these weight scales and you can search the internet to find a location near you. Check with your local TO to get more details on weighing your vehicle.
- Consider obtaining the appropriate amount of insurance coverage to protect any loss or damages to your HHG, regardless whether you perform a PPM (full/partial) yourself or hire a commercial moving company.
- Retain all receipts for all expenses. Receipts for expenses are required to file your request for reimbursement and must be retained for tax deductions.
- Contact a tax professional regarding deductions associated with your move.
- If you received an advance payment from your finance office, your military service might require you to settle your PPM in a specific number of days. Contact your local finance office for more information.
- Keep all original documents and provide copies when filing your PPM request for reimbursement.
- Provide justification for any missing documents. (For example, if you're missing a weight ticket due to a vehicle accident, submit a copy of the accident report.)
- Your TO can provide guidance on submitting your final documentation. Also see the PPM Checklist and Expense Certification form generated by the Defense Personal Property System (DPS) during your TO counseling appointment.
- If you plan to use a small package carrier service (like UPS, FedEx, or USPS) for your move, you must first visit your TO to get a cost estimate and complete an application. To be reimbursed, you must provide receipts and customs forms for each package. These documents must show the mailing date, origin, destination, contents, weight, and total shipping charges.



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Am I allowed temporary storage?

Service members are authorized 90-days (60-days for DoW Civilians) of temporary storage not to exceed the Government Constructed Cost (GCC.) Weight tickets, storage contracts and receipts are required. Contact your local TO for further information. Types of storage options:

- Extension of rental time for your rental truck, trailer, or portable storage container
- Use of self-storage or commercial facilities

What are Rogue Operators?

If you plan on performing a PPM by hiring a commercial moving company, please be cautious of rogue operators. Although there are numerous reputable moving companies, there are some companies that may seek to take advantage of you and your family for financial gain.

These rogue operators may offer a low initial quote only to inflate the price after loading your belongings. Some may hold your property hostage, demanding more money before delivery. To avoid this, it is crucial to thoroughly research any company you consider hiring. The following tips can help you with your research:

- We recommend utilizing a moving company registered with the Federal Government. You can find a list of companies on the Federal Motor Carrier Safety Administration’s website at <https://www.fmcsa.dot.gov/protect-your-move>. This site offers free resources and tools to protect yourself from a “rogue” mover. Moving companies at this link are registered with, but not endorsed by, the federal government.
- You may also contact your state movers association to assist with finding a reputable moving company. The FMCSA link above has a list of state movers associations and their contact info.
- Go to the Better Business Bureau’s website to read the moving company’s online customer reviews at www.bbb.org.

What are some “red flags” that may suggest a Rogue Operator?

1. Low-ball quotes that are “too good to be true.”
2. If you are contacted by a moving broker, not the actual moving company.
3. Requiring cash or electronic bank deposit as a down payment prior to your move.
4. Inconsistencies in how the moving company presents itself. While a lack of uniforms or a branded truck isn’t automatically a red flag, it should be considered alongside other factors, especially if the information provided by the crew doesn’t align with your original agreement.

Note: Be sure to protect yourself and your family by researching all information regarding binding and non-binding estimates or contracts. Read everything in your moving contract and/or estimate so you understand the commitment you’re making.

Additional PPM compensation items

You are authorized for compensation for the following services, as applicable:

- Key West Service Charge
- Fuel Surcharge
- PPM Factor: This covers incidentals not otherwise covered by counselor approved accessories (i.e., third party service, debris removal, miscellaneous charges).
- Extra pickup and/or delivery

Bulky items:

- Go-carts/motorcycles > 250cc/Riding Golf Carts/ Small Recreational Vehicle/Snowmobile/Three or Four Wheelers/Riding Lawnmowers (including stand on)
- Canoes/Jet Skis/Kayaks/Windsurfers, Boats/ Dinghies/Row Boats/Sculls/Skiffs and Boat Trailers (excluding all other trailers)
- Big Screen TVs (excluding flat screen TVs), Grand (or Baby Grand) Pianos (excluding upright pianos)
- Tool sheds/Kennels/Play House/Shed >100 cu ft. Bathtub/Hot Tub/Jacuzzi/Spa/Whirlpool Baths > 100 cu ft.

A counselor will review any services you request and will then approve or adjust them as necessary. For help with these features in DPS, a “Create a PPM” tutorial can be found on the DPS homepage under the “Quick Reference Guides” menu.

If you have questions about payment for any services, please contact your local TO.



WHO TO CALL FOR HELP

1. **Local transportation office (TO):**
<https://installations.militaryonesource.mil/search?program-service=39/view-by=ALL>

2. **Branch of service customer call centers:**
Army: 520-706-8613 Navy: 855-444-6683 Marine Corps, Air Force and Space Force, or Coast Guard: Contact your local TO

3. **Personal Property Activity Call Center:**
Toll free: 833-MIL-MOVE (833-645-6683) or PCSCallCenter@mail.mil

Provide feedback via Customer Satisfaction Surveys

Your feedback helps determine which moving companies get DoW’s business. Please let us know if you were satisfied (or not!). Complete your survey by clicking on the link you receive via email or text. This can be completed on any computer or mobile device.