



# Things You Should Know About Moving

---

*Presented by:*  
NAVSUP HQ HHG

April 2020

**READY. RESOURCEFUL. RESPONSIVE.**



- Introduction
- Types of Shipments
  - HHG Shipment
  - Personally Procured Move (PPM aka DITY)
  - Unaccompanied Baggage
  - Non-Temporary Storage (NTS or long term storage)
  - Split shipments
  - Joint Spouse
- What you should know **BEFORE** you move
- What you should know **AFTER** shipment is picked up
- Member responsibilities
- Transportation Service Provider (TSP) responsibilities
- Moving Tips
- Links

You've received new PCS orders – now what do you do?

- **Plan** – it's never too early to plan your move. Decide what items you're taking with you, have a garage sale to get rid of unwanted/unused items, visit with a Relocation Rep at Fleet & Family Services (FFSC)
- **Know your Entitlements** - weight allowances, what can and cannot be shipped, etc. The "*It's Your Move*" booklet can provide answers to most questions
- **Decide the type of shipment** – depending on your new Permanent Duty Station (PDS), you may be entitled to more than one type of shipment
- **Submit an application in DPS**
- **Responsibilities on move day** – member and Transportation Service Provider (TSP) responsibilities
- **Responsibilities after moving** – filing a claim for loss and/or damages; Customer Satisfaction Survey (CSS)

- Depending on your new Permanent Duty Station (PDS), you may be authorized the following types of shipments:
  - Basic Household Goods (HHG) shipment
  - Personally Procured Move (PPM formerly known as DITY)
  - Unaccompanied Baggage (UB)
  - Non-Temporary (NTS or long term) Storage
  - Joint Shipment
  - Split Shipments

- **Basic HHG shipment:** Transportation Service Provider (TSP or carrier) is assigned to pack, load, transport and deliver your property.
  - Within the Continental United States (CONUS): this shipment includes all of your household goods.
  - OCONUS (Outside of the Continental United States aka overseas): the bulk of the items you want to take to your new duty station.



# Personally Procured Move (PPM aka DITY)

- **Personally Procured Move (PPM):** you move your property yourself. You may choose to use your own Personally Owned Vehicle (POV) and/or trailer, rent a truck and/or trailer, hire a commercial company or use a “You Load/They Transport” method (i.e. PODS, Pack Rat, U-Haul U-Box, etc.).
  - Members are entitled to be reimbursed for the cost of moving items themselves at the Government Constructed Cost (GCC).
  - Reimbursement is based on the actual weight of the items shipped.
  - Members **must** obtain 2 weight tickets: empty and full at origin, destination or any combination thereof.
  - Members may request an advance operating allowance to help defray the initial cost of moving, however, those members using their own POV are **not** authorized the advance. Separating members and “First Time Movers” are also **not** authorized an advance.
  - Members who hire a commercial carrier must provide written estimate in order to request an advance.

- **Unaccompanied Baggage (UB) shipment:** when a member is in receipt of PCS orders to an OCONUS (overseas) location and **does not** contain furniture.
  - Limited weight to overseas location with items needed until HHG shipment arrives.
  - May contain items such as air mattresses, small appliances and electronics, bedding, clothing, pots & pans, a baby crib or car seat and other items needed while waiting arrival of HHG shipment.

# Non-Temporary Storage (NTS)

- **Non-temporary Storage (NTS – long term) shipment:**
  - This type of shipment is when property is picked up and placed into a Government approved warehouse at origin. Items are stored for the length of the tour. When in receipt of follow on orders, members will request release of shipment to their new duty station. This type of shipment is primarily used when members are in receipt of OCONUS (overseas) PCS orders.



## ➤ Joint move:

- This shipment type refers to when married members from the same branch of service are in receipt of PCS orders from and to the same new PDS. Weight allowances may be combined so that property can be shipped in one lot.

***\*Caution – if members are from different branches of service (ex: one Army, one Navy) they will submit separate online applications in DPS.***

- Split Shipments occur when a HHG shipment is partially separated, into two or more parts, at any point between Origin and Destination. The shipment is then documented separately at the destination and the shipment is not considered complete until all portions are delivered. They can occur at Origin when there is not enough room on the truck, in transit and at destination when items are missed in transfer. One effect on split shipments is the member cannot file a claim on items of loss or damage until the shipment is delivered complete.

- Determine your eligibility to use DPS – All Navy members EXCEPT Next of Kin or Summary Courts Officer may use DPS
- Ensure you are using a browser compatible with DPS - **DPS is compatible with Internet Explorer (IE)10 or 11(preferred), Google Chrome 25 and later, Firefox 24 and later and Safari version 5.1.7 (MAC)**
- Obtain a civilian email account – in order to ensure your Personal Property Office and Transportation Service Provider (TSP) can contact you during your entire move process, members should not use a government or military email account (or work phone number)
- Know your weight entitlement – Exceeding your weight entitlement can lead to big bucks in excess costs! Weight entitlement info can be found at:  
[https://www.navsup.navy.mil/public/navsup/hhg/quick\\_links/weight\\_allowance/](https://www.navsup.navy.mil/public/navsup/hhg/quick_links/weight_allowance/)
- Estimate weight of property being shipped – a great rule of thumb is to estimate 1,000 lbs. per fully furnished room. You may also use the weight estimator tool at the following link:  
<http://www.move.mil/resources/weight-estimator>
- Review the “It’s Your Move” booklet – this booklet contains basic information regarding the movement of household goods: [http://www.ustranscom.mil/dtr/part-iv/dtr\\_part\\_iv\\_app\\_k\\_1.pdf](http://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_app_k_1.pdf)
- Professional Books Papers & Equipment (PBP&E or Pro Gear) – Pro Gear weight is not included in the overall weight of a shipment. Read the latest changes effective 1 May 14 at: [https://www.navsup.navy.mil/public/navsup/hhg/pov/professional\\_gear/](https://www.navsup.navy.mil/public/navsup/hhg/pov/professional_gear/)

- Before scheduling delivery:
  - Ensure you are not over your weight entitlement. The actual weight of a shipment can be checked online by logging into your DPS account and clicking the 'Shipment Management' tab.
  - If the weight entered in DPS is over your entitlement, request a reweigh.
    - This can be done online in DPS, by contacting your Transportation Service Provider (TSP) or by contacting your destination Personal Property Shipping Office (PPSO).
    - **Remember – once your shipment is delivered it is too late to request a reweigh!**
- If necessary, file Loss/Damage Report and/or Claim for Loss/Damages. Instructions can be found at:  
[https://www.navsup.navy.mil/public/navsup/hhg/quick\\_links/claims/](https://www.navsup.navy.mil/public/navsup/hhg/quick_links/claims/)
- Complete your Customer Satisfaction Survey (CSS)! The CSS is a performance report that DPS uses to rate Transportation Service Providers (TSPs). The CSS ensures that only quality moving companies will handle your belongings.
  - It is imperative that you fill out a CSS for **each and every shipment**.
  - Once a shipment has been delivered, members will receive automated email messages to complete their CSS.



- SIT is temporary storage
- SIT storage is part of HHG transportation
- SIT may be utilized at origin, destination or an intransit point (or a combination of all three)
- Member is authorized 90 days of SIT
- Member may request an additional 90 days of SIT; requests are approved on a case-by-case basis by the responsible Household Goods/Personal Property Office

**NOTE: due to budget cuts, the services are taking a much harder line on not extending SIT past the initial 90 days.**

- EXAMPLE 1: Member declines base housing to await their preferred housing choice – this is not an acceptable reason for an extension



## ➤ At Origin:

- You or your designated agent must be available on pack/pickup days between the hours of 0800 and 1700.
- Ensure residence/pickup location is tidy and free of pests/infestations so as not to hinder packing crew.
- Be prepared - disconnect all electronics, defrost fridge/freezers, disconnect appliances, dispose of unnecessary items, take down pictures, curtains, curtain rods and items that are secured to walls, remove all personal property from attic or crawl space; carrier personnel are not required to enter those areas.
- If you have more than one shipment, separate items (if UB, make sure those items are in a separate area from HHG so they are not accidentally packed)
- Separate Pro Gear (Pro Gear should be separated from other household goods items, weighed separately and annotated on inventories as Pro Gear – same goes for spousal pro gear)

*A more detailed list of member responsibilities can be found in the “It’s Your Move” booklet located at [https://www.navsup.navy.mil/site/public/household/documents/its\\_your\\_move\\_military.pdf](https://www.navsup.navy.mil/site/public/household/documents/its_your_move_military.pdf)*

## ➤ At Destination:

- Keep contact information (email, phone, etc.) updated in DPS. Your TSP will use this information to contact you regarding your shipment.
- If possible, be prepared to accept delivery of your property as soon as it arrive. This will eliminate additional handling and reduce the chance of loss or damage and unnecessary storage expenses.
- You or your designated agent must be home on the day of scheduled delivery
- You are allowed a “one time placement of goods” by the TSP upon your request.
- Check each item off the inventory list. Make sure you receive all of your property.
- If you discover loss and/or damages at the time of the delivery, list by appropriate inventory number on the Joint Statement of Loss/Damage at Delivery.

***A more detailed list of member responsibilities can be found in the “It’s Your Move” booklet located at***

***[https://www.navsup.navy.mil/site/public/household/documents/its\\_your\\_move\\_military.pdf](https://www.navsup.navy.mil/site/public/household/documents/its_your_move_military.pdf)***

## ➤ At Origin:

- Conduct Pre-Move Survey.
- Begin pack/pickup between 0800 and 1700.
- Protect appliances against damage while in transit.
- Use new, clean packing materials for linen, clothing & bedding. Use new or like-new packing materials for all other items.
- Pack Pro Gear in separate boxes, mark as Pro Gear, weigh separately and list on inventory.
- Put all nuts, bolts & screws in a bag, tag appropriately and attach securely to item or place in a parts box (use as #1 on the inventory).
- Prepare accurate legible inventory.

***A more detailed list of member responsibilities can be found in the “It’s Your Move” booklet located at***

***[https://www.navsup.navy.mil/site/public/household/documents/its\\_your\\_move\\_military.pdf](https://www.navsup.navy.mil/site/public/household/documents/its_your_move_military.pdf)***



## ➤ At Destination

- Begin delivery between 0800 and 1700.
- Perform a one-time placement.
- Unpack/unwrap all cartons, boxes & crates and remove all packing material of the unpacked items.
- Place each item or carton in the room you indicate.
- Assemble all furniture and equipment is disassembled at origin
- Remove packing and blocking from appliances (TSP is NOT required to connect appliances).
- Provide a written record of any loss/damages at delivery. You or your agent and the delivery TSP must sign this form and provide you with a copy.

***Note: if unpacking is waived at the time of delivery, the TSP is NOT required to return later to unpack or remove packing materials.***

➤ **Helpful guides on the below topics and more can be found at:**

<https://www.navsup.navy.mil/public/navsup/hhg/home/>

➤ **Reading Navy Orders:**

[https://www.navsup.navy.mil/public/navsup/hhg/home/read\\_navy\\_orders/](https://www.navsup.navy.mil/public/navsup/hhg/home/read_navy_orders/)

➤ **DPS User Guide - Obtaining a User ID & Password:**

[https://www.navsup.navy.mil/site/public/household/downloads/Obtaining\\_a\\_User\\_ID\\_and\\_Password\\_Joint\\_06Nov2017.pdf](https://www.navsup.navy.mil/site/public/household/downloads/Obtaining_a_User_ID_and_Password_Joint_06Nov2017.pdf)

➤ **DPS User Guide – Creating/Updating a User Profile/Entering Orders Info:**

[https://www.navsup.navy.mil/site/public/household/downloads/Creating\\_a\\_Profile\\_and\\_Entering\\_Orders\\_Information\\_Joint\\_07Nov2017.pdf](https://www.navsup.navy.mil/site/public/household/downloads/Creating_a_Profile_and_Entering_Orders_Information_Joint_07Nov2017.pdf)

➤ **DPS User Guide – Creating a Shipment:**

➤ **Basic HHG Shipment request:**

[https://www.navsup.navy.mil/site/public/household/downloads/Creating\\_a\\_Basic\\_HHG\\_Shipment\\_Joint\\_09Nov2017.pdf](https://www.navsup.navy.mil/site/public/household/downloads/Creating_a_Basic_HHG_Shipment_Joint_09Nov2017.pdf)

➤ **PPM Shipment request:**

[https://www.navsup.navy.mil/site/public/household/downloads/Creating\\_a\\_PPM\\_Shipment\\_Joint\\_09Nov2017.pdf](https://www.navsup.navy.mil/site/public/household/downloads/Creating_a_PPM_Shipment_Joint_09Nov2017.pdf)

➤ **DPS User Guide – Shipment Management (how to check shipment status):**

<https://www.navsup.navy.mil/site/public/household/downloads/DPS%20-%20Shipment%20Management%20-%20May%202014.pdf>



- **NAVSUP Household Good Portal:** [www.navsup.navy.mil/household](http://www.navsup.navy.mil/household)
- **Joint Travel Regulation (DoD regulations for travel/transportation):** [www.defensetravel.dod.mil/Docs/perdiem/JTR\(Ch1-10\).pdf](http://www.defensetravel.dod.mil/Docs/perdiem/JTR(Ch1-10).pdf)
- **NAVSUP P 490 (Navy Specific information):** [www.move.mil/documents/DOD/NAVSUP\\_PUB\\_490\\_Rev5.pdf](http://www.move.mil/documents/DOD/NAVSUP_PUB_490_Rev5.pdf)
- **DOD Household Goods Portal:** [www.move.mil](http://www.move.mil)
- **Locator Maps (Personal Property Office or Weight Scales):** <https://move.mil/resources/locator-maps>
- **Weight Estimator Form:** <https://move.mil/resources/weight-estimator>
- **PPM Estimator Tool:** <https://move.mil/resources/ppm-estimator>
- **POV Locator:** [www.pcsmypov.com/](http://www.pcsmypov.com/)
- **It's Your Move Booklet:** [www.transcom.mil/dtr/part-iv/dtr\\_part\\_iv\\_app\\_k\\_1.pdf](http://www.transcom.mil/dtr/part-iv/dtr_part_iv_app_k_1.pdf)
- **Shipping a POV:** [www.transcom.mil/dtr/part-iv/dtr\\_part\\_iv\\_app\\_k\\_3.pdf](http://www.transcom.mil/dtr/part-iv/dtr_part_iv_app_k_3.pdf)
- **Storing a POV:** [www.transcom.mil/dtr/part-iv/dtr\\_part\\_iv\\_app\\_k\\_4.pdf](http://www.transcom.mil/dtr/part-iv/dtr_part_iv_app_k_4.pdf)

# *Thank You.....*

We hope you found this presentation informative and helpful.

If you have any suggestions for future topics or if you have any questions regarding the material you have just viewed, please email us at [householdgoods@navy.mil](mailto:householdgoods@navy.mil).