



PERSONAL PROPERTY QUICK REFERENCE GUIDE

YOUR RESPONSIBILITIES

PREPARING FOR YOUR MOVE

- Update your contact information in the Defense Personal Property System (DPS).
- Ensure your residence or pickup location is clean and accessible.
- Set aside and secure anything you do not want packed.
- Disassemble outdoor equipment (swing sets, utility sheds, antennas, etc.); disconnect major appliances; ensure belongings are clean and dry; remove items from walls; remove property from storage/crawl space.
- Drain motorized equipment of all gasoline. Disconnect the battery and tape ends with electrical tape to prevent sparking.
- Take photos/videos of your goods as a record of everything you own and to provide evidence of condition and working status.
- Get appraisals on your high-value items or antiques.

YOUR MOVING DAYS

- Keep all hand-carried items (car keys, jewelry, cash, cell phones, etc.) and documents containing personal information (ID cards, orders, move paperwork, passports, etc.) in a secure place, out of sight, so they don't get packed.
- Ensure the inventory form shows the true condition of all your goods and note inaccuracies on the form BEFORE signing.
- Verify inventory is correct BEFORE your goods are loaded on the truck or placed into wooden containers.
- Inspect every area (rooms, attic, basement, yard, etc.) BEFORE the truck leaves to ensure all items are packed and there is no damage to your home. If there's damage to your home ensure you document it on the Real Property Damage Form.

YOUR DELIVERY DAY

- BEFORE delivery day, ensure that a reweigh is conducted if you requested and/or qualify for a reweigh if your shipment is close to or over your max weight allowance.
- Check-off each tag number from your inventory list as each item is offloaded from the truck.
- Document with the moving company obvious loss or damage to your goods.
- Dispose of packing materials if you decline to have the moving company unpack your goods.
- Report any loss or damage to your moving company within 180 days of delivery in DPS for HHG or appropriate form for Non-Temporary Storage (NTS) and Direct Procurement Method (DPM) shipments.

For a complete list of your responsibilities, visit: https://www.ustranscom.mil/dtr/part-iv/dtr_part_iv_att_A-k_1.pdf

YOUR MOVING COMPANY

- Contact you within three business days after shipment award to confirm your pickup date (or one business day for short notice shipments).
- Provide a point of contact to answer any questions regarding your move.
- Conduct a pre-move survey with you at least five days after shipment award but no later than nine days prior to the first scheduled pack or pickup date.
- Request crating for any special items through your local TO.

- Treat you, your home, and your belongings with respect.
- Arrive between 8 a.m. to 5 p.m., and finish work by 9 p.m. (unless you approve otherwise).
- Prepare an accurate, legible handwritten or electronic inventory of all your personal property including pro-gear and gun safes.
- Identify in writing your high-risk or high-value items.
- Disassemble items to ensure safe transport, except items like gym equipment and outdoor items, such as swing sets, other playground equipment, television and radio antennas, and similar articles.

- Contact you at least 24 hours before arrival to confirm you can accept delivery. After two failed attempts to reach you, six hours apart, the moving company will request the TO's approval to move your goods to temporary storage.
- Unpack all your items with one time placement; reassemble items that were disassembled at origin; and remove all packing materials on the day of delivery (unless you direct otherwise).
- Use original inventory from origin to verify delivery at destination.

ADDITIONAL TIPS:

- Always consult your local TO for guidance on your specific entitlements and move options.
- Thoroughly research and understand all documents before signing them to avoid potential issues during your move. Do not sign a document if you feel unsure.
- For more information on what to expect during packing, loading, and delivery, visit our [Managing Your Moving Days](#) guide on Military OneSource.

SPECIAL CONSIDERATIONS:

- If shipping or storing firearms in a locked container, keys or combinations must be provided; additionally, firearms manufactured after 1968 without a serial number will not be packed in your personal property.
- Remove all lithium batteries from electronic items. For more info see our [Lithium Battery fact sheet](#).
- If moving or storing a POV, visit [PCSMYPOV.com](#) for more information and tips.
- For residential damage, filing personal property or inconvenience claims visit the [Military OneSource Personal Property Resource page](#).



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, Space Force & Coast Guard: Contact your local TO
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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 mobile device (laptop, smartphone, or tablet).

Looking for more information and resources?

Visit www.militaryonesource.mil/personalproperty.



PERSONAL PROPERTY CLAIMS

1 Give written notice of loss/damage within 180 days from delivery date

Provide your moving company a notice via one of the following:

1. "Notification of Loss or Damage AT Delivery" form completed with moving company on delivery day.
2. "Notification of Loss or Damage AFTER Delivery" form in the Defense Personal Property System (DPS).
3. Email, fax, or USPS and obtain a proof of receipt to verify date of delivery to your moving company.

2 File a claim after your delivery date

For any lost or damaged goods, you must file an itemized claim in DPS. For Non-Temporary Storage (NTS) and Direct Procurement Method (DPM) shipments, your claim may be emailed or mailed. Contact the specific contractor who managed your shipment to find out where to send your claim.

Important note: You have 9 months to file a claim for shipments picked up on or before May 14, 2026. For shipments picked up on or after May 15, 2026, the filing period is extended to 12 months.

- The moving company must confirm receipt of your claim within **15 days**.

Alternate Filing Option: Quick Claim Settlement

If offered on delivery day, you may file paperwork in-person with your moving company to promptly resolve minor loss or damage. Quick Claim amounts will not exceed \$2,000 total for shipments. Payment is made within five calendar days of delivery. You may still file other claims for loss or damage discovered after delivery, excluding the items filed under a "quick claim."

3 Work with your moving company to assess your claim

An inspector may be sent to determine the appropriate repair or payment amount. For missing items, they will conduct a search and make every effort to find your property before advising you to file a claim.

- Your moving company has 30 days to pay, deny, or make an offer on claims at \$1,000 or less, and 60 days for claims over \$1,000. They are required to respond to any counteroffers within seven days.
- If repairing an item, the moving company must hire a repair company within 20 days and have that company inspect the item within 45 days.
- Offers for claims entered in DPS or communicated via email will be honored. If there is a dispute between two differing offers, the offer that is most advantageous (i.e., higher dollar value) to you will be honored. Your moving company will update DPS with the final amount when settled.
- For NTS and DPM shipments, the delivering moving company must notify you and the Military Claims Office (MCO) within three business days if denying liability. If the moving company denies a claim, you should file with the NTS/DPM contractor. If again denied, you may transfer your claim to the MCO.
- If your moving company has stopped communication, DO NOT dispose of damaged items, obtain an estimate, or repair any items without first contacting the MCO for approval.

4 Finalize the settlement or transfer to MCO

You may settle a claim by accepting in full or accepting and rejecting the offer for separate items.

Moving companies (to include NTS and DPM contractors) are required to:

1. Make payments no later than 30 days from the date the claim is settled in DPS.
2. Pick up salvage items within 20 days from inspection or 30 days after being deemed "beyond repair," whichever comes first.

Not fully satisfied? Consider transferring your claim to the MCO if the moving company has denied your claim, they have not contacted you in 30 days, and/or you choose not to accept their offer. Please note all transferred claims and further communications are handled by the MCOs outside of DPS. After transferring your claim, do not dispose of any items.

Non-Household Goods claims:



Privately Owned Vehicle claims

Option 1: On-site settlement

- File a claim (valued at \$1,500 or less) at the Vehicle Processing Center (VPC) during pickup.
- Payment will be sent electronically to your bank account.

Option 2: International Auto Logistics (IAL)

- Obtain an estimate from a repair facility of your choice and submit to the IAL claims office.
- You will have **10 days** to file a claim for loss or damage after picking up your vehicle from the VPC. IAL will review, process, and settle your claim within **40 days** from the date you filed.
- For more information, contact the IAL Claims department toll free at (855) 389-9499 and select "claims" from the voice menu. Claims may be emailed to claims@ialpov.us.

Not fully satisfied?

Transfer your claim to the MCO for assistance.



Residential Damage Claims

Step 1: Document damage the day it occurs

Conduct a pre and post walk-around with your moving company noting any damages (interior and exterior) in writing on the Real Property Damage Form provided by your moving company. Take pictures for your records.

Step 2: Submit a claim

Contact your moving company directly within **7 days** from the last date they were at your residence. They may require you to submit a real property damage claim form.

Step 3: Conduct an inspection

Your moving company may schedule an inspection within 15 days of notification. The repair estimate will be shared with you to determine payment. However, the company may pay your claim up front without an inspection being completed.

Not fully satisfied?

Contact your local TO or consult with an attorney for guidance. MCOs do NOT handle residential damage claims and are prohibited from compensating for real property damage.



WHO TO CALL FOR HELP

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<https://installations.militaryonesource.mil/search?program-service=39/view-by=ALL>

2. Personal Property Activity Call Center:

Toll free: 833-MIL-MOVE (833-645-6683) or PCSCallCenter@mail.mil

3. Military Claims Office (MCO):

Air Force & Space Force: afcsc.ja@us.af.mil
877-754-1212 or 937-656-8044

Navy & Marine Corps: norfolkclaims@us.navy.mil
888-897-8217 or 757-440-6315

Army: usarmy.knox.hqda-otjag.mbx.cpcs@army.mil

Coast Guard: D05-SMB-HHG@uscg.mil

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.



PERSONALLY PROCURED MOVES

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.



PERSONALLY PROCURED MOVES

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

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NON-TEMPORARY STORAGE

What is Non-Temporary Storage (NTS)?

Department of War personnel can use their NTS entitlement to place personal property in long-term storage. Authorization may be granted for a PCS move to an overseas or to a remote location that limits personal property shipments, or for personnel who are retiring or separating and awaiting a final home address. Note that NTS facilities are not required to be climate-controlled. For specific details on your entitlement, contact your local TO.

Can my property going into NTS be packed in plastic containers?

Yes, if you have items in your own plastic containers, they can only be stored if the entire container fits inside an approved fiberboard box. All personal property entering NTS must be secured in approved fiberboard boxes. If a plastic container is too large, the moving company will remove the contents and repack them into a proper box. All packing materials must be in new or sound condition, and new materials are mandatory for packing mattresses, box springs, linens, bedding, and clothing.

Can I store firearms and/or gun safes in my NTS shipment?

Yes, you may store firearms and gun safes in your NTS shipment as long as you:

- Do not ship or store firearms in a locked box or safe. Combination or keys must be provided to the NTS moving company.
- Remove all ammunition from your safes and firearms prior to the packers' arrival. Ammunition cannot be stored in your NTS shipment.
- Ensure your firearm and gun safe's information (make, model, year, serial number, unique characteristics, and caliber or gauge) is written on your inventory.
- Do not pack any privately made firearms without a serial number. Privately owned firearms manufactured prior to 1968 may not have a serial number and will be accepted and annotated as such on the inventory and acknowledged by you or your designated representative.
- Prepare firearms for long-term storage according to the manufacturer's recommendations prior to pick up. The moving company has no responsibility to perform preventative maintenance on firearms while in storage. Claims will be denied due to lack of preparation of firearms for storage. Contact your local TO for details.

Can I store consumable items or lithium batteries in my NTS shipment?

No, food and liquid items create an unacceptable risk to personal property. Food items could result in an infestation of rodents and/or insects in your personal property. This rule applies to all canned food, dried food, hermetically sealed food, spices, consumable liquids, and any other applicable food items.

- Additionally, liquid goods are prohibited due to the lack of storage facility environmental requirements (climate control). These goods are highly susceptible to freezing, breakage or leakage, which may result in damage not only to your NTS shipment but other shipments in long-term storage as well.

All lithium batteries are prohibited from being stored in NTS shipments.

What if the NTS moving company damages my residence during the pack-out or delivery of my property?

Your moving company is responsible for damage caused by any employee(s) to your home during the move. For example, scratched floors, dented walls, torn grass, etc. The crew will perform a walk-around with you upon arrival and before departure to document your property's condition on the "DP3 Real Property Damage Form."

- If damage is found after the NTS moving company has departed your residence, you must request a claim and seek recovery/restitution directly from them. You must notify the NTS moving company and provide your contact information within seven (7) calendar days.

What is the process of identifying loss and damage during and/or after the time of delivery?

Note: The following applies to shipments delivered by a NTS moving company. Refer to our Personal Property Claims fact sheet for the non-NTS loss and damage process.

At the time of delivery, the NTS moving company will give you a "DP3 Notification of Loss or Damage AT Delivery form." You/your agent and the moving company representative will jointly inspect your items and note any issues on this form before signing it. You will receive one copy. If items are missing, the moving company must immediately begin a tracer action and inform you of the results within 30 days. The goal is to locate your personal property before a claim is necessary. If the items are found, the moving company will deliver them to you at no additional cost.

For any issues discovered after the delivery crew has left, you must follow these critical deadlines:

- Within 180 days of delivery, you must submit the DP3 Notification of Loss or Damage AFTER Delivery form to the moving company for any newly discovered issues.
- For shipments picked up prior to May 15, 2026, you must submit your final claim within 9 months of delivery to retain eligibility for Full Replacement Value. For shipments picked up on or after May 15, 2026, the timeframe has been extended to 12 months for submitting a claim.

Note: If the moving company fails to provide you with both of these forms, your requirement to notify them may be waived, unless they can prove they provided you with claim and contact information through another method.

Key Reminder

If you place any personal property into NTS, keep your TO and the moving company storing your personal property informed of changes of address, phone numbers or e-mail address. If you are a DoW civilian, you should also keep your Resource Advisor informed of changes due to fiscal year funding renewal requirements for storage of personal property. If stationed overseas and your tour is extended or you PCS to another overseas tour, ensure you provide your TO a copy of your new orders/authorization with the amendments/endorsements to ensure your personal property continues to be stored at Government expense. Failure to do so may result in the storage cost converted to your personal expense, which will result in denial of later claims for loss/damage if a joint inspection was not performed beforehand. For more information contact your servicing TO.



WHO TO CALL FOR HELP

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LITHIUM BATTERIES & PERSONAL PROPERTY

MARCH 2026

Most households have items that are powered by lithium batteries, but not all lithium batteries can be moved in your personal property due to chemical, fire, and electrical hazards. To ensure your personal property arrives safely during your next move, please review this important information.

Note: All lithium batteries are prohibited from being stored in Non-Temporary Storage shipments.

What are the types of lithium batteries commonly found in most households?

1. Lithium metal batteries: Typically found in cameras, watches, remote controls, handheld games, and smoke detectors. Lithium metal batteries are single use, non-rechargeable, and come in various forms including cylindrical, button cells, or coin cells.
2. Lithium-ion batteries: These are commonly used in cellphones, power tools, digital cameras, laptops, children's toys, e-cigarettes, robot vacuums, small and large appliances, tablets, e-readers, lawn care equipment, and e-bikes. Lithium-ion batteries are rechargeable and intended for multiple use.

Do lithium batteries need to be identified to my moving company during the pre-move survey and pack-out?

Yes, because not all lithium batteries can be shipped. Due to the hazards stated above, the size and quantity of lithium batteries may be limited to ensure safe movement of your personal property. Additionally, it is important to verify that they are in working condition without damage (i.e., major dents, cracks, etc.).

What lithium batteries can I ship?

You can ship personal property items containing lithium batteries, as long as each individual battery meets specific limits. It is important to know that these limits apply to each battery separately and are not a combined total for your entire shipment. The limits are as follows:

- All individual lithium-ion batteries must be 100 watt-hours or less.
- All lithium-metal batteries must contain 2 grams of lithium or less.

All batteries must be in good working condition and properly packaged, labeled, and certified as required.

Note: If airlines accepts shipment of lithium batteries, the shipment limitations are two lithium batteries per shipment at limited sizes previously stated.

Who is responsible for certifying lithium batteries are properly packaged prior to shipment?

Your moving company is responsible for packaging lithium batteries according to applicable laws and preparing certification documentation for applicable mode(s) of transportation.

How can I identify a lithium battery?

Look for the words "lithium battery" or the symbol "Li" directly on the battery itself, as typically marked by the manufacturer. If the battery isn't identified with these markings then you can refer to your owner's manual for that particular item (i.e., power tool, digital camera, laptop, robot vacuum, etc.). If a battery can't be identified as lithium, the moving company is not required to pack the battery. This is due to not being able to properly pack a potentially hazardous item based on its specifications.

How can I determine the watt-hours (lithium-ion battery) or grams (lithium metal) of a lithium battery?

The power rating is sometimes printed on the battery or the information can be found online. You can also calculate the power with simple equations.

- For lithium-ion batteries, you multiply its volts (V) by its amp-hour (Ah). Many batteries are listed in milliamp-hours (mAh) which must be converted to amp-hours by dividing the mAh value by 1,000. For example, a battery with 3.7 volts and 3,500 mAh (or 3.5 Ah), would be $3.7\text{ V} \times 3.5\text{ Ah} = 12.95\text{ watt-hours}$, which is well under the 100 watt-hour limit.
- For lithium-metal batteries, you find the lithium content in grams by multiplying the battery's amp-hours by 0.3.

What if my battery is over the sizes allowed to be shipped?

Lithium batteries over the size limit are prohibited from being shipped in personal property. You must find alternative methods at your expense to get them to your destination or properly dispose of them. Per the Environmental Protection Agency, lithium batteries must not be put in the trash or municipal recycling bins. If a lithium battery is prohibited and removable from an item, then it should be removed and item shipped without the battery.

Your Responsibilities:

- Prior to your pre-move survey with your moving company, gather and identify all lithium batteries and devices containing lithium batteries you would like to ship with your personal property.
- On packing day, ensure all lithium batteries and lithium-powered devices (especially those with non-removable batteries that are allowed in your shipment) are easily accessible and clearly identified for your packers.

Moving Company's Responsibilities:

- Determine if lithium batteries identified by you during pre-move survey are allowed based on the 100 watt-hour or less for lithium-ion or 2 grams or less for lithium metal.
- Properly package and mark all allowed lithium batteries and lithium-powered devices, and identify them on the inventory.



WHO TO CALL FOR HELP

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INCONVENIENCE CLAIMS

What is an inconvenience claim (IC)?

A payment directly to you from your moving company to account for inconveniences associated with their inability to meet the agreed and/or required dates.

Note: An IC is not an entitlement and is not associated with your personal property loss and/or damage claims. Also, you cannot file an IC if your property moved as a Direct Procurement Method (DPM) shipment.

When to file an inconvenience claim

An inconvenience claim may be authorized and payable when:

1. The moving company fails to pickup your shipment on the agreed date.
 - You may be reimbursed for miscellaneous expenses if your moving company turns back your shipment within 14 days of the original date and the government is unable to rebook it. This reimbursement covers expenses incurred from the original pickup date to the new one.
2. The moving company fails to deliver on or before the required delivery date (RDD), you have possession of a residence and are available to receive delivery.

Note: If your moving company is unable to meet any of the above actions, they must inform you about IC rules before the scheduled service date.

Shipments placed into storage-in-transit (SIT)

When a moving company places your shipment into SIT, you may be eligible for an inconvenience claim if:

1. Your shipment was placed into SIT without the moving company first making and documenting two unsuccessful contact attempts that were at least six hours apart.
2. The moving company cannot deliver your shipment within seven government business days of the date you first contact them requesting delivery. Example: You call your moving company on “Day 1 (Monday)” and the moving company is unable to deliver by “Day 10 (Wednesday).”
3. You request a delivery date more than seven government business days in advance and the moving company cannot deliver it within two government business days after that requested delivery date. Example: You call your moving company on “Day 1 (Monday)” requesting delivery on “Day 15 (Monday)” and your moving company is unable to deliver your shipment by “Day 17 (Wednesday)”, you are eligible for an inconvenience claim.

How to file an inconvenience claim

1. Notify your moving company that you intend to file an inconvenience claim.
2. They will provide the DP3 Shipment Inconvenience Claim Form. Complete and return the form to them.
3. Contact your local TO when you need assistance.

How you will be reimbursed

1. Your moving company must acknowledge your intent to file an inconvenience claim within five government business days of being contacted by you or your local TO.
2. You are required to document any miscellaneous expense claim fully on the inconvenience claim form with an itemized list of charges and accompanying receipts for expenses incurred.
3. Reimbursement is calculated based on 100% of the M&IE per diem rate for the customer. For moves picked up prior to May 15, 2026, this reimbursement is authorized for the customer only. For moves picked up on or after May 15, 2026, all dependents traveling with you on approved, funded relocation orders are also authorized reimbursement calculated at 75% of the M&IE for the number of days at the affected location.
4. M&IE per diem rates are posted at: <https://www.defensetravel.dod.mil/site/perdiemCalc.cfm>.
5. Your moving company must reimburse you within 30 days of your initial contact informing them of the intent to file an inconvenience claim.



WHO TO CALL FOR HELP

1. **Local transportation office (TO):**
<https://installations.militaryonesource.mil/search?program-service=39/view-by=ALL>
2. **Personal Property Activity Call Center:**
Toll free: 833-MIL-MOVE (833-645-6683) or PCSCallCenter@mail.mil
3. **Branch of service customer call centers:**
Army: 520-706-8613 Navy: 855-444-6683 Marine Corps, Air Force, Space Force, or Coast Guard: Contact your local TO

NOTE: Military Claims Offices are not part of the IC resolution process.

Special circumstances:

In certain situations, you may be reimbursed for other miscellaneous expenses beyond the per diem rate. This may include, but is not limited to:

- Rental of furniture and/or appliances (including a TV).
- Rental of special medical equipment for you or your approved dependents.
- Extra housing costs beyond your approved Basic Allowance for Housing (BAH) if a missed pickup forces you to extend a lease.

Note: groceries and alcoholic beverages are not eligible for reimbursement. Lodging and meals are typically not covered but may be considered in unique, short-term situations. All miscellaneous expenses require an itemized list and receipts.

Discuss what qualifies for reimbursement with your moving company before purchasing items. Exceptions are handled on a case-by-case basis, and they may approve short-term lodging or meals due to unexpected inability to deliver.

If your moving company misses the delivery date and you are unavailable for the new date for valid reason (e.g., mission, hospitalization, or other “good cause”), you can still file an IC. The claim covers the time between the original missed delivery and the start of your unavailability. A statement of non-availability is required.

Unaccompanied Baggage (UB):

Claims for UB shipments are based on your actual, documented expenses, not the per diem rate.

When is a claim NOT payable?

You are not eligible for an IC payment if the delay is caused by:

- Events beyond the moving company’s control (natural disasters, acts of a public enemy, violent strikes or similar events).
- Acts of the U.S. Government (e.g., customs inspections).
- You or your representative not being available for a delivery that was scheduled before the RDD.
- The shipment consisting entirely of alcohol.
- The discovery of mold or infestation at pickup (liability may resume after mitigation).

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.



CUSTOMER SATISFACTION SURVEYS

MARCH 2026

Your Customer Satisfaction Surveys (CSS) are crucial for informing the Department of War (DoW) about the quality of service provided by your moving company. Your feedback helps identify which moving companies are meeting service standards, as well as those that are not. This information is used to ensure accountability and may lead to the removal of moving companies failing to provide quality service.

What is the Customer Satisfaction Survey?

The Customer Satisfaction Survey link will be sent to you at specific events in the life cycle of your personal property move. At each stage, you will receive a multi-question survey that allows you, or your representative, to rate the moving company's service as it happens. Completing each survey is very important! Your timely responses provide actionable feedback that will directly impact that moving company's future business with the Department of War.

When do I complete the CSS?

You may receive up to five Household Goods (HHG) surveys throughout your PCS:

- Survey #1 **Counseling**: sent after counseling (in-person or self-counsel) is complete.
- Survey #2 **Origin Services**: sent after pick-up day when your move status changes to "in-transit" in the Defense Personal Property System (DPS).*
- Survey #3 **Destination Services**: sent after delivery when your move status changes to "delivery complete" in DPS. *Moving company makes status change.
- Survey #4 **Claims**: sent when a claim is closed out or 75 days after claim is submitted.
- Survey #5 **Military Claims Office (MCO)**: sent approximately 75 days after your claim is transferred to the MCO.

How can I complete the CSS?

You will receive a link via email (domestic moves will also receive the link via text message) that can be completed on a computer or mobile device. Each survey will expire 120 days from receipt and periodic reminders will be sent until the survey is completed or the link expires.

What type of questions will I be asked?

The surveys will ask you to rate your experience with DoW staff and your moving company. Your satisfaction is rated on a 5-point Likert scale. (Example to the right) with the opportunity to provide additional comments at the end.

The results of the CSS help the DoW:

1. Award more service to high quality movers.
2. Motivate moving companies to improve their performance.

How satisfied were you with the professionalism of the counselor(s)?



What happens with my comments after submitting the survey?

DoW representatives and your moving company will analyze your responses to track trends, evaluate issues, and improve service.

Should I expect an additional survey from my moving company?

No, your moving company should not ask you to fill out another survey, including verbal, printed/electronic material, or social media. However, they can remind you to fill out the DoW Customer Satisfaction Survey.

IMPORTANT: PLEASE NOTE

1. Keep your primary and secondary telephone numbers and email addresses updated in DPS to ensure receipt of the surveys.
2. Survey links will expire 120 days from the date of initial receipt.
3. Please complete the survey in a timely manner as multiple reminders will be sent until the link expires.
4. If you have not received the survey in the time frame mentioned above, check your spam folder.
5. Complete all surveys to ensure your feedback is documented, helping to improve services for everyone.



WHO TO CALL FOR HELP

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CUSTOMER SATISFACTION SURVEYS

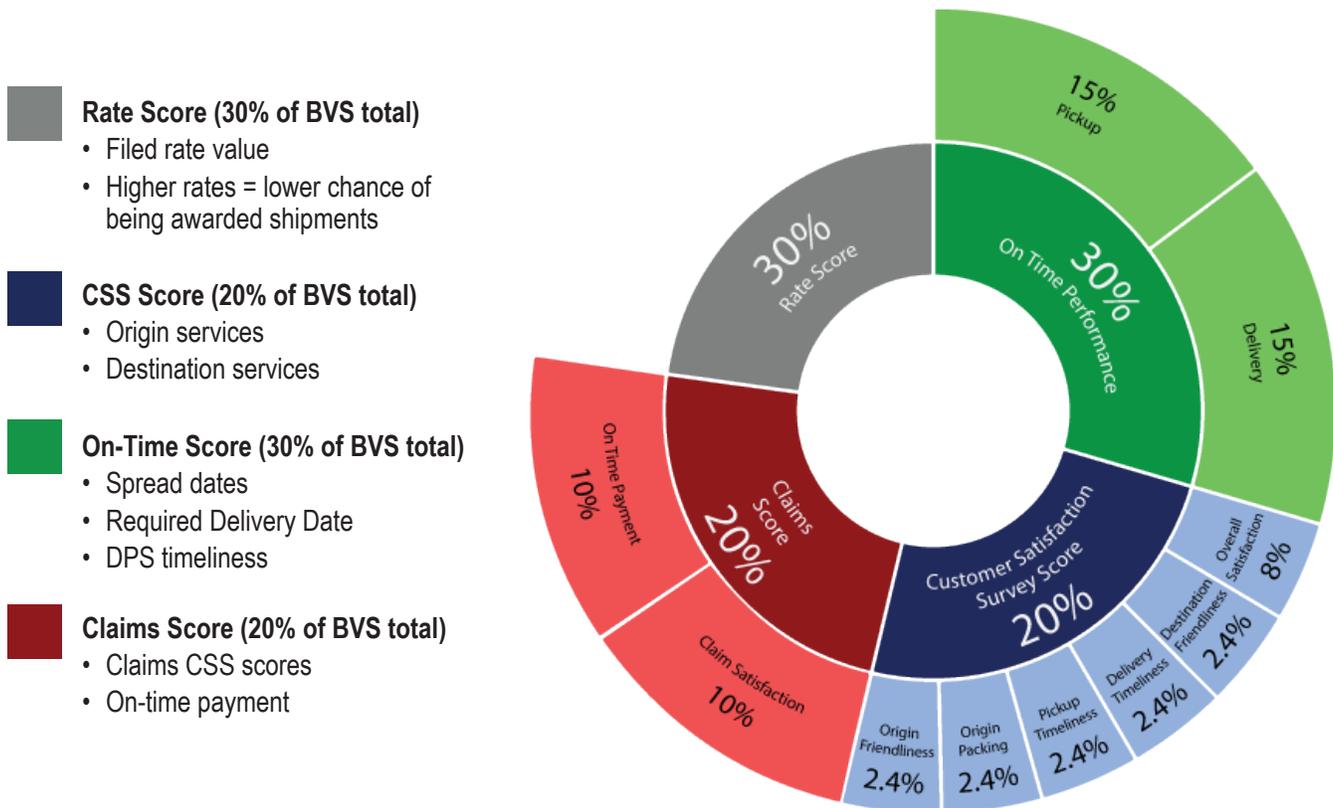
MARCH 2026

When you take the Customer Satisfaction Survey (CSS), your input helps calculate the overall Best Value Score (BVS) of the moving company who serviced your move. The BVS is how the DoW ranks moving companies on quality service and overall performance.

The BVS is the quality rating that determines the volume of shipments a moving company is awarded. Calculated directly from customer survey feedback, the BVS ensures that companies with higher scores earn more business. While this score doesn't determine the specific moving company for your individual shipment, it increases the likelihood that you and others will be served by a top-performing company. It is therefore very important that you complete each survey, as your feedback directly influences a moving company's BVS and incentivizes them to provide excellent customer service.

There are four components that make up a moving company's total BVS.

1. Rate Score: Rating based on how much the moving company charges the DOW for their services and value relative to their competitors.
2. CSS Score: Rating based on customer satisfaction and CSS responses for origin and destination services.
3. On-Time Score: Rating based on the overall timeliness and ability to meet the customer's spread dates and Required Delivery Date (RDD).
4. Claims Score: Rating based on the company's amount of claims and their ability to settle claims in a timely manner.



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CONTAINERIZATION & CRATING

Containerization of your personal property offers an enhanced layer of protection. Placing your household goods (HHG) and unaccompanied baggage (UB) into containers can further safeguard against potential loss and minimize damage that may occur during transit and handling.

What is containerization and crating?

Containerization is when your entire personal property shipment is placed into large external shipping containers. Crating refers to smaller crates used to pack specialty items when the mover deems their need for safe transport.

Note: Personal property going into long- or short-term storage is placed in wooden vaults that do not meet shipping specifications.

In what situation would my personal property be containerized?

- International shipments moving to, from, or in-between overseas (OCONUS) locations
- When a domestic shipment within the Continental United States (CONUS) meets **ALL the below criteria** (not automatic):
 - Shipment will require storage at destination
 - Estimated at 10,000 lbs. or less in peak season (May 15 – Sept. 30) or 3,000 lbs. or less in non-peak season (Oct. 1 – May 14)
 - Moving further than 800 miles
 - Does not contain extra large items which will not fit in a standard (lift van) container (dimensions approx. 87" high x 87"x long x 48" wide)

Is there a cost associated when I request my property to be containerized?

You may request to have your shipment containerized at any point during or after your counseling session with the local TO. They will calculate if this request will lead to any excess costs you might incur by comparing the price of a standard, non-containerized shipment to the price of your requested containerized shipment. You will be advised of the exact cost difference you might incur, if any, before you have to make a final decision.

What happens with overflow items during my pack out that do not fill a container?

Overflow items will be treated in the same manner as the rest of the shipment and must be placed in a container.

If my property is being containerized at my residence, will specialty crating of items also be done at the residence?

If crating is necessary and approved by the local TO then your moving company is required to crate all specialty items at your residence (designated pickup location) unless the TO, or you, give them permission to containerize at the warehouse (requires annotation on the inventory).

How will I know if my specialty items have been approved to be crated?

Your TO or moving company will notify you if your specialty items have been approved to be crated. You may have excess costs on crating of specialty items.

Am I required to keep crates built for my specialty items?

You are encouraged to retain the crate(s) for reuse during your next move but are not required to keep them. The moving company will remove the crate(s) from your residence on your delivery day. Crating is considered an optional service, future requests might not get approved.

What is a tamper-evident seal?

A seal the moving company must place on all international, HHG, UB, and containerized shipments, providing reasonable evidence your container has or has not been opened or tampered with during transportation. Customs Officials may break the container seals during export and/or import in specific situations.

Your Responsibilities:

At pickup:

- Alert your TO if your personal property is scheduled for containerization and the movers do not perform it at your residence.
- Verify all seal numbers are correctly annotated on your inventory sheet prior to signing it.

At delivery:

- Verify with the mover that all container seals are intact, and if any are missing or broken, write a note on your delivery documents.

Note: In specific situations, Customs Officials may break the container seals during export and/or import of your personal property.

Mover's Responsibilities:

At pickup:

- Apply seals to all your containers prior to leaving your residence unless you or your local TO authorizes containerization at the warehouse.
- Annotate the seal number(s) for each seal on your household goods descriptive inventory sheet and cross-reference the container number.
- If containerization is authorized at the warehouse, annotate inventory as "CW Containerized at Warehouse)" and "item number(s)", and annotate the seal number(s) in the Defense Personal Property System (DPS).

At delivery:

- Upon arrival at your residence, verify that all container seals are intact before each container is opened.



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7-DAY SCHEDULING WINDOW

What's the 7-day scheduling window?

The 7-day scheduling window is simply a 7-day window during which your moving company is required to pick up your shipment. This is designed to give you more flexibility over requesting a specific date range to schedule your move. It is suggested to schedule your move as soon as you receive your PCS orders so that you are more likely to get moving dates that work for your schedule.

Sample 7-day window calculation

Your 7-day window is calculated from the "Latest Pickup Date" you request in the Defense Personal Property System (DPS). For example, if you select 20 April as your latest pickup date, 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 moving company is not authorized to pick up outside of your 7-day window.

How will I know my requested dates are approved?

You will receive an email from DPS with your moving company's information once your shipment has been awarded. If your moving company has not contacted you within three days of your email receipt, please contact them yourself. If they do not respond, contact your local TO for assistance.

Can my pickup date change?

Yes, your pickup date can be changed at your request.

- To change the date within your original 7-day window, work directly with your moving company to find a date that works for both parties.
- For a date outside that window, you must email your local TO with your new requested dates, confirming the change was your request.
- Note that your moving company may not be able to accommodate new dates; contact the TO if issues arise.
- If your moving company requests a change with which you do not agree, contact your local TO immediately.

Weekends or holidays

Your 7-day window will include weekends and sometimes holidays. Your moving company cannot select these days without your written or verbal approval. You are not required to accept a pickup date on a weekend or a holiday. Weekends and holiday requests may be accommodated if approved by you, your TO, and the moving company. It is recommended that moves be performed on a weekday to ensure local TO quality assurance support is available. Discuss these options during your TO counseling session and pre-move survey with your moving company.

Will the moving company be at my home outside of the 7-day window?

They could. Your pickup date is the day your moving company physically removes your belongings from your residence. Immediately preceding your pickup date are your pack-out date(s) where they will pack your belongings. Keep in mind that your 7-day window is based on your pickup date only. Therefore, your pack-out dates might be scheduled before your 7-day window begins. You can expect one day of packing for every 4,000 lbs, though this varies by moving company and personnel.

Does the 7-day window apply to all personal property shipments?

No, the 7-day window does not apply to Non-Temporary Storage (NTS) or Direct Procurement Method (DPM) shipments. Talk with your local TO to ensure you understand the rules associated with your shipment(s) to ensure you understand the rules associated with your shipment(s).



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INVENTORY YOUR PERSONAL PROPERTY

MARCH 2026

During your pack-out day(s), your moving company will create an inventory of your belongings with either a legible, hand-written paper copy or an electronic inventory, though an electronic inventory is optional.

A good inventory shows what you're shipping, the location of specific contents (e.g., motorcycle helmet – attached to motorcycle), and the condition of your item at the time of pickup. If your inventory is inaccurate, tell the movers, and write down why you disagree at the bottom of the inventory in the space marked for "REMARKS/EXCEPTIONS." Do not sign anything until you read, understand, and agree with it. Never sign a blank, incomplete, or illegible inventory, or an inventory you can't clearly understand. Your signature, written or electronic, indicates the accuracy and completeness of your inventory and may be used to determine loss or damage if a claim is submitted. A complete and accurate inventory is key when filing a claim.

Tips for Creating an Inventory

- Ensure major items (e.g., stereo equipment/components) and "all electronics" (e.g., computer equipment, gaming consoles) are individually noted on the inventory with complete and accurate descriptions, which includes size/dimensions, make, model, year, and serial number.
- Obtain appraisals on your high-value items (e.g. antique furniture, artwork, heirlooms) and ensure these items are annotated on the High-Risk/High-Value Inventory.
- If your mover is leaving contents in furniture drawers, tool boxes, chests or other such items to be shipped, ensure your inventory reflects this.
 - If removed hardware (nuts, bolts, screws, fasteners) is packaged separately, then these items must be properly inventoried and cross-referenced to the associated inventory item in which the hardware belongs. (i.e., "Nuts, bolts, screws for Inventory #55 - Baby Crib").
 - Ensure all cartons and loose items (e.g., ladder, rake) have an inventory tag and all tag numbers appear on your inventory.
 - If you are moving to an overseas location, ensure all tamper-evident seal numbers are annotated on your inventory.
- If a box contains crystal or fragile items, ensure your inventory says "crystal" or "ceramic figures," etc., instead of a generic description such as "kitchen items" or "glass."
- If you are shipping Professional Books, Papers, & Equipment (PBP&E) or "PRO-Gear" you should ensure these items are identified as "M-PRO" for military members or "S-PRO" for spouses on the inventory. The boxes containing your PBP&E/Pro-Gear items must be marked accordingly.
- If you are shipping firearms, ensure the firearm information for each is written on your inventory: make, model, year, serial number, unique characteristics, and caliber or gauge.
 - If you are shipping a gun safe(s), ensure the make, model, and weight of the gun safe(s) is provided to your personal property counselor and written on your inventory. Ensure safe is unlocked and provide movers either key or combination for access.
- If you are authorized to ship consumable goods, your inventory should identify them as "Consumable Items." Please contact your local TO for details. (This is for those assigned to a permanent duty location with a consumable goods allowance and is in addition to the authorized HHG weight allowance. Consumable goods are prohibited from being stored in Non-Temporary Storage.)
- Closely check the string of symbols for all items listed on your inventory showing pre-existing damage. An explanation of these symbols is located in the "Descriptive/Exception/Location Symbols" section of the inventory.
- Verify your inventory is complete and accurate BEFORE each item is loaded on the truck and prior to you signing it. Your mover must allow you the opportunity to review your inventory.
- **Ensure the movers provide an electronic or paper copy of your inventory prior to departing!**

Tips for Delivery Day

- Check each carton or item off the inventory as the truck is unloaded.
- Ensure the movers provide an electronic or paper copy of your final inventory prior to departing.
- **Contact your local TO if you have any problems during your delivery.**



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When personal property shipments show signs of mold contamination, it creates a risk of damage to your belongings and can potentially spread to other cargo in a shared trailer, warehouse, or ship. To address this risk, the Department of War (DoW) has established clear procedures for identifying, reporting, and remediating any mold discovered on personal property shipments.

If you or a family member has an existing health condition that might be worsened by exposure to mold, have the condition documented prior to your move and immediately inform all parties (moving company, TO, and Quality Assurance (QA)) at the first sign of mold. This documentation will need to be provided to the Military Claims Office (MCO) upon request when addressing a mold contaminated shipment.

What happens if mold is discovered during your move?

1 During Pack or Pickup

If there are signs of mold contamination, your moving company will not pack or pick up your shipment. If this occurs, contact your TO for guidance.

Your TO will likely provide you with the following options:

- Dispose of the items identified as contaminated with mold.
- First, confirm with your moving company which type of mold test they will accept, as this will be at your personal expense. Then, hire a company that specializes in mold sampling, assessment testing (air or tape tests), and interpreting results. The company will provide you with a copy of the testing results for your records.
 - If the mold test is negative, contact your local TO to provide a copy of the mold testing results and schedule your shipment to be packed and picked up.
 - If the mold test is positive, you may consider disposing of the items or have your personal property remediated of mold at your personal expense.

2 During Shipment In Transit

If mold is confirmed while your move is in transit, your moving company will contact you, the servicing QA, the inspecting TO, and the destination TO to provide an update with the mold test results.

- Onward movement of your personal property will continue to a location as determined by the moving company and responsible TO. If possible, the TO will arrange for a QA Inspector to be available at the selected location within two business days. The QA Inspector will be present when your personal property containers are opened and tested by the remediation firm for mold. At your expense, you can request to be present to witness the sorting and identification of potentially mold contaminated personal property.
- The moving company in possession of your shipment when mold is discovered on your personal property is responsible for any mitigation or remediation, if authorized by the MCO.

3 During Delivery

If mold is discovered during delivery, immediately contact your local TO. Delivery must be halted, and no more personal property will be placed in your residence. The moving company will immediately reload all your property from that shipment to prevent contamination of your residence. Your personal property will be transported to a storage location, separate visibly salvageable from non-salvageable, and await further guidance. Some customers prefer not to have their delivered items removed. However, this is highly discouraged due to mold cross-contamination throughout the residence. The moving company may require a waiver releasing them from personal injury liability. This could negatively affect your claim if items later become contaminated.

Mitigation vs. Remediation of Mold

Mitigation: steps taken to prevent or reduce the severity of mold contamination, i.e., wiping down or drying off wet items or separation of items contaminated with mold from uncontaminated items.

Remediation: steps taken by a professional mold remediation firm to clean items that have been contaminated by mold. This requires prior approval from the MCO to be completed.

Note: Heavily contaminated porous items (e.g., carpets, rugs, mattresses, clothing, some wood and ceramic items, and soft plastic) may not be able to be remediated or salvageable.

Mold Contaminated Items of Sentimental or Special Value

- The remediation firm and/or MCO may determine that some items are unsuitable for cleaning or remediation. The items identified could be of sentimental or special value to you.
- At your discretion, and in coordination with your TO, the moving company will offer you the opportunity to examine your personal property and remove items of sentimental or special value. Note, the moving company may require you to sign a waiver releasing them from personal injury liability for claiming mold contaminated items.



Mold Remediation Process (for delivered or in-transit shipments)

If mold is suspected, the moving company is responsible for hiring a firm that specializes in mold sampling, testing, and verification.

1. If the mold test is negative, the moving company will advise you, the local TO, and QA. Your delivery will then be rescheduled.
2. If no testing was required due to clear mold contamination, or a mold test is positive, the moving company will contact you, the local TO, and QA. The remediation firm will provide an itemized salvageable and unsalvageable report with a cost breakdown. The servicing QA will review the facts (documented, pre-existing medical condition, costs of remediation versus value; etc.) and either provide the moving company authorization to begin remediation of your mold-contaminated items or will state that remediation is not authorized for some or all items. You can express your desires to the TO and MCO for how to handle your personal property, but the QA determination is final.
3. Once remediation is complete, you will be given the opportunity to inspect the items. You can accept all, some, or none of the remediated items and the following could occur:
 - For any items you accept, you may file a loss or damage claim if you feel the remediation was unsuccessful and/or for any damage not related to the remediation (scratches, dents, etc.).
 - If you refuse to accept the item(s) and the moving company agrees to a refusal, you may file a loss or damage claim for the item(s).
 - If you refuse to accept the item(s) and the moving company does not agree with your refusal, then the QA will make the final determination whether remediation was successful or not. If the QA determines that the remediation was unsuccessful, then you and the moving company will be informed that a loss or damage claim on that item(s) is warranted. If the QA determines that remediation efforts were acceptable then they will advise you that further refusals to accept delivery of the acceptable items may result in a denial of any claim for loss or damage to those items.
4. The moving company is responsible for delivering the accepted remediated items and/or disposing of items that cannot be remediated.
5. When the MCO determines that remediation is appropriate, claims reimbursement will be limited to the lesser of the remediation cost or Full Replacement Value. The cost of any remediation counts towards the moving company's maximum liability.

Filing Mold-related Claims

Please be advised that testing and remediation will take some time to complete. While you wait, you can request essential items from the moving company, which must be fulfilled within two business days of your request. Depending on the item and the damage, the moving company may offer either a payment, a permanent replacement item, or a temporary replacement item (e.g., rental) to use in the interim. Essential items are only those items necessary for everyday living and include, but are not limited to:

1. Refrigerators or other appliances for the safe storage and preparation of food.
2. Necessary medical equipment.
3. Mattresses.
4. Washer and dryer.

You cannot start filing loss and damage claims for specific items until:

- The item is deemed mold-free and delivered to your residence.
- The item is deemed damaged beyond repair and the moving company has informed you of the loss.



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