

Joint Base (JB) Pearl Harbor-Hickam Personal Property Office's Frequently Asked Questions (FAQs)

For more FAQ regarding your HHG/POV shipments please visit the following websites:

<http://www.navsup.navy.mil/household/faq>

https://www.navsup.navy.mil/navsup/ourteam/navsupflcph/whatwedo/pp_hhgs.

Goal: Maximize the use of the Defense Personal Property to submit Household Goods (HHG) Shipment Application on line without the member coming to the Personal Property Office to complete their shipment applications.

ApplicationQ1. When is a Power of Attorney (POA) required when shipping HHG on PCS?

Res: POA is required if the service member is not available to complete the shipment application. The member's signature is required on most documents to complete the application processing.

ApplicationQ2. What do I put on blocks 8c (Destination), 8b (Issued by), 8e (Order no.), 8h (In-transit Address), 9a (pick-up Address), 9b (In-transit Phone no.), and 10a (Destination Address) of DD1299 (HHG Shipment Application Form) when I am doing the application online?

Res: Block 8b (Issued by) should be order-issuing authority; Block 8c (destination) should be your authorized destination location on your PCS orders and not where your requested delivery location. The PCS orders will indicate the official destination/location of your next PCS assignment. If the next PCS order is to CONUS, just indicate the city and state where you official/ultimate duty station will be located or for assignment overseas also indicate the location of PDS i.e. Manama, Bahrain; Yokosuka, JA; Rota, Spain, etc. Block 8e is the Navy's BUPERS order number is normally indicated on the subject line of the Navy's PCS orders before the name, for AF orders, it is under the Travel Authorization block on the PCS orders and for DOD civilians, it is located at the bottom of the first page of the PCS orders under Travel Authorization block. Block 8h should always indicate an address in CONUS (relatives) while enroute to your ultimate duty station just in case if the Transportation Service Provider (TSP) or JPPSO will have to notify you on changes with your shipments. Block 9a (Pick-up Address) should always indicate where (complete address) your HHG be picked-up. Block 9b is your in-transit phone number in order for JPPSO to be able to communicate with customers if there will be changes or updates regarding your shipments. Block 10a is where your HHG will be ship to and most of the time it is the location of your ultimate duty station. However, if you are shipping your HHG other than to your authorized ultimate duty station then, you can indicate the actual address on this block.

ApplicationQ3. After completion of my DPS application online what do I do to ensure the shipment got processed?

Res: After completing the HHG applications online, member can print the DD1299 (Shipment Applications) and DD1797 then signed in the signature blocks and scan and upload the documents including a copy of the PCS orders to jppso_ph_counseling@navy.mil. Validation of the Privately Owned Vehicle (POV) Shipment Worksheet when shipping a POV (after filing the appropriate fields) can also be done through jppso_ph_counseling@navy.mil.

HHGQ4. What are the requirements if I am shipping a motorcycle from Hawaii?

Res: Your motorcycle/s should have a current registration, must be movable and is a normal part of your household goods shipment. Your motorcycle info should be entered in the shipment application through DPS. If the motorcycle has been previously in storage for the entire tour in Hawaii, you will still be required to have a letter (registration for storage) from Hawaii's Department of Motor Vehicle (DMV).

HHGQ5. Can I ship HHG to an alternate location other than the authorized destination on my PCS orders?

Res: Yes, you can. However, the shipment may be subject to excess cost.

HHGQ6. Can I change my pick-up dates if my HHG has already been booked?

Res: Yes, by notifying immediately the JPPSO PH HI Personal Property Division at 473-7782 immediately to effect the change. Reasons should be for mission/personnel emergency critical reasons only.

HHGQ7. During the scheduled pack-out/pick-up dates, am I supposed to be at the resident at certain times especially when the assigned movers informed me of the time that they will be at the authorized pick-up locations?

Res: Members are advised to always be available between 0800 and 1700 even with prior arrangements with the local movers.

HHGQ8. What are the procedures in shipping firearms from Hawaii to next duty station?

Res: Firearms must first be registered with the Honolulu Police Department. The firearms should be properly stowed in a locked box. Also, no ammunitions will be shipped. The firearms information should be entered in the DPS application to ensure that the movers are aware prior to pick-up the member's HHG. The local mover would also require the member to provide a copy of the registration for each firearm. Firearms are part of your household goods shipment.

Overseas AssignmentQ9. What is a Dependency Entry Approval (DEA)?

Res: The DEA is required in addition with the member's PCS orders to ship the full JTR weight allowance for Navy members with dependents going to certain overseas location only. Consult the Personnel Support Detachment transfer section to assist you in identifying certain overseas location that would require a DEA.

POVQ10. What do I need to ship my Privately Owned Vehicle (POV) to my next duty station under PCS orders?

Res: You will be required to fill out a POV Shipment Worksheet which is available at the Personal Property Division. The Transportation Assistant (TA) at Personal Property Office (PPO) that will counsel you on your POV shipment allowance using a DD 1797 check list. The TA will also validate your shipment entitlement by filling out the appropriate codes for the authorize Vehicle Processing Center (VPC) destination on the POV Shipment Worksheet. Member is required to bring a copy of your PCS orders.

POVQ11. What if I have two vehicles on island and can only ship one, is there any other option for me to ship my other POV besides paying out of pocket?

Res: The Navy has the "Opportune Lift" program that is managed by MIDPAC which is located inside the Naval Station Pearl Harbor base. On a "Space A" basis, your second POV may be off loaded on to a bigger ship transiting to the west coast (Naval Station, San Diego, CA). Please ask the TA at PPD for the "Opportune Lift" package.

POVQ12. How long would the destination Vehicle Processing Center (VPC) keep my POV upon arrival?

Res: The destination VPC will hold your POV at their parking area for up to 45 days. It is strongly recommended to contact the destination VPC to discuss your situation if you are unable to pick-up your POV on time.

RetirementQ13. What if I am retiring or separating from the military service, can I see a counselor to set up the move?

Res: Yes, if you are separating or retiring. However, you can still initiate your HHG move online. In addition, you will be required to see a Transportation Assistant in accordance with current service policies to complete your HHG shipment application. You need to make an appointment with the Personal Property Office by calling 808-473-7782 or via online under jppso_ph_counseling@navy.mil.

StorageQ14. Can a member be authorized HHG long-term storage if the member's authorized destination is to an overseas location?

Res: Yes, a member can request to place some or all her/his HHG into storage facility located at Fairfield, CA for the duration of the member's tour to an overseas location. The member can ship up to a full JTR

weight allowance and or a prescribed weight allowance required by the country instruction of the overseas location.

StorageQ15. What if I have HHG in a commercial storage, what is the process of setting up the shipment for pack-out and pick-up?

Res: If you have HHG in a commercial storage, the process is still the same. You will need to log on to DPS to set up the move. The local mover will go inside the storage unit inventory and pack all your HHG. There is no requirement for a member to ask for a prior approval from the TO for the local movers to go inside their commercial storage.