

NAVY HOUSEHOLD GOODS (HHG) MOVING CHECKLIST OUTBOUND

Upon Receipt of Orders	
1	Decide move type: Government arranged move/Personally Procured Move (PPM) or combination
2	Move Dates: schedule minimum 2 weeks; *3 weeks for Peak Season (mid-May through Aug)
Points of Contacts: Get POC info before pack up	
3	Transportation Service Provider (TSP) / Move Coordinator:
4	Origin Quality Assurance Inspector #:
5	Destination Quality Assurance Inspector #:
6	Navy HHG Contact Center: 1-855-HHG-MOVE (855-444-6683) or householdgoods@navy.mil *Day of move issues if you cannot reach your Quality Assurance inspector
Prior to Pack/Pickup Day	
7	Know your authorized weight allowance; recommend purging unwanted items.
8	Secure essential items in a locked room or car (i.e. important documents jewelry, medications, etc.)
9	Ensure residence is tidy
10	Recommend children and pets be with neighbor/sitter (if possible). Pets must be secured.
11	Recommend Ziploc Bags for items taken apart (nuts, bolts, screws, etc.) and placed in "parts" box.
12	Disconnect all electronics/appliances – document in working order on inventory.
13	Dispose of any food that will spoil or could cause damages to shipment.
14	Remove all items from walls (pictures, mirrors, curtains/curtain rods, wall-mounted TVs, etc.)
15	Remove all items from attics/crawl spaces. Movers are not required to enter attics or crawl spaces.
16	Empty and clean all trash cans before movers arrive
17	Separate Professional Books, Papers and Equipment (i.e. PBP&E aka Pro Gear). Member and spouse pro gear must be separated and weighed/annotated separately on inventory.
18	Dispose of propane tanks (they are not authorized to ship/store)
19	Ensure all engine powered equipment is ready for shipping (i.e. is free of dirt/grease, drain fuel, disconnect battery cables and spark plugs)
20	Plastic Tubs/Totes: Movers have the right to repack any item(s) they feel may need protecting.
21	Create your own electronic inventory: photos/video or create your own list of items. Date stamped. Take extra precautions to video most precious belongings prior to the pack out.
22	Movers will contact you to perform a pre-move survey no less than 3-days prior to scheduled pack/pickup day. If they do not contact them.
During the Move (i.e. Pack/Pickup day)	
23	Movers will arrive on pack/pickup days between 8 am and 5 pm. Movers must ask prior approval from you or representative and be completed by 9 pm.
24	During pack out move jewelry to a locked vehicle, safe or on your person for safekeeping.
25	Movers use new packing materials on linens/bedding, etc. and like-new materials on all other items
26	Inventory: Make sure to review your inventories before signing. If you disagree with movers identifying marks, you can write in the remarks section before signing.
27	High-Value Inventory: be specific – list make, model and serial number of each item. YOU decide what to place on the high-value inventory sheet.
28	Movers MUST provide you with copies of inventory sheet(s), including high-value inventory.
29	If possible, have help on packing and loading days. Review each box before box it is sealed. You can add details to any box (i.e. instead of Kitchen Items, state Kitchen Items – bakeware)
30	Tipping: You are NOT required to tip or provide food/drinks . It is at your discretion.
While In-transit	
31	Arrival Date: if there is a change, contact your TSP immediately
32	Keep your contact information up-to-date in DPS or inform TSP
33	Shipment Delay: if your shipment arrival date is delayed, submit Inconvenience Claim with TSP (Inconvenience Claim Brochure located at: https://www.navsup.navy.mil/site/public/household/documents/Inconvenience_Claim_Tifold.pdf

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Delivery Day	
34	Be available on agreed upon delivery date between 8 am and 5 pm. Movers must ask prior approval from you or representative and be completed by 9 pm.
35	During delivery ensure jewelry is moved to a locked vehicle, safe or on your person for safekeeping.
36	Know where you want property placed. You are authorized one-time placement of property.
37	Movers are required to unpack all boxes, cartons & crates. <u>When your TSP contacts you to set up delivery "foot-stomp" that you require unpack services.</u> Items will be placed on a clean, flat surface – not in specific cupboards, drawers, shelves, etc.
38	If you waive unpacking , movers are not required to return to pick up packing materials
39	Movers are required to re-assemble any items disassembled at origin
40	Mark each item off on inventory sheet. (Movers must provide you with a copy)
41	Do not sign blank forms
42	If items are missing/damaged on delivery day, make sure to list on Loss/Damage AT Delivery Form
43	If items are missing damaged after delivery day, list on Loss/Damage AFTER Delivery Form
Claims for Loss/Damages	
44	Claims are submitted online in DPS
45	Submit Loss/Damage notification online in DPS within 75 calendar days of delivery date (not a claim – simply lets movers know you plan to file a claim); however, for shipments moving on or after 15 May 2020 , you have 180 calendar days after delivery. If items are not found or cannot be fixed, file a claim!
46	Submit Claim for loss and/or damage within 9 months of delivery date for Full Replacement Value
47	TSP should pay, deny or make a counter to claim within 60 days of submittal.
48	TSP responsible for all repair estimates; keep damaged items – TSP may take damaged items
49	If claim cannot be settled directly with TSP, transfer to Military Claims Office (MCO). Navy MCO can be reached by email at NorfolkClaims@navy.mil or by phone at 1-888-897-8217. Make sure to follow up all transferred claims.
50	Any property (house, yard) damage, report to TSP in writing within 3 days of packout or delivery.
Customer Satisfaction Survey (CSS)	
51	Complete CSS as soon as possible after delivery day. You will begin receiving email reminders within 7 days of delivery date

COVID-19 SAFETY/HEALTH PROCEDURES

Customers and moving companies should discuss COVID-related concerns. Questions to frame that discussion include:

A	Have you (or anyone in your party) had a fever over 100.4 or greater in the last 72-hrs?
B	Do you (or anyone in your party) have a cough?
C	Are you (or anyone in your party) experiencing shortness of breath or difficulty breathing?
D	Have you (or anyone in your party) had any EXPOSURE to or CONTACT with a POSITIVE or SUSPECTED person with COVID-19?
IMPORTANT: If anyone in the moving crew or family answers 'Yes' to any of these questions, the shipment should be rescheduled and health care providers should be contacted.	
E	Social distancing means fewer eyes watching valuables. LOCK THEM UP!
F	Limit the number of personnel in residence. Both movers and Navy Sailor/family member.
G	Where possible, the DOD customer responsible for supervising the move should be the only person on site. Family members are encouraged to vacate the residence during the moving process. If not possible, families should prepare a room before moving day where they can wait while the crew works.
H	ALL MUST (movers and Navy Sailor/family member) wear face covering in accordance with CDC guidelines.
I	Minimize contact with surfaces (prop doors open, etc.) and routinely clean frequently contacted surfaces in accordance with CDC guidelines.