CHECKING A PPM STATUS

For assistance, email: householdgoods@navy.mil / call: 855-HHG-MOVE (444-6683)
This presentation provides you with the information and steps required to check the status of your Personally Procured Move (PPM aka DITY).

You should allow a minimum of ten days from the date you submitted your claim to Navy HHG Audit.

If you need additional help checking the status of your PPM claim, please contact us at householdgoods@navy.mil.

If you are unable to locate the status of your submitted PPM claim, please contact Navy HHG Audit Team. They can be reached by phone at 1-888-742-4467 or commercial 757-443-5412 (or DSN 312-646-5412). You may email your questions about a submitted claim to Audit at hhg_audit_ppm_status.fct@navy.mil.

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Steps to check claim status

1. Go to Navy Household Good Audit Team’s website:
2. Click to accept DoD security warning
3. Select “Check Status” button
4. Enter Full SSN & TAC code; click “Request Status”
5. Select origin & destination locations; click “Request Status” again
6. Review Claim Status

NOTE: For Navy members, your TAC code can be found in the Line of Accounting data within your orders; it is usually at the beginning of the line of accounting and is a combination of four alphanumeric characters. The first digit begins with the letter ‘N’ and the last digit will be the Fiscal Year. ( example of TAC: NDA4 )

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Welcome to the Personally Procured Moves (PPM) public web portal. This site allows Navy members access to information pertaining to household goods moves.

Please select from the following options:

- **Contact Audit Team**: Contact a Household Goods Audit team member.
- **Documents**: View documents required to file a household goods claim.
- **Check Status**: Check the status of a household goods claim.

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Select move locations

1. Select your origin and destination locations.
2. Click 'Request Claim Status'

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We have received information for the following claim:

Claim 1234-5

Your advance(s) and entitlement(s) are as follows:
- For Travel Date 21 April 2014 you received an advance of $0.00.
- Your full entitlement was $451.47 based on 440 pounds of household goods moved.

Your tax(es) and payment(s) are as follows:
- Federal Tax withheld was $107.87.
- The amount of your payment was $343.80.
- Your payment was dated 16 September 2014.

Incentive payments may vary from the estimates provided by the Personal Property Office, as payments are based on actual weight shipped, and mileage is based on the Defense Table of Official Distances. Your entitlement is 86% of the amount the government would have paid to move your household goods. If authorized expenses exceed the entitlement amount, or are for reimbursement only, check amount displayed may differ from entitlement amount displayed.

For further assistance with your claim, please contact the Household Goods Audit Team.

Your claim status provides you with a claim number and will also show you your date of travel, any advances paid to you and your full entitlement amount based on the actual weight of the property you moved.

Your claim status will also show you the amount of tax that was withheld, the final amount of your payment and the date payment was made.

You claim status may appear different than what is shown here. If you have any questions about the status of your claim OR if you did not receive your reimbursement, please contact Audit directly.

To locate phone or email for Audit team, click the button marked "Contact Audit Team".

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Personally Procured Moves
Public Web Portal

Contact the Household Goods Audit Team

For General Household Goods Audit and Claim Inquiries

For questions concerning a specific audit on a government arranged or a personally procured move, you may email pptas.fiscn@navy.mil, or call 1-888-742-4487 between the hours of 0730-1600 Eastern Standard Time. Overseas callers may call commercial 757-443-5412 or DSN 312-646-5412.

You may email your claim to hhg_audit_ppm_claims_fct@navy.mil, or you may mail your claim to the address below. Please allow at least 10 business days for the claim to be received before contacting hhg_audit_ppm_status_fct@navy.mil to check the status. Expediting your claim will not ensure we receive it faster, as all mail is routed through a central mail facility:

COMMANDING OFFICER
NAVSUP FLEET LOGISTICS CENTER NORFOLK
BUSINESS SUPPORT DEPARTMENT
HHG AUDIT DIVISION CODE 302
1908 GILBERT STREET SUITE 600
NORFOLK VA. 23511-3392

For questions concerning a collection action, you may email hhg_audit_collection@navy.mil.

For All Other Household Goods Move Related Inquiries

You may go to www.move.mil to make an application for your move, whether it be a Government move or a Personally Procured move. This website will also allow you to update your information, review the frequently asked questions, or to check on the status of your current application.

For any questions or concerns, you may contact our Navy Household Goods Customer Contact Center by calling 1-855-HHG-MOVE between the hours of 0800-1900 Eastern Standard Time, or e-mail your inquiries to householdgoods@navy.mil.

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NAVSUP Household Good Portal:  www.navsup.navy.mil/household
JFTR:  http://www.defensetravel.dod.mil/Docs/perdiem/JFTR(Ch1-10).pdf
NAVSUP P 490:  
POV Locator:  http://www.pcsmypov.com/
Shipping a POV:  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
Weight Estimator Form:  www.move.mil/documents/dod/weightestimator.xls
It’s Your Move Booklet:  www.transcom.mil/dtr/part-iv/dtr_part_iv_app_k_1.pdf

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For additional information or assistance:

www.facebook.com/navyhhg
www.pinterest.com/navyhhg
www.youtube.com/navyhhg
www.twitter.com/navyhhg

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