

**TRANSPORTATION SERVICE PROVIDER
(TSP or carrier)
RESPONSIBILITIES AT DESTINATION**

Responsible to begin delivery on the scheduled date between the hours of 0800 and 1700.

At the customers request, will perform a one-time placement of rugs and heavy items, unpack and unwrap all cartons, boxes and crates and place each item or carton on a flat surface in the room dictated.

- This service includes unpacked articles in cabinets, cupboards or on kitchen shelves when it is convenient and safe.
- TSPs only have to place each item ONCE and are not required to arrange items inside of cabinets or on shelves!

If items were disassembled by the TSP at origin then the TSP is responsible for reassembling of these items at the time of delivery, placing all furniture and equipment in the room designated, removing all packing and blocking from appliances and removing all packing materials.

TSPs are NOT required to disassemble or reassemble outdoor items or equipment. This is the responsibility of the member.

If unpacking is waived at the time of delivery the TSP is NOT required to return to remove packing materials.

Responsible for providing a written record identifying any loss and/or damages at the time of delivery.

Customers will be provided and should complete Notification of Loss or Damage AT Delivery form; the form will be signed by the TSP and the customer or customer's agent. The TSP must provide the customer or agent with a copy of the signed form prior to departure.



TO START OR SUBMIT AN APPLICATION

Go to: www.move.mil

Application step-by-step guidance

www.navsup.navy.mil/household/dps

**DPS Technical Assistance
DPS Service Response Center**

Phone: 1-800-462-2176 option 5

Email: usarmy.scott.sddc.mbx.g6-src-dps-hd@mail.mil



**Helpful Links
Customer Responsibilities**

www.transcom.mil/dtr/part-iv/dtr_part_iv_app_k_1.pdf

DOD Civilians

www.transcom.mil/dtr/part-iv/dtr_part_iv_app_k_2.pdf

Where is my car

www.pcsmypov.com/

Customer Contact Center

855-HHG-MOVE (855-444-6683)

Email

householdgoods@navy.mil

Social media links

www.facebook.com/navyhhg

www.pinterest.com/navyhhg

www.youtube.com/navyhhg

www.twitter.com/navyhhg



**MOVING
RESPONSIBILITIES**



**PERSONAL PROPERTY/
HOUSEHOLD GOODS**

CUSTOMER'S RESPONSIBILITIES AT ORIGIN

Communicating with a Transportation Service Provider (TSP aka carrier) is vital to a successful move.

CUSTOMER should:

- Ensure phone number(s) and email address(es) are current.
- Customers can update their information in Defense Personal Property System (DPS) or contact their TSP directly.

Customers or their agents must be available on scheduled pack/pickup days for the movers to begin between the hours of 0800 and 1700.

- If the customer or agent is not available there may be a fee charged for an attempted pickup and will require rescheduling the pack/pickup dates.

Disconnect all electronics (including stereos, TVs, computers, printers & VCRs or DVD players), appliances (including washers, dryers, stoves and refrigerators or freezers), take down pictures, mirrors, curtains and curtain rods, and remove items from attics and/or crawl spaces.

If customers have more than one shipment; items should be separated.

- Pro Gear **MUST** be separated and identified on the inventory sheet as "Pro" with a concise item description such as "flight suits"
- Spouse Pro Gear **MUST** be approved by the Personal Property Office **PRIOR** to packout. Spouse pro gear **MUST** be separated and identified on the inventory sheet as "Spouse Pro" with a concise item description such as "teaching aids".
- ALL pro gear will be weighed separately.
- Items destined for storage must be identified during pre-move survey.

Never leave jewelry, cash, medication, marriage license, birth certificates, passports, school records, medical records, legal documents or other valuable items unattended. These items should stay with you throughout the moving process or be secured in a location inaccessible by the movers. If these items are mistakenly packed, it will cost you money to have these items removed from the shipment.

Customers are responsible for ensuring that all items have inventory tags attached, and that all inventory tag numbers are reflected on the inventory sheets. If something doesn't look right, ASK QUESTIONS!

TRANSPORTATION SERVICE PROVIDER (TSP or carrier) RESPONSIBILITIES AT ORIGIN

TSP is responsible for conducting a Pre Move Survey before shipment pick up date.

- The survey establishes the estimated weight of the goods to be transported; determines what packing materials are needed and if any special packaging is needed (such as crates).
- TSP determines any obstacles with loading your possessions into the truck, i.e. low clear-ance parking area, steep hill, etc.
- Confirms the pack and or pickup dates.

Must begin packing or pickup between the hours of 0800 and 1700. TSP is responsible for protecting articles against damage while in transit.

- Use new and clean packing materials for linens, clothing and bedding.
- Use new or like-new packing materials for all other items.

Mirrors, pictures and glass tabletops should be packaged in specially designed cartons and all finished surfaces should be wrapped and protected from marring or scratching.

All Pro Gear should be packed in separate boxes, marked as Pro Gear, weighed separately and listed on the inventories as Pro Gear or Spouse Pro Gear.

If an item is disassembled all nuts, bolts and screws should be placed in a bag and secured to the item. Prepare an accurate and legible inventory of all items.

- The customer should review the inventory and mark any discrepancies on the inventory sheets before signing.
- The customer should not argue with the packers; if they have issues on pack/pick-up days they should contact the Personal Property Office.



CUSTOMER'S RESPONSIBILITIES AT DESTINATION

Responsible for keeping their contact information updated and current.

- Phone, email and address information can be updated directly in DPS or contact their TSP directly.

Be prepared to accept delivery of shipment as soon as it arrives and be available between the hours of 0800 and 1700 on scheduled delivery dates.

- Being available will prevent additional unnecessary handling and reduce the chance of loss or damages to the property and reduce or eliminate storage expenses.
- TSPs cannot be required to complete deliveries on weekends or holidays. You may accept delivery on a weekend if convenient to both you and the TSP but the government offices will be closed and unable to assist.
- Government will not pay for overtime on weekend and holidays.

Know the weight of your HHG prior to delivery. If you are exceeding your weight allowance or have another shipment such as Personally Procured Move or baggage shipment, request a reweigh. Customers are allowed a "one time placement" of goods and should make sure to check each item off of the inventory listing. Customers are authorized to request that all packing materials are removed.

- If packing materials are NOT removed on the day of delivery the TSP is not authorized by the government to come back and pick them up.

If loss or damages is discovered at the time of delivery, annotate appropriate inventory number on the Joint Statement of Loss or Damage at Delivery sheet. This sheet is provided by the TSP on the day of delivery.

If the CUSTOMER disagrees on delivery procedures with the agents delivering their shipment they should not argue with TSP; call the number on block 13 of the DD 1299.

