

Household Goods Frequently Asked Questions

Entitlements can and do change frequently! Don't always assume that what you have done in the past is automatic, if you have a specific question, contact TMO. We are here to help!

1. I've just been notified of an assignment to Base X. What do I need to do to set up my shipment?

Congrats on your new assignment! In order to set up a move, it is mandatory to have official orders. Unfortunately, TMO cannot assist you with setting up your move until you have orders. We will be happy to answer any questions you may have, but orders are required to set up a move

Exception: AIR FORCE (Other branches, check with your Personnel Office) – The Air Force has what is called a “Letter-In-Lieu of” that allows setting up a shipment prior to issuance of orders. This letter is issued by MPF and MPF determines who/why/what gets the letter. There are stipulations on using this letter and MPF will go over these conditions with you. If presented the letter, TMO treats it as an order.

2. I am Separating/Retiring from the Service. How long do I have to make a move?

First, thank you for your Service! The time limits are either 180 days from Separation Date, or 1 year from last day on Active Duty. This depends on your Separation type. TMO will be happy to go over your time limits, just stop on by with your Separation Orders.

Note: All Retirements are 1 year! This is automatic. Separations vary, so that is why we suggest Separates come in so we can let you know your specific entitlement.

3. I am separating from the Service and I understand I am entitled to only move to my Home of Record. I don't want to move to my Home of Record, I want to move to “X”. Can I ship my goods to my desired location?

Short answer: “YES”.....but.....the government is going to factor your authorized location (Home of Record) as the baseline cost. Taking that baseline cost, the government is going to factor your desired location. If there are any excess costs, you will be liable for those costs. TMO will be happy to tell you, based on your weight estimate, if you will have excess costs and what those might be. Of course, nothing is official until we know exact weights, but this should help you in your decision.

4. I don't know how much weight I have. How can I give TMO a good estimate?

There are a couple of options....

Did you move within the last few years? If yes, TMO can look up your previous move(s), and you can add/subtract weight depending on what you bought/disposed of.

You can go to www.move.mil. At this site, there is a link for "Weight Estimator". After filling in the requested information, you will have a better idea of what your goods weigh.

The least effective is the "1,000 pounds per room rule", but this is not very accurate!

5. I am PCS'ing to Korea on a Remote Tour. What are my options?

Anytime you go overseas, you are entitled to ship a certain amount of weight to the overseas location. TMO will go over your options and you choose which one you would like to take.

For the goods that are not going overseas, you have the option of storage or move to a designated location. *You can do both if you like!* The designated location does not have to be a "Home of Record", you can ship the goods wherever you want in the CONUS.

Note for Air Force: When a Follow-On/Home Basing Assignment has been granted, you agreed to give up certain shipping/storage entitlements. That decision and the requirements are between you and Personnel. TMO will do as you ask, but if you break the agreement, this will jeopardize your Follow-On! Contact MPF for clarification of your entitlements.

6. I know I am moving soon. I'm thinking about doing a "DITY". What kind of money am I looking at?

TMO will be happy to give you a figure, but we need the following to give you an estimate:

How much weight are you moving? (See number 4)

Where are you going? What is the authorized location?

What day are you moving?

Have you looked into Rental Costs (U-Haul, Penske, PODS, Pack n Ship, etc.) costs?

Once we have the above, we can give you a much better financial outlook.

7. What do you mean you can't get my stuff picked up next week?!! Show me the reg that says it will be 21 days before you pick up my shipment!

We admit, you got us....There is no regulation that states how long it takes to pick up a shipment. Please remember that we are using a limited amount of movers and it is supply and demand! Movers have to be scheduled, paperwork has to be signed, and we are competing with commercial companies and private individuals for the moving company's business. Other factors also come into play, so past history has shown that by giving the process three weeks, this works out best for everyone. Of course, if we can get you sooner, we will, but you also need to be flexible with your dates!