

# PREP BEFORE MOVERS ARRIVE

YOU/YOUR AGENT MUST BE AVAILABLE

BETWEEN 0800 - 1700 HRS or you will be

responsible for attempted pickup charges. You/your agent cannot leave the residence/storage unit while the movers are working or

YOU WILL BE CHARGED WAITING TIME.

- You are responsible for **staying within your weight allowance**, the movers are not. If during the pre-move survey they tell you your weight is over what you're authorized you may want to consider selling/discarding some property or moving them in your vehicle if going stateside.
- It is your responsibility to **disconnect all electrical items** (TVs, stereo equipment, etc.) off walls prior to movers' arrival. You will ensure make/model/serial number for all electronics are on your inventory.
- Property must be easily accessible to the packers (**nothing in attics, crawl spaces, sheds**). It is your responsibility to remove items so they are accessible to the packers.
- Your residence/property must be **clean and free of pest infestation** before movers arrival. Dishes must be washed and put away and clothes must be clean and hung up or folded and put away.
- You will ensure items you **do not** want packed (i.e., jewelry, important papers, coin collections, etc.) are not left where they may accidentally be packed. **You will be charged by the carrier** to retrieve these items if they are packed.
- The CARRIER will decide if items in **plastic totes** need to be repacked.
- **Firearms** must be first item on inventory. Make, model, serial#, caliber and stock# must be on the inventory for all weapons shipped (one firearm per line item on the inventory).
- **Animals** must be contained so they are not under the mover's feet/escape outside/get packed with your property.
- Separate military issued **professional gear** from your ordinary household goods. Refer to handout provided with DD Form 1299 & DD Form 1797 (backside of example inventory).
- Consider writing down/inventorying all your **High Value Items** (any items worth more than \$500 or very expensive and highly valued i.e. XBOX)
- You certify this shipment consists of YOUR property **prior to the effective date of your orders.**
- ON BASE RESIDENTS: you are responsible to **sign on and escort Transportation Service Providers** if required.

## ⊘ HAZARDOUS MATERIALS & UNAUTHORIZED ITEMS ⊘

The following list is not all inclusive. The company can choose to not pack an item that presents a possible chance of destroying or hurting your property if smashed, under extreme heat/cold etc.

Any liquids not originally sealed and protected if put under pressure. Examples include:

- |                 |                      |
|-----------------|----------------------|
| ⊘ shampoos,     | ⊘ batteries,         |
| ⊘ conditioners, | ⊘ candles,           |
| ⊘ lotions,      | ⊘ alcohol,           |
| ⊘ light bulbs,  | ⊘ cleaning chemicals |
| ⊘ live plants   | ⊘ spray paint        |

**Be sure to keep these items away from your property on packing days. <- may cause a delay in packing or damage if accidentally packed.**

1. **COMBUSTIBLE LIQUIDS:** Alcoholic beverages (exceeding 1-gallon capacity. Alcohol, antifreeze compounds, camphor oil, fluid cleaners (containing combustible materials; i.e. spot clothing cleaners and office machine cleaners).
2. **CORROSIVE LIQUIDS:** Acid (muriatic, nitric, photographic, sulfuric), battery with acid, disinfectants, dyes, flame liquid retarding compounds, iron/steel rust preventing/rust removing compounds, paint, and paint related materials.
3. **EXPLOSIVES:** Ammunition, black powder, fireworks, fuse lighters, igniters primers, propellants signal flares, smokeless powder, souvenir explosive instruments of war, spear guns having charged heads, to propellants, or smoke devices.
4. **FLAMMABLES:** Acetones, adhesives (glues, cements, and plastics), ammonia, charcoal briquettes, cleaning fluids, compound 3 weed killers, denatured alcohol, enamel, gasoline, insecticides, kerosene, lacquer, leather dressing or bleach, lighter fluids (pocket, charcoal, camp stove, lamp, or torch) matches, oil stains for wood, paints, varnish removers, petroleum products, polishes, liquids (metal, stove, furniture, and hardwood), propane tanks, propane, or other gases used for cooking or heating purposes, shellac, shoe polish (liquid), solvents (plastic), stains turpentine, varnish, wood filler.
5. **GASES:** Engine starting fluids, fire extinguishers, gasses used in welding, diving tanks (See Note A).
6. Aerosol cans containing a flammable gas flammable liquids, toxic, or corrosive substances.
7. Chlorinated hydrocarbons in decorative lamps.
8. Other regulated materials termed combustible, corrosive, or flammable.

NOTE A: Only those scuba diving tanks containing not more than 25 pounds per square inch at 70 degrees Fahrenheit may be shipped as household goods or unaccompanied baggage. Servicing for tanks will include:  
a. Written certification of purging serviced by a dive shop or licensed individual qualified to perform purging. A tag or label must be affixed to the tank certifying service was performed.  
b. Completely empty tank, remove the valve, and replace with plug designed for this purpose.

## WHEN WILL MY PROPERTY ARRIVE?

When handed your Government Bill of Lading (GBL) you will have a Required Delivery Date on block 8. The DD Form 1299 is not official.

**OVERSEAS:** HHG can take anywhere from 1.5 months to 2.5 months to arrive at your destination because they are transported via boat and must go through customs.

**STATESIDE:** HHG can take anywhere from 7 to 18 days to arrive at your final destination/storage in transit (see below).

If you're not ready to accept your property when it arrives in the area you typically have a **Storage In Transit** or SIT entitlement. This is generally 90 days for military and 60 for civilians (can differ, check orders for specifics) Extensions are handled through **destination TMO** and are approved on a case-by-case basis.

## DURING DELIVERY

When your property is emptied off the truck the movers are required to **place each item one time in a room of your choosing.**

They are required to reassemble all property THEY disassembled at origin.

**THE MOVERS MUST UNPACK AND REMOVE ALL BOXES AND DEBRI FROM YOUR HOME ON MOVE-IN DAY ONLY.**

## IF DAMAGES ARE DISCOVERED-- CLAIMS:

Your shipment has Full Replacement Value (FRV) coverage up to \$50,000 of actual value. **SUBMISSION OF LOSS/DAMAGE REPORT AT TIME OF DELIVERY IS NOT AN OFFICIAL CLAIM. ★★★★★**

The Transportation Service Provider (TSP) is responsible to obtain cost estimates for the following:

- Repair of damaged property to original condition
- Replace with an item of like kind and quality
- Payment of replacement cost of the item

**In order to be eligible for FRV, you must file a claim directly with the TSP via DPS <https://move.mil>**  
• **Within 75 DAYS FROM THE DATE OF DELIVERY you must log in to DPS & complete "Loss/Damage Report".**  
• **SUBMIT final claim within 9 months of delivery.**

If the claim is filed too late or you choose to file with your **Military Claims Office (MCO)** your property will be worth depreciated value. You have up to two years from delivery to file with the claim office.

**Army**  
DSN: 536-3000  
Comm: (502) 626-3000  
Email: [usarmy.knox.hqda-otjag.mbx.cpcs@mail.mil](mailto:usarmy.knox.hqda-otjag.mbx.cpcs@mail.mil)  
For claims related moves to overseas (OCONUS) locations, international claims contacts can be found [here](#).

**Marine Corps**  
DSN: 278-9533  
Comm: (703) 784-9533  
Email: [hgmc.claims@usmc.mil](mailto:hgmc.claims@usmc.mil)  
Comm Fax: (703) 432-2591

**Navy**  
DSN: 564-3310  
Comm: (757) 440-6315  
Toll-Free: +1 (888) 897-8217  
Email: [NorfolkClaims@navy.mil](mailto:NorfolkClaims@navy.mil)  
Online: [http://www.iaq.navy.mil/organization/code\\_15.htm](http://www.iaq.navy.mil/organization/code_15.htm)

**Air Force**  
DSN: 986-8044  
Comm: (937) 656-8044  
Toll-Free: +1 (877) 754-1212  
Email: [afscs.ia@us.af.mil](mailto:afscs.ia@us.af.mil)  
DSN Fax: 986-8307  
Comm Fax: (937) 656-8307

**Coast Guard**  
Comm: (757) 523-6940  
Email: [fin-smb-hhq@uscg.mil](mailto:fin-smb-hhq@uscg.mil)

Contact for:

- Lost or Damaged Goods
- Claims Negotiations with Transporter

**PLEASE REMEMBER TO COMPLETE CUSTOMER SATISFACTION SURVEY (CSS) UPON COMPLETION OF YOUR MOVE AND CLAIM FILING. YOUR SCORE CAN DETERMINE IF THE COMPANY GETS MORE OR LESS BUSINESS!**

## WHAT TO EXPECT NEXT

- AUTOMATED EMAIL FROM DPS- ACCEPTED YOUR REQUEST- "TSP WILL CONTACT WITHIN 48 HRS"
  - EMAIL FROM YOUR TSP-- THEY WILL BE FROM OUTSIDE ARIZONA.....
  - **WHO IS MY MOVE COORDINATOR/TSP?**
- SAVE THEIR NAME AND PHONE NUMBER!!!**
- PREMOVE SURVEY SCHEDULING WITH LOCAL MOVE COMPANY. IN PERSON OR OVER APP

## RECOMMENDATIONS:

- ☑ **TAKE SMALL ITEMS OF HIGH VALUE WITH YOU!** – KEEP THEM OUT OF SIGHT ON MOVE DAY(S)
- ☑ **SAVE YOUR INVENTORY FOREVER & MAKE TRIPLE SURE IT IS ACCURATE BEFORE SIGNING!** – SCAN AND KEEP DIGITAL OR SAVE PHYSICAL DOCUMENT, WHATEVER IS PREFERRED
- ☑ **PHOTOGRAPH OR DOCUMENT VALUABLES** - CLOSE-UP PHOTOGRAPHS OR VIDEOS OF EXPENSIVE AND VALUABLE ITEMS, AS WELL AS RECEIPTS, WILL HELP DURING THE CLAIMS PROCESS IF THESE ITEMS ARE LOST OR DAMAGED DURING SHIPMENT.
- ☑ **HAVE FRIENDS OR FAMILY (18+) ASSIST IN WATCHING THE PACKERS ON EACH PACK DAY-** MORE EYES, LESS CHANCE OF POSSIBLE THEFT OR DAMAGE FROM INADEQUATE PACKING
- ☑ **NEVER SIGN A BLANK DD FORM 619-** THIS IS HOW THE COMPANY GETS PAID FOR THE CONSUMABLES (PACKING MATERIALS) USED TO MOVE YOUR PROPERTY. IF YOU SIGN IT BLANK IT IS LIKE A BLANK CHECK.



**Move.mil**  
Official DOD Customer Moving Portal

Remember, <https://move.mil> is more than just a way to access your move (via DPS) it also has tutorials on:

- New User Registration
- Returning User Login
- Create a Shipment
- Create a PPM Shipment
- Dual Military (Mil-to-Mil) Move
- Cancel a Shipment
- Customer Satisfaction Survey
- File a Claim

**AND MUCH MORE!!**

## CHANGES TO YOUR SHIPMENT:

- ★IF YOU NEED TO CHANGE/CANCEL DATES YOU MUST CONTACT YOUR **TSP** FOR APPROVAL.
- PLEASE CONTACT OUR OFFICE FOR **DATE** CHANGES SO QUALITY CONTROL DOESN'T COME BY/CALL ON THE WRONG DAY(S)★

[tmoluke@us.af.mil](mailto:tmoluke@us.af.mil)

**623-856-6424/6425**

# PERSONAL PROPERTY INFORMATION PAMPHLET



**CREATED AND DISTRIBUTED BY:  
56 LRS PERSONAL  
PROPERTY OFFICE 2019**