

2017 PEAK MOVING SEASON PREPARATIONS

Date Signed: 3/29/2017

MARADMINS Active Number: 156/17

R 291800Z MAR 17

MARADMIN 156/17

MSGID/GENADMIN/CMC L LP WASHINGTON DC//

SUBJ/2017 PEAK MOVING SEASON PREPARATIONS//

POC/F. D. HYDEN/CIV/LPD-2/TEL: (703) 695-7765/EMAIL:

FREDERICK.HYDEN(AT)USMC.MIL//

POC/B. S. IMLER/CIV/LPD-2/TEL: (703) 695-7765/EMAIL: BRIAN.IMLER(AT)USMC.MIL//

GENTEXT/REMARKS/1. The purpose of this MARADMIN is to give Marines, Civilian Marines, and their families information to successfully ship and store their household goods (HHG), unaccompanied baggage (UB), and privately owned vehicles (POVs) during the 2017 peak moving season (1 May through 31 August 2017). Further, this MARADMIN provides information on limited housing availability for Marines executing a Permanent Change of Station (PCS) move to Okinawa and acts as a reminder to coordinate transportation of pets immediately upon receipt of PCS orders to, from and between Outside the Continental United States (OCONUS) locations.

2. Situation.

2.a. Household Goods(HHG). As soon as orders are issued, Marines and Civilian Marines (Marines) preparing to execute a PCS move during the peak moving season are highly encouraged to visit www.move.mil and review the various documents associated with the movement of household goods, unaccompanied baggage and privately owned vehicles. Marines will need to create or update an account in the Defense Personal Property System (DPS), carefully and patiently perform self-counseling and take note of any questions not answered during self-counseling and a review of the resources provided on www.move.mil. Marines should immediately proceed to their local Personal Property Office (PPO) to receive additional, targeted counseling, confirm primary and alternate pickup dates and, when applicable, sign required documents to perform a Personally Procured Move (PPM). The earlier Marines understand their move options and complete their move plan, the more likely it is they will receive their requested primary move dates and complete a successful move.

2.b. Overseas Suitability Screening and HHG. Upon receipt of PCS orders to or between OCONUS locations, Marines should immediately initiate suitability screening through their Military Medical Treatment Facility. HHG should not be packed or shipped until successful completion of screening, indicating all dependent family members are suitable for the OCONUS assignment.

2.c. Privately Owned Vehicle (POV) shipment and storage. Marines conducting a PCS move to, from or between OCONUS locations may be entitled to move or store their POV. Questions regarding eligibility for shipment or storage of POVs should first be forwarded to the local PPO. When storing a POV, Marines are reminded to obtain an authorization letter from the local PPO to store their POV when shipment to an OCONUS destination is not authorized. Marines must make a drop-off appointment with the Global POV Contractor, International Auto Logistics, at PCSMYPOV.com. Prior to turn in, customers are responsible for ensuring their vehicle does not have an unresolved Recall Notice. Vehicle Owners can verify if their vehicles have a recall notice at the following link: <https://vinrcl.safercar.gov/vin/>. Service members can also contact their servicing Vehicle Processing Center to determine if their particular vehicle will be accepted for shipment or storage. If there a recall on a vehicle, owners must provide documented proof of repair by a certified mechanic dealership (authorized by the manufacturer).

3. Resources for Marines. A move is a challenging event. It is important that Marines know their entitlements, allowances, and responsibilities, and be fully engaged with the local origin PPO, the assigned TSP Moving Company and the destination PPO throughout the moving process. There are several information resources available to Marines such as local PCS Smooth Move or command-sponsored PCS and Retirement and Separation workshops and information published to websites such as www.move.mil and our Facebook Page at <https://www.facebook.com/usmhouseholdgoods>. Marines must stay informed and be proactive advocates for their move.

4. The Defense Personal Property System (DPS) Self-Counseling and Shipment

Management Tips. DPS must be used to conduct all moves. Access to DPS is authorized via www.move.mil. DPS is the DoD one-stop resource for executing personal property moves. It provides convenient 24/7 access to personal property shipment information and is an electronic conduit for a direct relationship between Marines, PPOs, and the TSPs/Moving Companies. DPS is used to provide online self-counseling, setting up the move, tracking, inspecting and managing shipments, claims filing and completion of customer satisfaction surveys on TSP/Moving Company performance. Instructions on how to obtain a DPS account are located at www.move.mil. Click on First Time DPS Users Click Here and follow the directions. If Marines already have a DPS account, click on "Login to DPS and be prepared to request a new password. For further assistance on the operation of DPS, contact the local PPO or the 24/7 DPS System Response Center toll free at 1-800-462-2176, commercial 618-589-9445 or by email at usarmy.scott.sddc.mbx.g6-src-dps-hd@mail.mil. Some Marine Corps PPOs have computer kiosks or classrooms available to Marines requiring assistance with setting up an account, conducting self-counseling and for other issues related to their move.

4.a. Self-counseling. After establishing a DPS account, Marines must self-counsel using DPS. However, it is recommended that Marines thoroughly review the Before You Move section of www.move.mil. The Before You Move section has moving guides, information on entitlements, weight allowances, POV shipment and storage, mobile homes, firearms, claims processing and other useful moving tips and tools. It is important that Marines complete self-counseling because entitlements and allowances change often and Marines must certify that they have read and understand them. Marines, not the PPO or the TSP/Moving Company, are responsible for knowing and staying within their weight allowance. The PPO can provide additional targeted counseling, but Marines are ultimately accountable for excess costs when they ship or store personal property.

4.b. All Marines must provide Primary and Alternate move dates. There must be at least three (3) Government Business Days (GBD) between these dates.

4.c. Applications are not complete and requested move dates are not accepted until Marines provide the local PPO with official web, separation or retirement orders. DPS now has the capability for Marines to upload these documents as part of their self-counseling package.

4.d. Estimating HHG weight can be difficult. To reduce friction and facilitate better planning, Marines are highly encouraged to use the weight estimator within www.move.mil. To access the weight estimator click on "Before You Move, then click on "Weight Allowance, then click on Weight Estimator to bring up the self-calculating tool. Save the blank form to a hard drive, fill it out properly, save it and then print it for the local PPO counselor to review to ensure the total weight, minus professional books, papers and equipment (also known as Pro Gear) and authorized medical equipment is correct.

4.e. Professional Books, Papers and Equipment (PBP and E, also known as Pro Gear) is limited to 2,000 pounds net weight. Marines may also request a Spouse Pro Gear weight allowance up to 500 pounds when the spouse requires certain items for employment or community services.

4.f. The most popular dates for moves during the peak moving season are just prior to Memorial Day through two weeks after the Fourth of July. Performing HHG moves during this window could present challenges with scheduling and the quality

of TSP/Moving Company performance. It is recommended that Marines complete their self-counseling and submit their Primary and Alternate move dates at least 90 days in advance of their Primary move date. Pickup dates should be planned to allow for flexibility when selecting dates to vacate housing, commence travel, and perform other PCS-related events. Note that the last two days and the first two days of every month are also particularly difficult dates for pickup since most leases and rental agreements start or end during that time. Final pack and pick-up dates are not confirmed until the conclusion of the pre-move survey (either in person or telephonically) conducted by a representative of the TSP/Moving Company. If personal circumstances require a change to the agreed upon pickup date, there is a substantial risk that new requested dates may not be available.

4.g. Marines must stay in contact with the TSP/Moving Company. DPS provides point of contact telephone numbers for each TSP/Moving Company local agent at origin and destination supporting each move. The TSP/Moving Company local agents generally perform packing and unpacking services for each shipment. Pickups and deliveries for multiple shipments must never be scheduled on the same day (Household Goods shipment to, from and between OCONUS locations, Non-temporary Storage, and Unaccompanied Baggage, when applicable) because each shipment may have a different local agent performing origin packing and destination unpacking services, so confusion may cause items to be placed into the wrong shipment. Ensure your application indicates a full unpack is required, if needed.

4.h. Personally Procured Move (PPM), formerly known as a Do It Yourself (DITY) Move.

4.h.(1). Eligible Marines may be paid up to 95 percent of the government's cost for performing a similar move. A PPM offers the greatest flexibility when performing an eligible move. Marines are required to perform PPM self-counseling in DPS and must provide a weight estimator worksheet when requesting an advance operating allowance. Properly completing all documentation at origin is important to ensure the PPM settlement claim can be processed in a timely manner. Note, Government Travel Charge Cards cannot be used for PPM expenses.

4.h.(2). Marines may be advanced up to 60 percent of the cost the government would have paid to move the estimated weight. The advanced payment is to be used to offset costs for rental vehicles, equipment, and packing materials. When Marines use a single POV with or without an authorized privately owned trailer, an advance operating allowance is not authorized.

4.h.(3). To ensure only authorized HHG are moved, every PPM shipment may be inspected and compared against the weight estimator to ensure the HHGs listed on the weight estimator are present. This is a requirement when Marines desire an advance operating allowance.

4.h.(4). PPM settlement claims may be turned in to the nearest Marine Corps PPO, mailed to the Marine Corps Logistics Command Transportation Voucher Certification Branch (TVCB), or scanned and emailed to mailbox [logcom.tvcbclaims\(at\)usmc.mil](mailto:logcom.tvcbclaims@usmc.mil). The preferred process is to have PPM claims reviewed and submitted by a Marine Corps PPO. Instructions on how to file a PPM claim can also be found at <http://www.logcom.marines.mil/Capabilities/Personally-Procured-Move>. Certified and legible empty and full weight tickets must be obtained from the origin installation weight scales or within 50 miles of the origin, and a full weight ticket must be obtained within 50 miles of the destination for a total of three weight tickets. Improper, illegible and missing documentation are the primary causes of reimbursement delays.

4.i. Household Goods, Unaccompanied Baggage and Non-Temporary Storage Loss and Damage Claims.

4.i.(1). If there are any damages and or missing items noted during the HHG delivery, ensure the DoD Notification of Loss or Damage at Delivery, Form 1850 is filled out and presented to the TSP/Moving Company. If additional loss or damage is discovered after unpacking, the Marine must access DPS to create and submit a loss slash damage report for those additional items not previously reported. This

action must be submitted within 75 days from the date of delivery. If Marines have problems continually accessing DPS, the DoD Notification of Loss or Damage After Delivery, Form 1851 must still be completed and submitted to the TSP via email, fax with a confirmation receipt, or sent by certified mail. Submission of a loss slash damage report does not constitute the filing of a claim.

4.i.(2). Claims for loss slash damage items must be completed and filed in DPS within nine months of the delivery date to receive full replacement value (FRV) for those items missing or destroyed. A separate claim must be filed for each shipment (Household Goods, Unaccompanied Baggage and Non-temporary Storage, when applicable). When submitting a claim with photographs, ensure the resolution/size of the photos does not exceed 640 by 480 VGA to ensure a faster upload into DPS. Large photographic files exceeding 500 kilobytes may cause DPS to stop operation and lengthen the time it takes to submit a claim. The claims submission process in DPS can be difficult to use, but a thorough review of the claims submission process (Claims How-To PDF) on www.move.mil will help navigate Marines through the process. When additional assistance is needed, contact the local PPO. In the event an equitable settlement on the claim cannot be reached with the TSP/Moving Company, Marines should contact the Marine Corps Military Claims Office (MCO) at (703) 784-9533 Option 1 for additional guidance.

4.j. When HHG are not picked up or delivered on the agreed upon dates, Marines may have the option of filing an Inconvenience Claim with the TSP/Moving Company for authorized out of pocket expenses. Contact the local PPO for additional details.

4.k. After the HHG are delivered, DPS will send an email to remind Marines to complete a short Customer Satisfaction Survey (CSS) for each shipment. Completing the CSS is extremely important since the ratings and comments determine the amount of government shipments each TSP/Moving Company will receive as a best value performer. Survey results directly contribute towards rewarding top performers and eliminating poor performers from the Defense Personal Property Program. Commanders are encouraged to make completion of the CSS a part of each Marine check-in process. For the past 12 months, only 27 percent of Marines actually completed the CSS. This is far below the DoD average of over 37 percent. Marines must make their voices heard; it makes a difference.

5. The Military Surface Deployment and Distribution Command, in conjunction with the Military Services and the U.S. Coast Guard, has developed a Customer Bill of Rights which outlines the rights and responsibilities of all DoD uniformed service members and civilian employees. The **Customer Bill of Rights** is posted on www.move.mil and our Facebook Page at <https://www.facebook.com/usmhouseholdgoods> and should be read by every Marine as part of their review of the resources located on the website.

6. Marines traveling to Okinawa, Japan are reminded to closely coordinate with the command-designated sponsor and the Housing Office due to modernization of on-base housing efforts which may limit availability of on-base housing. The housing modernization project will be ongoing and is anticipated to be completed during FY 2023. Please note that on-base housing inventory may be limited and some accompanied personnel may be required to live off-base. In addition, Marines, Civilian Marines and their families may experience longer stays in temporary lodging due to shortage of available housing both on and off base. To attain the most up-to-date status of available housing, Marines and Civilian Marines are encouraged to contact Housing directly at DSN 315-634-0582 or via email at kadenahousing.customerservice@us.af.mil.

7. Pet Transportation Arrangements. Many Marines consider their pets to be part of the family and although transportation of pets for uniformed service members is not an entitlement, the key to a successful pet move is early planning and constant follow-through. Marines transferring to, from or between OCONUS locations are reminded to make arrangements for pet transportation at least 90 days prior to their expected flight date, especially for those Marines desiring to travel via the Air Mobility Command-Patriot Express (AMC-PE) program (dogs and

cats only via AMC-PE). The government contracted AMC-PE rotator flights offer a discounted cost (ranging from 125 dollars to 375 dollars depending on pet weight), however, the number of pet spaces per flight is very limited and subject to a first come, first serve basis for all DoD Uniformed Service Members and Civilian Employees. In accordance with the passenger movement directive, MCO 4600.7, port call requests should be submitted to the Distribution Management Office (DMO) at the earliest possible time, so that reservations can be made exactly 90 days prior to departure allowing the Marine Corps to fairly compete for a limited number of pet spaces. Alternatively, most US Flagged Scheduled Airlines also offer pet movement programs. For Marines not afforded a pet space on the AMC-PE, they should contact the airlines early on for a complete understanding of their pet movement policy, cost, and reservation process. In locations like Okinawa, Japan, pet spaces are in extremely high demand and book very quickly; the following URL provides helpful information (to include information concerning Pets) for those Marines and Sailors executing PCS travel to or from Okinawa, Japan: <https://www.mccsokinawa.com/welcomeboard>. For pet transportation assistance, contact your local Passenger Transportation Office, located in the Distribution Management Office at Marine Corps installations, and within Installation Transportation Offices DoD-wide.

8. Early counseling, planning, preparation, flexibility, and communication are the keys to executing a successful peak season PCS move. Marines are encouraged to contact the local PPO for additional information, training and support.

9. Release authorized by BGen Terry V. Williams, Assistant Deputy Commandant, Installations and Logistics (LP).//